

Q2 FY21/22

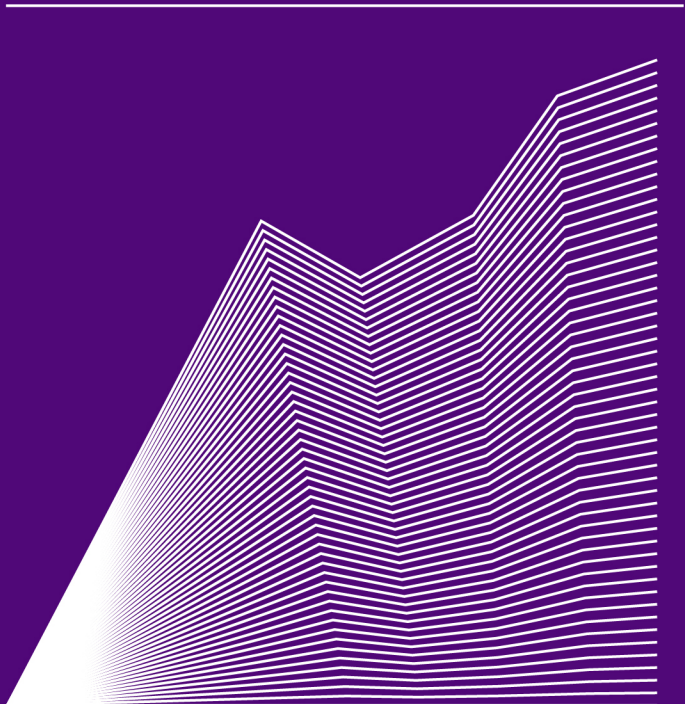
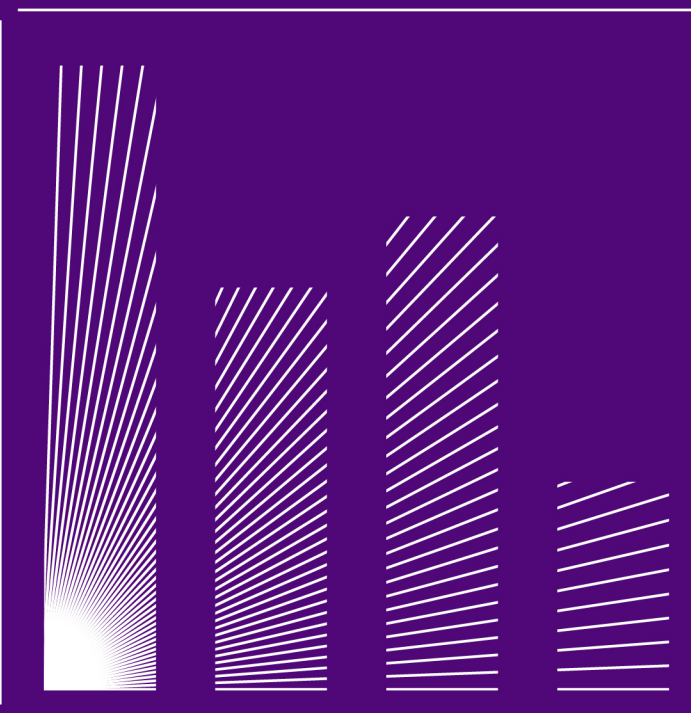


Table of contents

1.0	Executive Summary	3
2.0	Reader Guide	5
3.0	Introduction	6
4.0	Fire Services Q2 performance results	7
4.1	Country Fire Authority Q2 results overview	7
4.2	Fire Rescue Victoria Q2 Results Overview	9
5.0	Conclusion	11
6.0	Appendix A: Country Fire Authority Quarter 2 Progress Update	12
7.0	Appendix B: Fire Rescue Victoria Quarter 2 Progress Update	32

1.0 Executive Summary

This Quarter 2 (Q2) Fire Services Outcomes Framework Progress Report outlines the Fire Services Implementation Monitor (FSIM)'s observations of Country Fire Authority (CFA) and Fire Rescue Victoria (FRV)'s performance against their respective outcomes framework indicators.

CFA and FRV published their respective Year Two Outcomes Frameworks¹ in October 2021. FRV continues to refine its Year Two Outcomes Framework indicators and, given the Year Two indicators are not yet finalised, has reported against both its Year One and a limited number (5) of Year Two Outcomes Framework indicators in Q2. FSIM also notes that CFA continue to use baselines to assess performance in the Year Two Framework. Baselines are not always an effective tool to measure improved performance, particularly when they do not show improvements over time. In order to provide clearer assurance to community, CFA should consider how the baselines can be used in conjunction with targets to provide a clearer measure of performance.

The reformed fire services have now been in place for a year and a half. Over that time, FSIM has encouraged agencies to refine and mature their understanding of the linkages between outcomes results and program delivery, noting outcome performance is most useful to the community where impacts can be explained. FSIM's longer term objective for these outcomes frameworks is for agencies to demonstrate how their activities deliver a modern fire service that protects Victorians, such as demonstrating impacts to the community where a target or baseline is met/not met.

Training and Community Engagement

Both organisations report that COVID-19 related restrictions have resulted in a reduced number of training activities being undertaken in Q2. As restrictions and other COVID-19-related requirements ease, CFA and FRV should take steps to prioritise training and skills maintenance activities, ensuring that there are sufficient firefighters with the right skills to undertake operational and specialist response activities now and into the future.

FRV has been unable to meet its community education and engagement targets since the reform commenced in July 2020. FRV reported no formal community education programs in FY 2020-21 and a year-to-date total of 29 Firelighting Consequence program engagements in Q2 FY 2021-22. This result is significantly below FRV's comparable Q2 FY 2020-21 target of 80 community engagements. FRV reported that COVID-19 restrictions constrained their capacity to maintain minimum crew levels for operational response and consequently, delivery of non-urgent programs by firefighters was paused for the safety of the community and firefighters.

CFA introduced a new indicator in this quarter relating to the number of training courses completed by CFA members. CFA did not meet the nominated baseline primarily due to course cancellations resulting from COVID-19 restrictions and the prioritisation of work to ensure compliance with the National Units of Competency as prescribed by the Victorian Registration and Qualifications Authority (VRQA).

Community education and engagement activities are a vital tool to equip Victorians with knowledge and skills to prevent and prepare for fire and other emergencies. Further delays to community education program delivery may impact the overall prevention and preparedness capabilities of the Victorian community.

Service Level Agreements

FRV currently reports on the implementation progress of operational service level agreements (SLAs) and the corporate memorandum of understanding (MoU). While FRV is the only agency reporting on this indicator, and the FSIM notes that this indicator is not included in FRV's Year Two Outcomes Framework, these agreements and MoUs are foundational tools that clarify roles and responsibilities for both CFA and FRV in service delivery provision. Both agencies have responsibilities to progress, finalise, implement and embed the service delivery arrangements outlined in these draft agreements. A number of SLAs remain outstanding and further delays to

1 CFA's Year Two Outcomes Framework can be accessed at: <https://www.cfa.vic.gov.au/about-us/our-mission>

FRV's Year Two Outcomes Framework can be accessed at: <https://www.frv.vic.gov.au/outcomes-framework>

finalising the SLAs will result in continued service delivery inefficiencies arising from interim administrative arrangements.

Concluding Remarks

FSIM acknowledges CFA and FRV for their cooperation and active contribution to FSIM's monitoring and reporting activities. This is particularly appreciated given the ongoing administrative and operational pressures CFA and FRV continue to face. As agencies continue to report against their Year 2 outcomes framework, FSIM will be able to set out a clearer baseline of fire service performance against outcomes, following implementation of the reform.

2.0 Reader Guide

Definitions

Acronym	Title
AFAC	Australasian Fire and Emergency Service Authorities Council
BMT	Brigade Management Team
BP3	Budget Paper 3
Capex	Capital expenditure
CFA	Country Fire Authority
CFASafe	System providing critical business functions including Hazard/ Incident Reporting, Health Program Management and Audit tracking.
Division A Staff	Former Metropolitan Fire Brigade (MFB) Firefighters
Division B Staff	Former CFA Firefighters
EMR	Emergency Medical Response
EMV	Emergency Management Victoria
FDR	Fire Danger Rating
Fire ED	Fire Education
FIRECOM1	Fire Rescue Victoria's operational data storage system
FLAMES	Home fire safety education program specifically tailored for secondary aged students newly arrived in Australia, studying English as an Additional Language
FRV	Fire Rescue Victoria
FRV38	Former CFA stations transferred to FRV as part of the reform
FRVSafe	System for capturing and monitoring hazard & incident reports for FRV personnel
FSIM	Fire Services Implementation Monitor
GMT	Group Management Teams
LGA	Local Government Association
MAV	Municipal Association of Victoria
MUARC	Monash University Accident Research Centre
VRQA	Victorian Registration and Qualifications Authority

Reference to fire services agencies

References to the fire services in this document relate specifically to CFA and FRV. Where more than one fire services agency is referenced in this document, they are listed in alphabetical order.

Comparison between agencies' performance against published Outcomes Frameworks

As the two outcomes frameworks are based on the agencies' own strategic and operational priorities, comparisons between the agencies should not be made.

3.0 Introduction

Purpose of the report

This independent quarterly report provides observations on the progress of CFA and FRV against their respective outcomes-based fire services performance indicators.

Background

The Victorian Government has embarked on a 10-year reform agenda to enhance fire services in Victoria, releasing its Year Two to Five Fire Services Reform Implementation Plan (Year Two to Five Plan) in 2021. The Year Two to Five Plan outlines a shared course of action for fire services agencies over four years to implement the vision set out in the 2017 *Fire Services Statement* (Fire Services Statement).

Fire Services Implementation Monitor (FSIM)

FSIM was appointed in 2020 in accordance with the *Fire Rescue Victoria Act 1958* (the Act). FSIM's functions under the Act are to assess the effectiveness of agencies in delivering against Implementation Plan actions and provide independent assurance to government and the community on the progress made towards modern fire services providing for a safer Victoria. FSIM is required to prepare and publish quarterly reports on CFA and FRV Outcomes Frameworks measures under s141 of the Act.

The role of Outcomes Frameworks in monitoring and evaluation

Outcomes frameworks are a monitoring and evaluation tool linking a vision to a set of outcomes, indicators (including targets), and measures. They help demonstrate the value and achievements of agencies and can be used to identify change. They can also determine whether agencies are moving towards agreed outcomes while identifying areas for improvement and help focus monitoring and evaluation on potential high-risk issues.

FSIM's approach

This report provides commentary where possible, on progress made towards the reform outcomes and on operational performance against the emergency sector's vision for safer, more resilient communities. FSIM has reviewed CFA's and FRV's quarterly results and provides a summary and analysis of the data from Q2 and, where possible, trend data across the first years of reformed operations, taking into consideration Implementation Plan priorities and the operational performance reported by both agencies.

Limitations on data

As reported in Q1, CFA and FRV have finalised their Year Two to Five Outcomes Frameworks. FRV is yet to fully finalise and transition to reporting on its new indicators, whilst CFA will continue to review and refine its Year Two indicators over time. This report continues to provide commentary against indicators from FRV's Year One Outcomes Frameworks, with the addition of five indicators from FRV's Year Two to Five Outcomes Frameworks.

Publication of reports

FSIM publishes quarterly reports on [Fire Services Implementation Monitor publications | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/fire-services-implementation-monitor-publications). Publishing these quarterly reports promotes transparency and provides meaningful benchmarking that can measure the impact of the government's reform agenda on the fire services agencies, other emergency services stakeholders, and the broader community over time.

4.0 Fire Services Q2 performance results

4.1 Country Fire Authority Q2 results overview

CFA has transitioned to its Year Two Outcomes Framework and provided data for all measures in the Year Two Framework. CFA recognise that as outcomes reporting matures, they will continue to review and refine indicators over time.

Appendix A provides a complete report of CFA Outcomes Framework data reported in Q2.

Fire fatalities and injuries

CFA's vision for the future is for zero fire fatalities and fire related injuries in the country area of Victoria, however CFA did not meet this aspirational target in Q2.

FSIM notes that meeting the target of zero fatalities and injuries is complex and that CFA is undertaking a range of activities to reduce fire fatalities and fire-related injuries. For example, CFA is collaborating with Monash University Accident Research Centre (MUARC) to develop a suite of tools to inform prevention, preparedness and response activities including:

- a residential fire safety mapping tool to assist program planners in targeting prevention and preparedness programs to specific local and neighbourhood risk factors
- a Victorian fire risk register which combines census data to develop residential fire risk ratings across all CFA districts
- linking CFA incident data with Ambulance Victoria injury data for the same incidents, allowing CFA to consistently identify the frequency, nature and severity of injuries from fires, leading to improved understanding of the overall burden of fire related injuries.

FSIM notes that CFA is also collaborating with FRV to develop an annual Fire Fatality Insights workshop. Furthermore, CFA incident data has been used to inform Australasian Fire and Emergency Service Authorities Council (AFAC) doctrine 'Residential Fire Fatality and Injury Prevention Strategy: Towards Zero Fatalities'.

FSIM supports CFA's commitment to reduce the number of fire related fatalities and injuries to zero through multi organisation collaborations and the use of CFA incident data in research and development of new prevention, preparedness and response programs.

Training

CFA assesses competency of CFA members against both National Unit of Competency and enterprise training. CFA did not meet its baseline relating to the average number of training courses expected to be offered during Q2 due to:

1. Ongoing work to ensure compliance for all training undertaken against National Units of Competency as prescribed by the Victorian Regulator for Vocational Education and Training, the VRQA and
2. limited training opportunity resulting from multiple public health-related lockdowns and disruptions.

CFA reports that strategies are in place to ensure compliance and increase in training courses. This includes the development of state-wide training work plans and schedules that take into account Victoria's current health-related directions. FSIM will continue to monitor this indicator and will work with CFA to obtain further insights on the extent to which CFA staff and volunteer competencies align with CFA training strategies and expectations.

Volunteers under the age of 40

CFA did not meet the baseline for volunteers under the age of 40 in Q2 and FSIM notes the number of volunteers under the age of 40 has remained consistent since the beginning of the reform. An ageing population, rural decline and the required efforts to maintain current volunteer levels are ongoing challenges recognised by CFA.

CFA has introduced a Young Adults Advisory Committee to explore issues regarding leadership, recruitment and retention of young people. CFA is also nearing release of the Volunteer Recruitment Hub Registration Module which will provide it with demographic insights of new and transferring members which will aid in the development of targeted recruitment strategies.

FSIM acknowledges the challenges CFA faces maintaining an active cohort of young volunteers particularly in low density rural areas. FSIM looks forward to learning more about how CFA will address this issue in the future.

Female Leadership

CFA has revised the definition of leadership from select brigade operational ranks (Captain, 1st through to 4th Lieutenant) to a more inclusive definition of leadership. The revised definition includes volunteer leadership roles categorised as Brigade Management Team (BMT) and Group Management Teams (GMT). As a result of this change, CFA met the female leadership baseline this quarter and also reached the Year Two to Five Fire Services Implementation Plan action target of 15 per cent of brigade leadership roles being held by women.

It is clear that leadership is broader than operational rank. CFA's updated leadership definition incorporates a larger spread of leadership roles occupied by female volunteers including some non-operational roles and operational leadership roles that were previously not recognised (such as Brigade Training Coordinator, Brigade Community Safety Coordinator and Group Officer roles). FSIM will continue to monitor the number of female volunteers in brigade leadership roles as CFA continues to implement its diversity and inclusion strategies throughout the year.

4.2 Fire Rescue Victoria Q2 Results Overview

FRV's transition to the Year Two Outcomes Framework continues to progress. FRV continues to report on Year One Outcomes Framework measures and has provided five Year Two Outcomes Framework indicators and proxy measures in Q2. FRV has not developed 2021-22 targets for Year One Outcomes Framework measures as it did not plan to report on these measures beyond June 2021, and is using the 2020-21 targets while finalising indicators for FY 2021-22, as noted in the data tables at Appendix B.

Appendix B provides a complete report of FRV Outcomes Framework data reported in Q2.

Community engagement

FRV did not meet the FY 2020-21 Q2 target for community engagement and the FSIM notes that FRV's community engagement activities have been significantly impacted by COVID-19 related restrictions since the beginning of the reform.

FRV continues to deliver the Firelighting Consequence Awareness Program (FireCAP), however FRV continues to be constrained in delivering a multitude of programs due to COVID-19 related restrictions and the number of staff returning positive COVID-19 tests and/or requiring to isolate after being identified as close contacts. FRV reports that this has impacted FRV's ability to maintain minimum crew numbers for operational response, and as a result, delivery of non-urgent programs by firefighters was paused considering the impacts of COVID-19, for the safety of the community and firefighters.

FSIM notes that FRV has yet to meet the FY 2020-21 target and continues to explore and adapt its community engagement program to COVID-19 restrictions. FSIM supports FRV exploring alternative channels to deliver critical community engagement programs noting potential impacts on the prevention and preparedness capabilities of the Victorian community.

With the easing of restrictions, FSIM anticipates an increase in FRV community engagement activities in Q3, noting FRV have advised that there may be some reluctance for schools and senior groups to engage in such programs while the risk of contracting COVID-19 remains high

Skills maintenance

Specialist skills maintenance and core skills maintenance did not meet the Q2 FY 2020-21 Target.

Specialist skills maintenance

FRV reports that COVID-19 continues to impact results and that maintaining minimum staff crewing levels are being prioritised over specialist skills maintenance, such as marine and heavy rescue skills. FRV reports that COVID-19 restrictions and isolation requirements will continue to impact specialist skills maintenance results.

FSIM notes the importance of maintaining minimum staff crewing levels as a priority, whilst also balancing the need for adequate numbers of trained specialists to maintain operational capability.

Core skills maintenance

FRV reports on Division A (former Metropolitan Fire Brigade) data for its core maintenance skills indicator and noted that training was delayed due to COVID-19 related restrictions.

As noted in the Q1 FY 2021/22 Progress Report, this result does not include Division B (former CFA) data and therefore does not provide a complete picture of overall skills maintenance across FRV. FRV reports that the capture of Division B skills maintenance data will commence when all stations and platoons have been trained in the use of the skills maintenance database and are regularly inputting the skills maintenance drills they are currently undertaking. FRV has commenced a comprehensive program to deliver training to 1,400 Division B staff across 38 stations. At the end of Q2, 20% of staff (31.5% of stations) had received training.

FSIM notes that the inclusion of Division B staff in results for this indicator would significantly decrease the Q2 result. As the objective of this indicator is to ensure regular firefighting skills maintenance is undertaken at station level, it is important for FRV to include all relevant staff in its data capture to understand the requirements of core skill maintenance across the organisation.

Conversations in the Mess

FRV did not meet the FY 2020-21 Q2 target for stations and work sites visited under the 'Conversations in the Mess' program, noting FRV have previously reported that this program has been put on hold due to COVID-19 restrictions. FSIM notes FRV reviewed this program in Q2 and confirmed that the program will continue to be delivered in a face-to-face format. While the face-to-face format of the program was scheduled to commence in February 2022, the Fire Rescue Commissioner and broader Executive Leadership Team (ELT) have undertaken a comprehensive program of in-person station visits across Victoria and have attended FRV events such as Remembrance Day ceremonies and meetings with new recruits.

FSIM notes FRV leadership is continuing to undertake engagement activities with staff outside the formal 'Conversations in the Mess' program. Such activities support the reform priority to maintain an engaged workforce that feels safe and respected.

Hoarding and residential risk referrals

FRV met its residential and hoarding risk referrals FY 2020-21 Q2 targets.

FSIM notes that the FRV 'At Risk Group' was instrumental in helping FRV meet its hoarding risk referral target due to its continued follow up work on a backlog of notifications. The FRV 'At Risk Groups' Unit was unable to deliver additional education programs with external agencies due to limited resourcing. However, FRV is currently working with CFA to develop home fire safety e-learning modules for older people and people with disabilities, carers and support workers that provide information about home fire safety, how to reduce risk and how to prepare for fire events in the home. The module is scheduled for release in Q1 FY 2022-23.

FSIM acknowledges the efforts undertaken by the FRV 'At Risk Group' Unit to improve FRV's hoarding risk referral processes, in addition to dedicated collaboration with the CFA to disseminate important safety information to 'at risk' groups.

5.0 Conclusion

This is FSIM's fifth quarterly report on CFA's and FRV's Outcomes Framework results, having covered the timeframe from 1 July 2020 to 31 December 2021. Over this 18-month period, CFA and FRV have developed their initial (Year One) and subsequent (Year Two) Outcomes Frameworks to support active monitoring of progress towards reform outcomes and what success looks like for each agency. The full summary of CFA's and FRV's results against their respective Outcomes Frameworks is provided in Appendices A and B.

Achieving reform outcomes over the long term depends on good quality and consistent data and information. As indicators continue to be refined and data collection and analysis continues to mature, FSIM will be able to set out a clearer baseline to assess performance.

FSIM acknowledges CFA and FRV for their cooperation and active contribution to its monitoring and reporting activities, particularly given the significant administrative and operational pressures the two agencies continue to experience throughout this reporting period.

FSIM will continue to monitor and report on the Outcomes Framework reports in accordance with its legislated objectives to provide independent assurance to government and the community on the progress towards modern fire services that provide a safer Victoria.

6.0 Appendix A: Country Fire Authority Quarter 2 Progress Update

The CFA Outcomes Framework uses an annual baseline total and year to date (YTD) baseline total in lieu of a target measure. This report includes the YTD baseline which is a rolling five-year average of the cumulative, quarter three performance against indicators.

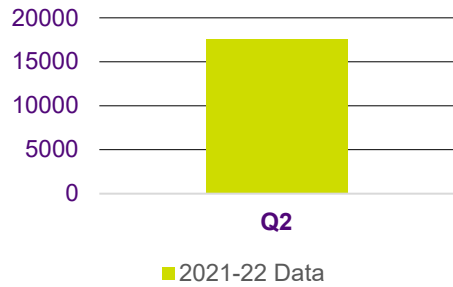
Data against performance indicators

		2020-21				2021-22		YTD	Baseline
Outcome measure description		Q1	Q2	Q3	Q4	Q1	Q2	Baseline	Met/Not Met
CFA Goal 1: We put the community at the centre of everything we do									
1.2	The community is educated, engaged and empowered to manage its fire risk								
1.2.1	An increase in the number of community members engaging with CFA*	-	-	-	-		17,579	-	●
CFA Goal 2: We deliver programs and services that make a positive difference									
2.1	Fires are prevented								
2.1.1	A decrease in the number of house fires (YTD)	225	407	590	808	176	575	756	●
2.1.2	A decrease in the number of grass and scrub fires (YTD)	194	1,199	1,874	2,468	306	1,184	1,090	●
2.2	Fires are suppressed quickly and effectively								
2.2.1	An increase in containment to room of origin of structure fires	58%	53%	53%	55%	58%	58%	55.6%	●
2.2.2	An increase in containment to 5 hectares for grass and scrub fires	99%	94%	95%	95%	99%	95.9%	94.4%	●
2.2.3	A decrease in average time spent suppressing structure fires	0:50:40	0:48:50	0:59:31	0:57:40	0:45:17	0:54:10	0:56:41	●
2.2.4	A decrease in average time to contain and control bushfires	0:38:10	1:26:52	0:54:49	0:49:04	0:22:42	0:42:53	0:44:38	●
2.3	Fires are less harmful to the community								
2.3.1	A decrease in fire-related fatalities	3	4	7	7	4	9	6.5	●
2.3.2	A decrease in fire-related injuries	9	21	35	53	15	28	36	●
2.3.3	A decrease in stock loss due to fires	0	0	0	0	0	0	276	●
2.3.4	A decrease in complete structure loss due to a structure fire	16.4%	17.9%	18.1%	17.8%	13.0%	13.3%	17.7%	●
2.3.6	An increase of homes with installed smoke alarms*	-	-	-	-	-	118	-	●
2.3.7	An increase in the number of inoperable smoke alarms replaced*	-	-	-	-	-	69	-	●
2.3.8	An increase in the number of vulnerable community members provided with a fire prevention device*	-	-	-	-	-	142	-	●

Outcome measure description	2020-21				2021-22		YTD Baseline	Baseline Met/Not Met
	Q1	Q2	Q3	Q4	Q1	Q2		
CFA Goal 3: We provide a great place to volunteer and work								
3.1 Our workplace is safe								
3.1.1 An increase in hazard reporting within CFA locations (YTD)	128	261	423	788	141	133	222	●
3.1.2 A decrease in emergency response injuries	54	114	209	294	47	32.6	38.9	●
3.1.3 A decrease in volunteer compensation claims	16	31	59	78	15	23	46	●
3.1.4 A decrease in WorkCover claims	6	4	9	16	11	14	48	●
3.1.5 A decrease in the average unplanned leave per FTE equivalent	1.6	3.4	4.7	6.8	1.6	3.4	4.1	●
3.2 We have volunteer and paid workforce that reflects the community it serves								
3.2.1 An increase in female volunteers in operation roles	13.4%	13.3%	13.4%	13.7%	13.6%	14.9%	14.7%	●
3.2.2 An increase in female volunteers in leadership roles	6.0%	5.9%	6.2%	6.4%	6.6%	17.5%	15.4%	●
3.2.3 An increase in female staff in senior roles (PTA 5 or above)	53.2%	51.5%	52.5%	52.6%	51.4%	49.6%	49.6%	●
3.2.4 An increase in volunteers under 40 years old	29.2%	29.1%	29.2%	29.12%	28.8%	28.8%	29.4%	●
3.4 Our volunteers and staff are empowered and supported to successfully fulfill their role								
3.4.3 Maintain overall training satisfaction at 4 or above*	-	-	-	-	-	4.2	4.2	●
3.4.4 Maintain overall digital learning satisfaction at 4 or above*	-	-	-	-	-	4.6	4.5	●
3.4.5 An increase in the average number of training courses completed by CFA Members*	-	-	-	-	-	2.27	2.74	●
CFA Goal 4: We are a progressive emergency service								
4.1 Our investment decisions are transparent and achieve the greatest possible impacts								
4.1.1 Timely progress reports on the delivery of government commitments*	-	-	-	-	-	100%	100%	●
4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community								
4.2.3 A decrease in overdue audit recommendations*	-	-	-	-	-	83%	85%	●
4.3 We collaborate with FRV & other service delivery partners to promote interoperability and build stronger relationships that lead to better community outcomes								
4.3.2 Fire Services Operation Committee (FSOC) workplan delivered*	-	-	-	-	-	-	-	●
4.5 Our service delivery and corporate performance in continuously improving								
4.5.1 An increase in the number of After Action Reviews*	-	-	-	-	-	11	-	●

*Year Two Outcomes Framework Indicators

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



1.2.1. An INCREASE in the number of community members engaging with CFA

YTD Baseline	Result
-	17,579

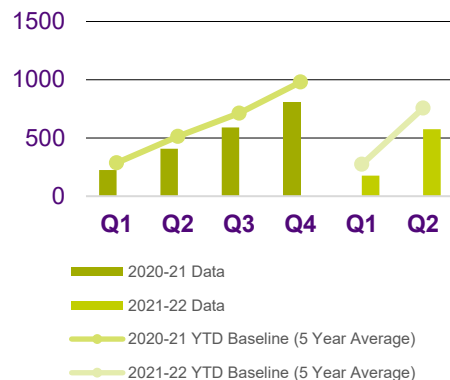
Commentary

This is a new CFA indicator.

This indicator measures the number of community members CFA has directly engaged via online or in-person activities such as community meetings and workshops, online sessions and e-learning modules, visits to homes and properties, and at community events or places.

CFA intends to strengthen its analysis capabilities for this indicator to provide insights on whether service delivery aligns with risk. CFA notes that its annual indicator ‘Increase in the number of community members engaging with CFA from high fire risk communities’, will provide further evidence on whether CFA is delivering services to the people and communities most at risk from impact from fire. CFA also has a rolling 5-year evaluation cycle set up to evaluate state-wide community engagement programs.

2.1 Fires are prevented



2.1.1 A DECREASE in the number of house fires

YTD Baseline (5-Yr Average) Result

756

575

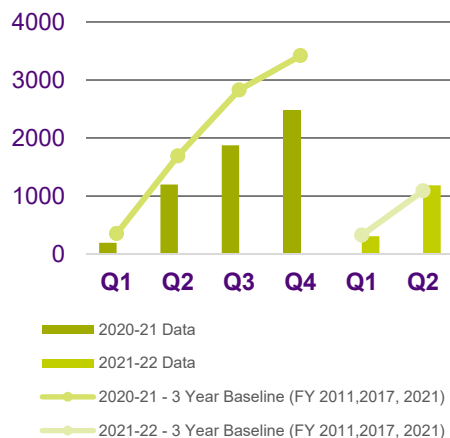
Commentary

The Q2 result met CFA's YTD baseline.

This indicator is a total of the number of preventable residential fires classified as Emergency Incidents (excluding non-residential structure fires).

CFA is preparing to further explore the impact of its community education and prevention programs on this indicator through its work in the development of the Victorian Fire Risk Register – Bushfire (VFRR-B) and Victorian Fire Risk Register – Structure (VFRR-S).

FSIM looks forward to clearer, more direct linkages between outcome results and program delivery.



2.1.2 A DECREASE in the number of grass and scrub fires

3 Year Baseline (FY 2011, 2017, 2021) Result

1,090

1,184

Commentary

The Q2 result did not meet CFA's YTD baseline.

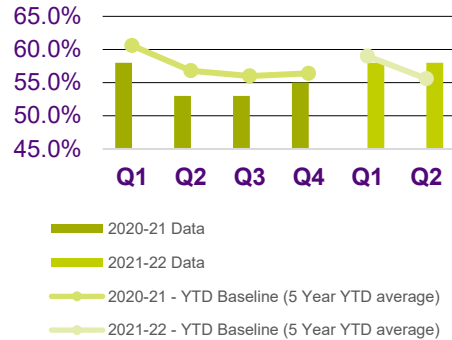
This indicator is a total number of grass and scrub fires (excluding campaign fires).

CFA reports that this indicator aligns to a below average fire season incident count for the 2021/2022 summer season.

CFA reports that it is working with farm sector stakeholders to inform the development of new resources to support a decrease in grass and scrub fires including:

- Videos on harvest fire safety and hay safety
- 'Your Guide to Farm Fire' safety booklet
- Three new fact sheets on harvesting, livestock and vehicles starting fires in vegetation.

2.2 Fires are suppressed quickly and effectively



2.2.1 An INCREASE in percentage of structure fires contained to room of origin

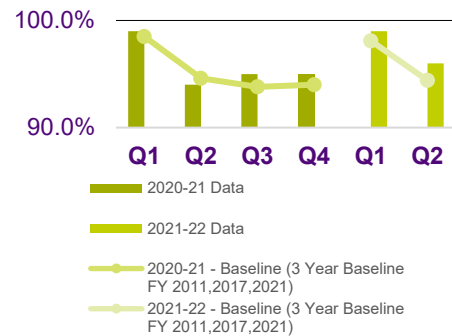
YTD Baseline (5 Year YTD average)	Result
55.6%	58%

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is a percentage of structure fires that were contained within room of origin.

FSIM expects that as CFA's data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.



2.2.2 An INCREASE in percentage of grass and scrub fires contained to 5 hectares

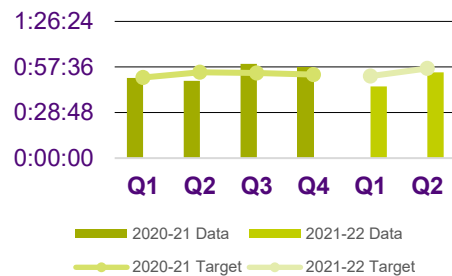
Baseline (3 Year Baseline FY 2011,2017,2021)	Result
94.4%	95.9%

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is a percentage of grass and scrub fires that were contained to 5 hectares.

FSIM expects that as CFA's data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.



2.2.3 A DECREASE in average time spent suppressing structure fires (time spent on scene of incident)

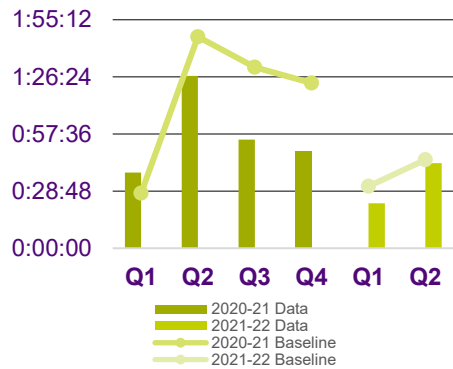
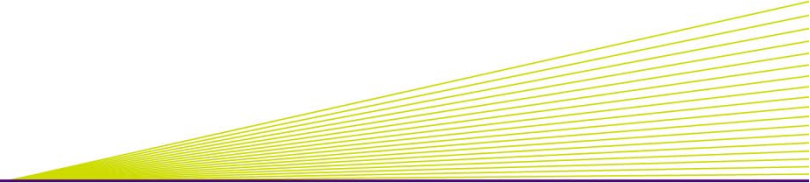
YTD Baseline (5 Year Average)	Result
56 Min 41s	54 Min 10s

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the average time from the time the first appliance arrives on scene of a structure fire to the time a stop message is received (i.e. safe/under control).

FSIM expects that as CFA's data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.



2.2.4 A DECREASE in average time to contain and to control bushfires

YTD Baseline (5 Year Average)

44 Min 38s

Result

42 Min 53s

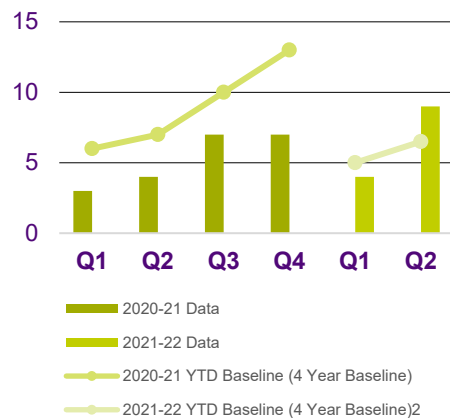
Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the average time from the time the first appliance arrives on the scene of a bushfire to the time a stop message is received (i.e. safe/under control).

FSIM expects that as CFA's data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.

2.3 Fires are less harmful to the community



2.3.1 A DECREASE in fire-related fatalities

YTD Baseline (4 Year Baseline)	Result
6.5	9

Commentary

The Q2 result did not meet CFA’s YTD baseline.

This indicator is the total number of fire fatalities that occurred amongst members of the public during a structure or vegetation fire as recorded by a Fire Investigator in a Fire Investigation Report.

There were two fire incidents in Q2 that resulted in five fatalities:

- one incident resulting in four fatalities²
- one incident resulting in one fatality.

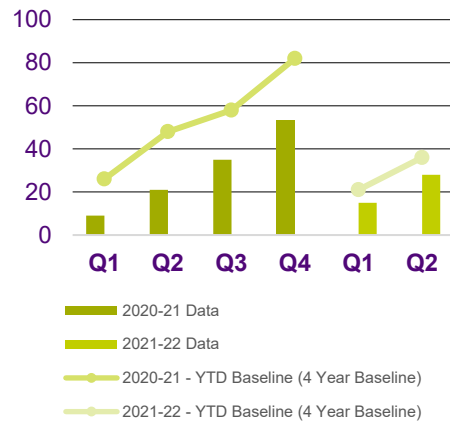
CFA’s vision for the future and aspirational target is for zero fire fatalities in the Country Area of Victoria which requires a focus across prevention, preparedness and response.

CFA is utilising fire fatalities data, in collaboration with various agencies, to inform the development tools and programs such as:

- program design that uses fire fatality data and other data sets to inform program logic and design.
- community engagement templates that require brigades to collate relevant risk information and intelligence that will be used to inform service delivery decisions
- residential fire safety mapping tool to assist program planners target prevention and preparedness to specific local risk factors
- residential structural fire risk register to develop residential risk ratings across all CFA districts
- the Bushfire Program which aims to reduce bushfire risk and inform communities on specific local risks and protection against such risks

² CFA notes that it is uncommon for a single fire incident to result in more than two fatalities. Prior to Q2 2021-22 FY there was an incident in June 2020 that resulted in three fatalities and prior to that there was an incident in August 2009 that resulted in five fatalities.

- a process to link CFA and Ambulance Victoria incident data to help CFA understand frequency, nature and severity of injuries from fires
- programs to implement AFAC strategy including the Council approved doctrine 'Residential Fire Fatality and Injury Prevention Strategy: Towards Zero Fatalities'
- A Fire Fatalities Insights Workshop, working in conjunction with the FRV to share data and intelligence on fire fatalities including exploring key trends and drivers of fire fatalities



2.3.2 A DECREASE in fire-related injuries

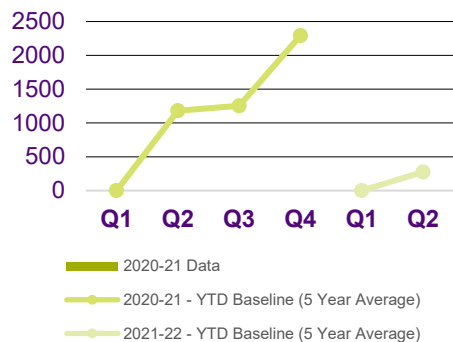
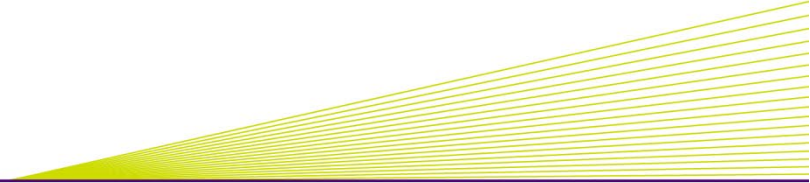
YTD Baseline (4 Year Baseline)	Result
36	28

Commentary

This indicator captures the number of fire injuries that occurred amongst members of the public during a structure or vegetation fire as recorded by a Fire Investigator in a Fire Investigation Report. FSIM notes that CFA have an aspirational target of zero fire-related injuries,

CFA is utilising fire-related injury data to inform the development of tools and programs as listed against indicator 2.3.1.

The Q2 result is below the YTD baseline which is a positive result. FSIM notes that fire related injuries have increased over Q1 and Q2 2021-22 FY compared to Q1 and Q2 2020-21 FY.



2.3.3 A DECREASE in stock loss due to fires

YTD Baseline (5 Year Average)	Result
276	0

Commentary

The Q2 result met CFA's YTD baseline.

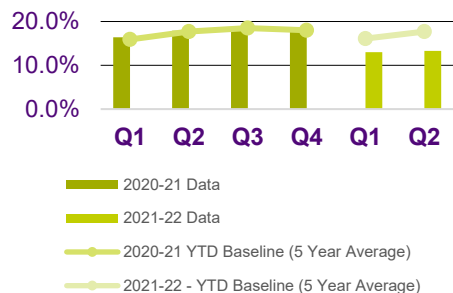
This indicator is the total number of heads of stock lost due to fire.

CFA uses the following categories of stock for this indicator:

- Cattle
- Horses
- Sheep
- Other livestock

CFA does not currently capture stock loss resulting from structure fires and as a result, the loss of 12,000 chickens resulting from a structure fire in Q2 was not captured. CFA will review its reporting categories and consider options to report against stock loss resulting from structure fires in future reports.

FSIM supports this review and looks forward to more effective data collection that links CFA activity (e.g. impacts of training and preventative programs) to the result.



2.3.4 A DECREASE in complete structures loss due to a structure fire

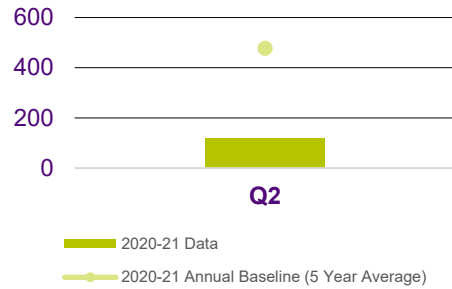
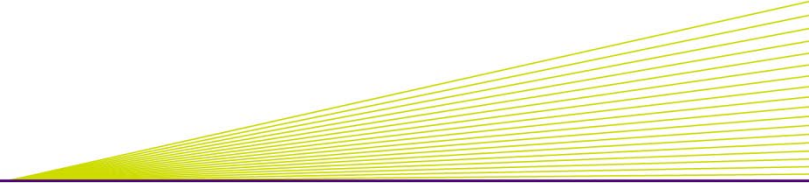
YTD Baseline (5 Year Average)	Result
17.7%	13.3%

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is a percentage of structure fires in which the entire structure was lost.

FSIM looks forward to more effective data collection and analysis that links CFA activity (e.g. impacts of training, appliance availability) to the result.



2.3.6 An INCREASE of homes with installed smoke alarms

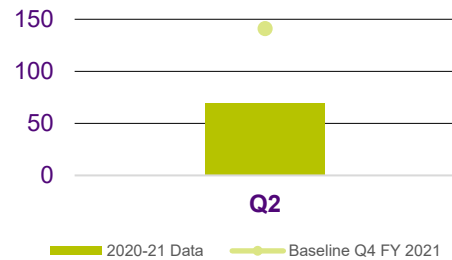
YTD Baseline	Result
-	118

Commentary

This is the first time this indicator has been reported against and as such there is no YTD baseline. This indicator is a count of the number of homes that CFA members have installed a smoke alarm.

CFA has introduced this indicator to monitor progress of installation and function of smoke alarms and prevention devices such as fire blankets. A functioning smoke alarm and proper use of fire prevention devices reduce risk of harm from residential fires.

FSIM expects that as CFA’s data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided, particularly with regard to the connection between residential fire awareness and prevention programs and CFA’s fire safety systems installation and maintenance services.



2.3.7 An INCREASE in the number of inoperable smoke alarms replaced

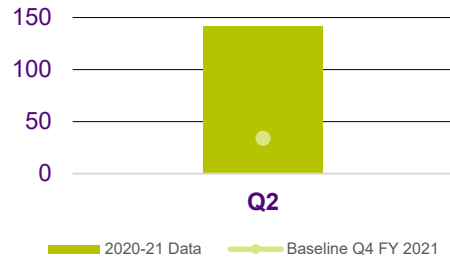
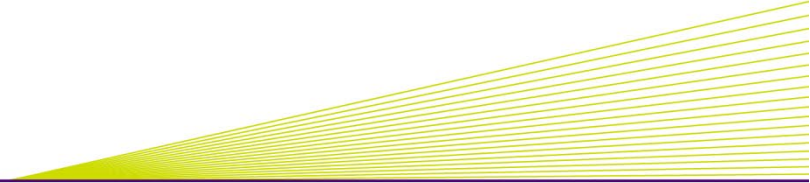
YTD Baseline	Result
-	69

Commentary

This is the first time this indicator has been reported against and as such there is no YTD baseline.

This indicator is a count of the number of inoperable smoke alarms replaced by CFA members. CFA has introduced this indicator to monitor progress of installation and function of smoke alarms and prevention devices such as fire blankets. A functioning smoke alarm and proper use of fire prevention devices reduce risk of harm from residential fires.

FSIM expects that as CFA’s data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.



2.3.8 An INCREASE in the number of vulnerable community members provided with a fire prevention device

YTD Baseline	Result
-	142

Commentary

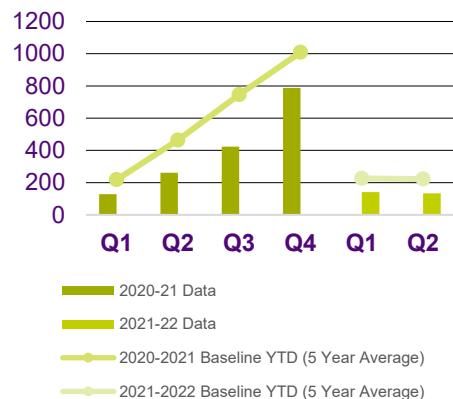
This is the first time this indicator has been reported against and as such there is no YTD baseline.

This indicator is a count of the number of vulnerable community members provided with a fire prevention device.

CFA has introduced this indicator to monitor progress of installation and function of smoke alarms and prevention devices such as fire blankets and fire extinguishers and to monitor support to people who are at most risk of harm from residential fires.

FSIM expects that as CFA’s data collection and analysis continues to mature, clearer connections between the causes and results will be able to be provided.

3.1 Our workplace is safe



3.1.1 An INCREASE in hazard reporting

Baseline YTD (5 Year Average)	Result
222	133

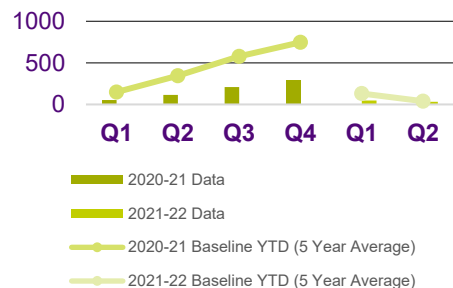
Commentary

The Q2 result did not meet CFA’s YTD baseline.

This indicator is the cumulative number of ‘hazard’, ‘near miss’, and COVID-19 isolating reports made by CFA volunteers or staff into the CFASafe database.

With the transfer of career firefighters to FRV as part of the reform, CFA data is restricted to hazard reports from volunteers, which accounts for the reduction in the number of hazard reports. CFA also notes that it is not comparing corresponding quarters but current quarter versus a five-year average. Therefore, the removal of FRV employees is likely to impact this measure for a further 3 years. CFA report that it is reviewing the calculation of this measure to ensure the results are not skewed by reform changes.

CFA reports that a new hazard reporting checklist will be implemented in Q4 and will assist with targeting of key hazards for identification and control.



3.1.2 A DECREASE in Emergency Response Injuries

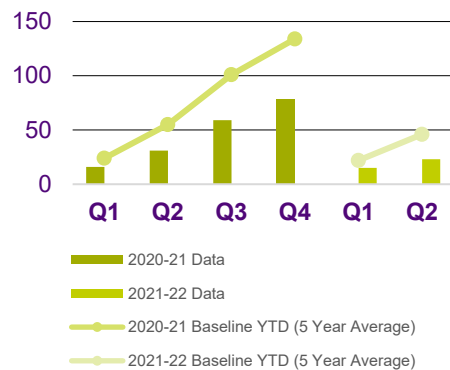
Baseline YTD (5 Year Average)	Result
38.9	32.6

Commentary

The Q2 result met CFA’s YTD baseline.

This indicator has been updated to report on Emergency Response Lost Time Injury frequency rate whereby this indicator previously captured the number of injury reports made by CFA volunteers or staff into the CFASafe database.

The baseline is significantly lower than the previous quarter to account for the change to this indicator.



3.1.3 A DECREASE in volunteer compensation claims

Baseline YTD (5 Year Average) Result

46 **23**

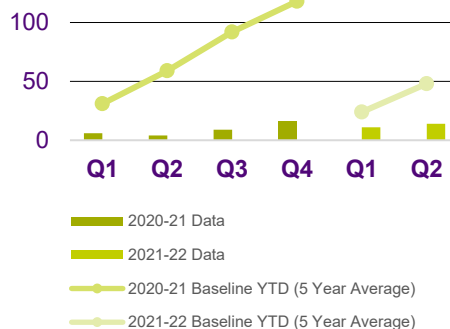
Commentary

The Q2 result met CFA's YTD baseline.

This indicator shows the cumulative number of new claims reports for volunteer members logged into the Claims and Compensation Management system, with the number of claims remaining relatively stable across the year.

CFA reports that it is developing a risk management program to be able to more clearly demonstrate the impact of controls/changes on performance. CFA notes that improvement in performance could be attributed to many factors including improved training, better equipment, improved supervision and improved hazard awareness.

CFA has also reported that it is refining Health and Safety Performance Measures and visibility of data. This includes introducing quarterly updates focusing on safety shares (lessons learned communications on safety issues experienced in CFA) which are also published in CFA's 'Brigade' magazine.



3.1.4 A DECREASE in WorkCover claims

Baseline YTD (5 Year Average) Result

48 **14**

Commentary

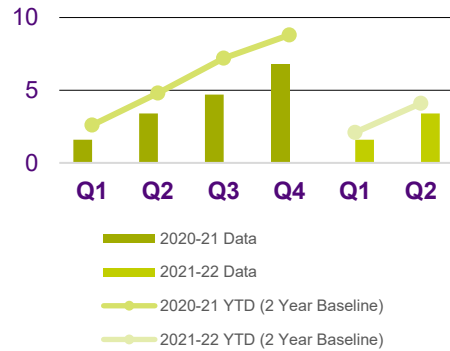
The Q2 result met CFA's baseline.

This indicator is the number of new claims reports for staff logged into the Claims and Compensation Management system.

CFA reports that training, equipment and quarterly safety shares have an influence on this result.

CFA also reports the 5-year average includes career firefighters who were transferred to FRV as part of the reform. Therefore, the quarter result is not a 'like for like' comparison and will be positively influenced for a further three years. CFA is reviewing the calculation of this measure to ensure the results are not skewed by reform changes.

CFA will introduce a new WorkCover claims measure to normalise results and show performance on a quarterly corresponding period. CFA notes that this measure will likely be reported on in Q3.



3.1.5 A DECREASE in unplanned absences

YTD (2 Year Baseline)	Result
4.1	3.4

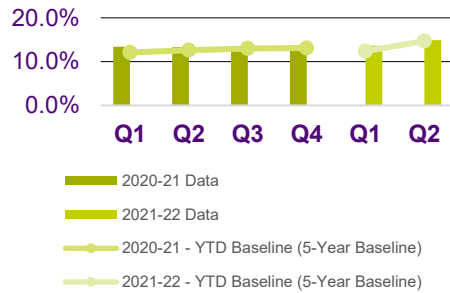
Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the average number of days of unplanned leave per FTE as recorded in CFA's PayGlobal system. The cohort represented in this result are paid CFA staff.

CFA notes that COVID-19 restrictions may have impacted results. CFA increased the emergency leave provision for staff from five to 15 days to support employees with home schooling and other impacts of COVID-19 related restrictions. The number of employees accessing this additional unplanned leave has fluctuated over the last two years. CFA will continue to track the impact that COVID-19 related restrictions may have on these results.

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



3.2.1 An INCREASE in female volunteers in active operational roles

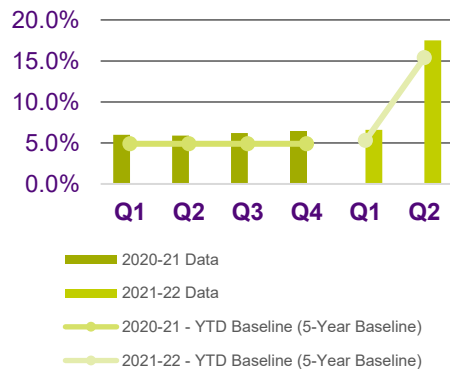
YTD Baseline (5-Year Baseline) Result

14.7% **14.9%**

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the percentage of operational volunteers who have responded to at least one emergency incident year-to-date who identify as female. The results only include active operational volunteers, meaning those who have turned out at least once this year.



3.2.2 An INCREASE in female volunteers in leadership roles

YTD Baseline (5-Year Baseline) Result

15.4% **17.5%**

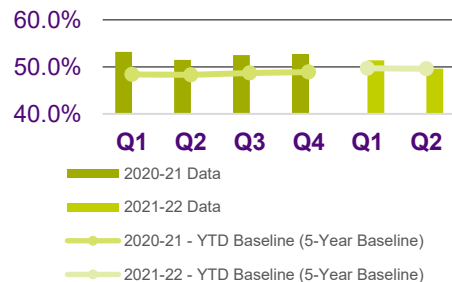
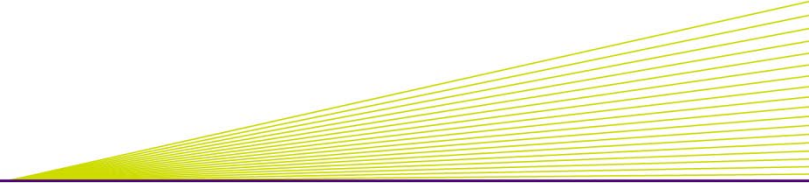
Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the percentage of volunteer leadership roles (BMT and GMT) currently occupied by volunteers who identify as female.

There has been a significant increase in the number of female leaders from Q1 due to the broadening of the female leadership criteria to include some nonoperational volunteer leadership roles such as Brigade Secretary and Treasurer.

FSIM acknowledges that it is important to recognise that leadership is broader than operational rank and that CFA's updated leadership definition incorporates a larger spread of leadership roles occupied by female volunteers. FSIM will continue to monitor the number of female volunteers in brigade leadership roles.



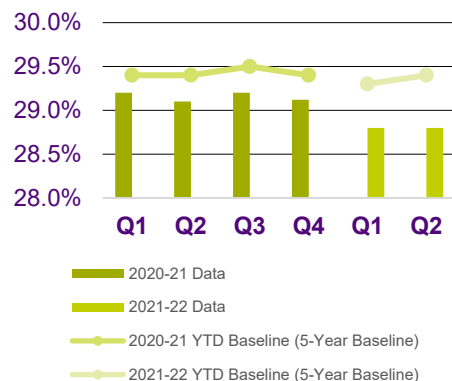
3.2.3 An INCREASE in female staff in senior roles

YTD Baseline (5-Year Baseline)	Result
49.6%	49.6%

Commentary

CFA reports that it has not increased female staff in senior roles for Q2, however almost 50% of senior roles are held by women including the CEO and several heads of directorates.

This indicator is the percentage of PTA5, PTA6, PTA7 and Executive staff roles that are occupied by people who identify as female.



3.2.4 An INCREASE in volunteers under 40

YTD Baseline (5-Year Baseline)	Result
29.4%	28.8%

Commentary

The Q2 result did not meet CFA’s YTD baseline.

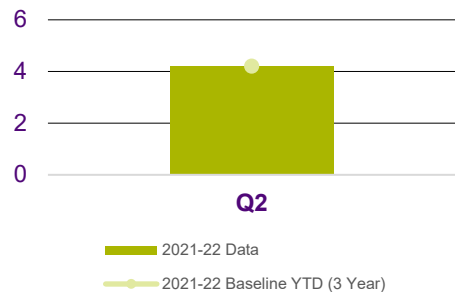
This indicator is the percentage of volunteer members who are between the ages of 16 and 39 (excludes Junior members).

CFA has reported its commitment to increasing membership of younger people, with a suite of programs introduced to achieve this goal such as:

- Young Adults Advisory Committee (discusses leadership, recruitment and retention)
- Volunteer Recruitment Hub Registration Module (is near release and will aim to understand demographics of new and transferring members and provide data that will inform targeted recruitment strategies supports for new members)

FSIM acknowledges the challenges CFA faces maintaining an active cohort of young volunteers particularly in low density rural areas. FSIM looks forward learning more about how CFA will address this issue in the future.

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



3.4.3 MAINTAIN overall training satisfaction at 4 or above

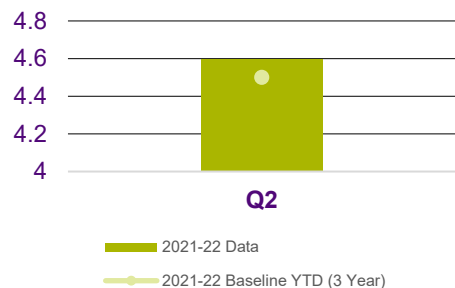
Baseline YTD (3 Year) Result

4.2 **4.2**

Commentary

The Q2 result met CFA's YTD baseline.

This is a new indicator that averages CFA member training satisfaction scores.



3.4.4 MAINTAIN overall digital learning satisfaction at 4 or above

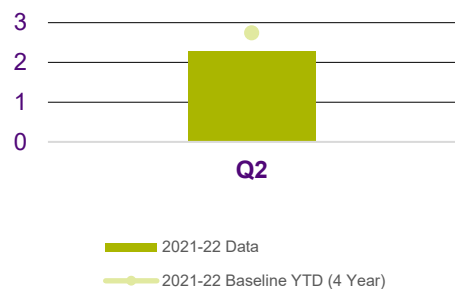
Baseline YTD (3 Year) Result

4.5 **4.6**

Commentary

The Q2 result met CFA's YTD baseline.

This is a new indicator that averages CFA member digital learning satisfaction scores.



3.4.5 An increase in the average number of training courses completed by CFA Members

Baseline YTD (4 Year) Result

2.74 **2.27**

Commentary

The Q2 result did not meet CFA's YTD baseline.

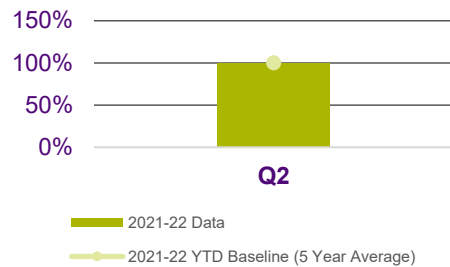
CFA reports that this result provides the average number of courses being completed per unique CFA Member that has engaged with training. Given that all active members are required to complete an annual entrapment drill, CFA anticipates that its active membership would complete at least one training course per year. This metric is calculated using CFA members including volunteers and staff, and it excludes FRV seconded staff.

CFA reports Q2 results were influenced by:

1. Ongoing work to ensure compliance for all training undertaken against National Units of Competency as prescribed by the Victorian Regulator for Vocational Education and Training, the Victorian Registration and Qualifications Authority (VRQA)
2. Limited training opportunities resulting from multiple public health-related lockdowns and disruptions.

CFA reports that it is putting in place strategies to ensure programs are delivered to meet the requirements of stakeholders. This includes the development of state-wide training work plans and schedules.

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



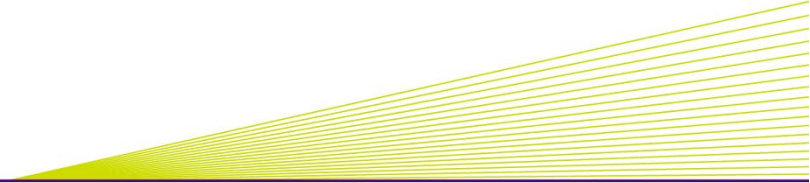
4.1.1 Timely progress reports on the delivery of government commitments

YTD Baseline (5 Year Average)	Result
100%	100%

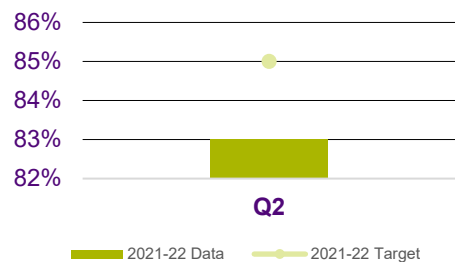
Commentary

The Q2 result met CFA's YTD baseline.

This indicator reports on Quarterly BP4 Reports submitted on time.



4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community



4.2.3 A DECREASE in overdue audit recommendations

YTD Baseline (Q1 year start)	Result
85%	83%

Commentary

The Q2 result met CFA's YTD baseline.

This indicator is the percentage of open internal audit recommendations overdue.

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

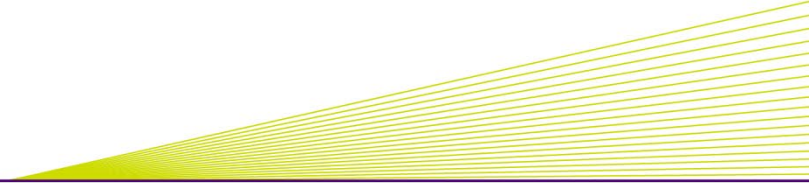
4.3.2 Fire Services Operation Committee (FSOC) workplan delivered

Commentary

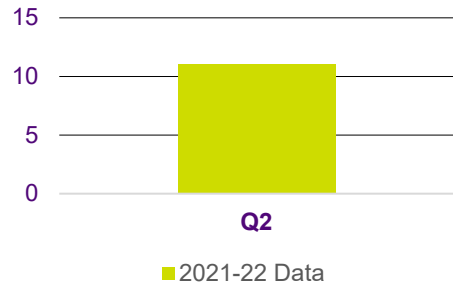
There is no quantitative data for this indicator.

CFA reports that 10 meetings have been held since the inaugural FSOC meeting on 2 February 2021.

FSOC prepared a work plan which was approved by CFA Chief Officer and FRV Commissioner on 16 July 2021. This workplan contains 15 high level outcomes to work on interoperable and complementary operations where practicable. From these 15 outcomes, one has been completed, 10 are in progress and four are yet to start.



4.5 Our service delivery and corporate performance is continuously improving



4.5.1 An INCREASE in the number of After Action Reviews

YTD Baseline	Result
-	11

Commentary

This indicator is a count of the 'After Action Reviews' completed by Brigades.

CFA is currently in the process of centralising the collection of After 'Action Reviews' with several opportunities for improvement in data collection expected over the next 12 – 24 months. As CFA matures in the collection of this data, it is expected that the results will more accurately reflect the work occurring in the field. It is likely this indicator will be further refined for the Year 3 Outcomes Framework.

7.0 Appendix B: Fire Rescue Victoria Quarter 2 Progress Update

The FRV Outcomes Framework uses an annual target to assess performance against indicators. Some targets, however, are based on a YTD, cumulative result and have been identified as such in this report. FSIM notes that for this quarter, FRV has not confirmed targets as it is reporting on interim indicators in anticipation of reporting against Year Two Outcomes Framework indicators. FSIM has therefore aimed to make a comparison with FY 2020-21 Q2 targets where possible.

Data against performance indicators

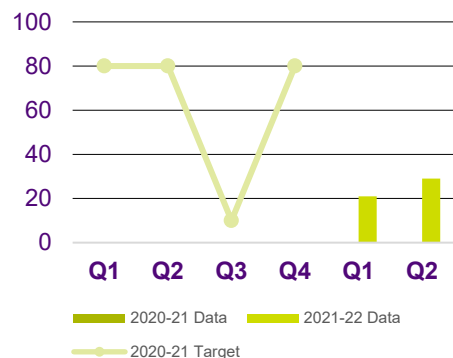
		2020-21				2021-22		2020-21	Met 2020-21
Outcomes Measures Description		Q1	Q2	Q3	Q4	Q1	Q2	Q2 Target	Q2 Target
Community									
1	Number of sessions of fire education and risk reduction programs delivered to the community	0	0	0	0	21	29	80	●
2	Number of hoarding risk referrals (YTD)	51	107	162	201	177	236	120	●
3	Number of residential risk referrals (YTD)	80	157	233	304	76	163	65	●
6	Improve containment of structure fires (YTD)	85.6%	85.0%	85.0%	85.2%	87.0%	85.4%	90.0%^	●
Service									
5	Total operational fleet availability	81.0%	83.0%	82.2%	82.1%	84.0%	85.0%	85.0%	●
8	Percentage of structure fires response times within benchmark	91.0%	89.7%	89.5%	88.6%	89.1%	88.4%	90.0%	●
9	Road Rescue (RR) response times within benchmark (YTD)	90.2%	86.9%	86.7%	85.1%	83.6%	84.1%	90.0%	●
10	Percentage of EMR response times within benchmark	92.3%	91.5%	91.6%	92.2%	94.2%	93.6%	90.0%	●
19	Service Level Agreements	-	24.0%	24.0%	84.0%	84.0%	88.0%	100%^	●
20	Percentage of specialist capability staff (Technical Operations skills maintenance completed)	58.0%	61.0%	61.0%	62.4%	24.3%	29.5%	100%	●
People									
7	Percentage of staff with core skills maintenance drills completed (YTD)	97.0%	96.6%	96.0%	95.7%	89.2%	88.9%	95%	●
12	FRVSafe: initial investigation within 14 days	87.2%	80.6%	80.1%	69.7%	88.7%	86.2%	100%	●
13	FRVSafe: corrective actions implemented within 30 days	99.2%	99.4%	98.2%	97.2%	98.6%	98.2%	100%	●
14	Number of stations/work sites visited against schedule (YTD)	-	0.0%	0.0%	0.0%	0.0%	0.0%	85.0%	●
15	Workforce turnover – All employees (rolling 12 months)	3.90%	3.40%	3.80%	3.80%	1.60%	1.20%	4.5%	●

	Outcomes Measures Description	2020-21				2021-22		2020-21 Q2 Target	Met 2020-21 Q2 Target
		Q1	Q2	Q3	Q4	Q1	Q2		
16	Workforce turnover – Firefighters (rolling 12 months)	2.40%	1.90%	1.20%	1.80%	0.86%	0.64%	3.2%	●
17	Permanent operational staff FTE	3,496	3,489	3,582	3,570	3,678	3,658	3,596	●
18	Permanent non-operational staff FTE	619	607.1	609.5	590	628	642	656	●
4	Number of engagements with Local Government Areas by the Community Safety team	68	39	33	88	70	86	86	●
21	FRV represented at all State emergency management meetings and exercises	-	95%	95%	95%	100%	100%	95.0%	●
Year 2 Outcomes Framework									
1.1.3	Increase in homes with working smoke alarms*								
	1.1.3 Increase in house fires with smoke alarms (Building Class 1-4)	87%	83%	88%	89%	87%	88%	-	●
	Houses (Class 1a)	83%	79%	85%	85%	82%	82%	-	●
	Apartments (Class 2)	92%	85%	89%	93%	93%	93%	-	●
1.2.1	Decrease in preventable fires in higher-risk buildings*	144	196	204	171	158	171	-	●
1.2.2	Decrease in impact from fire due to early detection and suppression systems*								
	1.2.2 Increase in % smoke alarms/sprinklers in building Class 5-9 fires	74%	73%	70%	70%	73%	69%	-	●
	Class 5,6,9 (offices, retail, public buildings)	82%	78%	75%	74%	77%	82%	-	●
	Class 7,8 (car parks, warehouses, factories)	55%	63%	57%	56%	66%	48%	-	●
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses*								
	False Alarms and False Calls	3382	3960	4495	3969	3636	4269	-	●
	Good intent calls	1693	1756	1860	1831	1753	1889	-	●
	Emergency Medical Response	1406	1412	1459	1456	1490	1557	-	●
	Non-structure fires	1113	1623	1635	1293	1141	1587	-	●
	Hazardous conditions (not a fire)	925	1169	1185	1246	1027	1408	-	●
	Motor Vehicle Accident	769	1168	1256	1321	1015	1261	-	●
	Structure Fires	864	904	859	904	876	871	-	●
	Service Calls	450	588	532	494	484	749	-	●
	Rescues and Other Medical Assistance	369	490	544	477	400	607	-	●
	Other	62	91	97	76	54	80	-	●

*Year Two Outcomes Framework Indicators

^Uses 2021-22 Target

FRV Domain: Community



1: Number of sessions of fire education and risk reduction programs delivered to the community

Target Q2 2020-21	Result
80	29

Commentary

The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

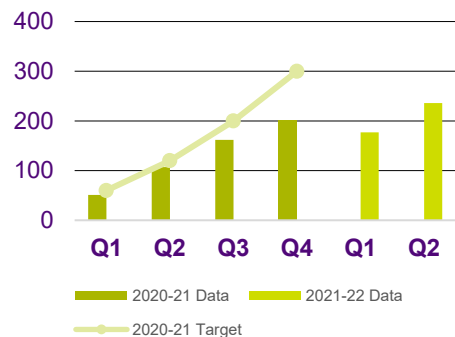
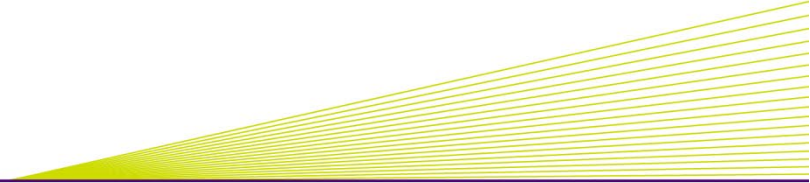
This indicator reports on the number of sessions delivered to the community via a suite of programs incorporating Fit to drive; FLAMES; Fire Education for Upper Primary; Fire Education for Foundation (Prep); Fire Education for Special Schools; Seniors Fire Safety, and Firelighting Consequence Awareness Program (Fire-CAP).

FRV reports that COVID-19 related restrictions prevented all non-urgent programs being delivered due to a large number of operational staff returning either a positive COVID-19 test or were required to self-isolate due to being close contacts. FRV report that this started to impact the FRV’s ability to maintain minimum crew numbers for operational response, and as a result, delivery of non-urgent programs by firefighters was paused for the safety of the community and firefighters.

The Q2 result reflects the delivery of the FireCAP program, which FRV identified as a critical risk mitigation program. FRV expects to re-commence community engagement programs as COVID-19 related restrictions ease.

FRV developed an online school fire education (FireEd) program in 2021. However, FRV reports that participating schools advised they were unlikely to undertake the program so late in the year given COVID-19 related restrictions. FRV intends to restart the program in 2022.

Whilst FRV expects there will be an increase in community engagement programs delivered in Q3, it also anticipates reluctance from schools and seniors groups to engage in such programs while the risks of contracting COVID-19 remains high. This may continue to limit delivery of programs.



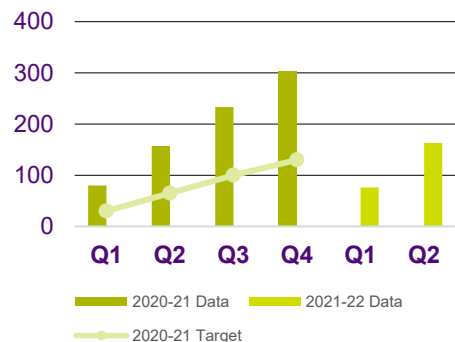
2: Number of hoarding risk referrals YTD

Target Q2 2020-21	Result
120	236

Commentary

The Q2 result met FRV’s FY 2020-21 Q2 target. This indicator measures the number of hoarding risk referrals per quarter.

FRV reports that this increase reflects work undertaken by FRV to review a backlog of hoarding risk referrals. FRV continues to work with service providers to confirm hoarding risk of recorded properties and to update the hoarding risk referral system accordingly. Further work has commenced to manage the number of quarterly follow ups undertaken by FRV.



3: Number of residential risk referrals (YTD)

Target Q2 2020-21	Result
65	163

Commentary

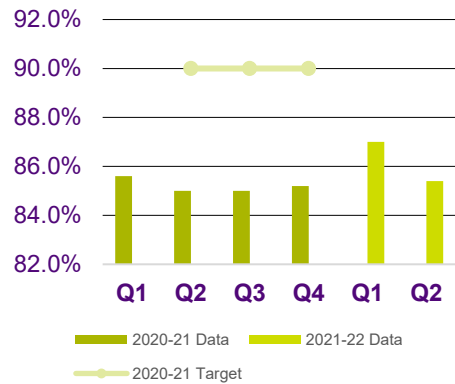
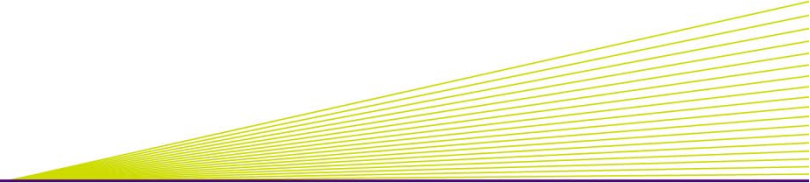
The Q2 result met FRV’s FY 2020-21 Q2 target.

This measure monitors the number of residential risk referrals per quarter.

Residential risk referrals enable targeted assistance and education within the community which will influence and reduce the impact of fire in the community. External agencies refer cases to FRV ‘At Risk Groups’ for advice and support where they identify clients who are at increased risk from fire.

FRV reports that residential risk referrals from firefighters, external agencies and individuals tracked above average for Q2, driven mainly by an above average number of external referrals.

FRV reports that it is currently working with CFA to develop a home fire safety e-learning module for older people, people with a disability, their carers and support workers. The intent of the module is to provide information about home fire safety, how to reduce risk and how to be prepared in the event of fire in the home. The module is scheduled for release in FY 2022-23 Q1.



6: Improve containment of structure fires (YTD)

Target 2020-21	Result
90%	85.4%

Commentary

The Q2 result did not meet FRV’s 2020-21 Target of 90%.

This indicator monitors the number of calls where a structure fire is contained, divided by the total calls in the period expressed in a percentage.

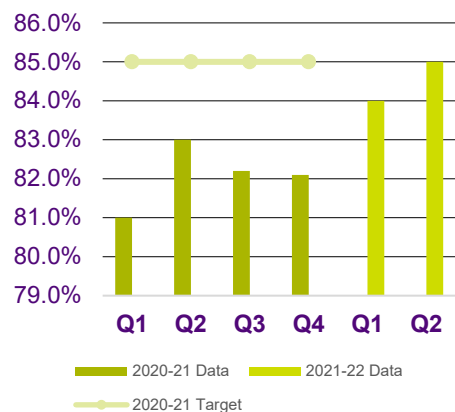
There is a 1.6% decrease in the result from the previous quarter.

FRV reports that in the six months to 31 December 2021, there were 197 structure fires not contained of which 51 (26%) were found to be suspicious.

Containment information is incomplete for 437 structure fires and is excluded from this analysis. If these calls were included, they would comprise 24% of all structure fires and the containment result could differ.

FRV should consider a review of containment information data collection processes to better inform the accuracy of results in future quarters.

FRV Domain: Service



5: Total operational fleet availability

Target Q2 2020-21	Result
85%	85%

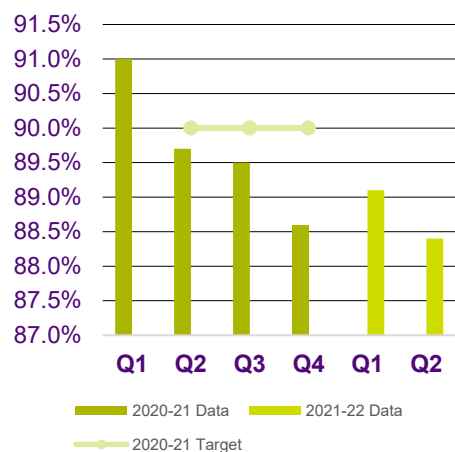
Commentary

The Q2 result met FRV’s FY 2020-21 Q2 target. The objective of this measure is to maintain optimum availability of primary appliances.

FRV reports that appliance availability continues to be impacted by several factors including:

- Water tankers being removed from the fleet and not yet replaced with new appliances
- Increasing service delivery capability, particularly in outer Metro and Regional Victoria resulting in an increase in regular servicing across the outer Metro and Regional FRV fleet
- Regular fleet service and maintenance requirements
- Impacts of COVID-19 on workshop resources

FRV anticipates five new appliances to become operational in Q4, leading to improved availability.



8: Percentage of structure fires response times within benchmark

Target Q2 2020-21	Result
90%	88.4%

Commentary

The Q2 result did not meet FRV’s FY 2020-21 Q2 target. This indicator calculates the number of emergency response times to structure fire callouts meeting the benchmark of 7.7 minutes as a percentage of the total calls for each quarter.

FRV reports that a total of 203 incidents missed the benchmark and out of those 203 incidents, 73% were within 90 seconds of benchmark and 27% exceed the benchmark by more than two minutes.

Currently, FRV response data for this outcome does not include CFA response data within the FRV footprint, despite CFA providing response and support to FRV within FRV maintenance areas.

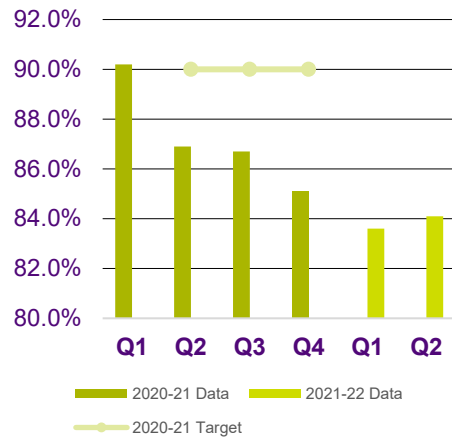
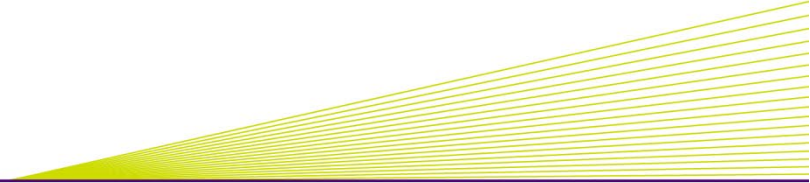
CFA and FRV are working together to put arrangements in place to transfer data on a monthly basis to ensure accuracy of reporting on service delivery requirements. FSIM understands this is of particular concern in the western

districts where FRV data shows there is a higher incidence of calls not meeting FRV's benchmark.

FRV is undertaking a review of response data in areas that were transferred to FRV as part of the reform. This review aims to understand if there is a difference in response capability when measured against previous response parameters.

FRV also report that it is undertaking various initiatives to address response time shortfalls by:

- Developing FRV's inaugural Strategic Location Plan which involves reviewing station locations against capacity to meet benchmarks
 - Analysing response data to identify discrepancies, for example, in specific shifts that may not be meeting response times
 - Continuing to educate firefighters on the importance of meeting benchmarks
 - Initiating station move-ups on a station turn out to ensure appropriate fire and rescue response/coverage is achieved and is maintained until that fire station turnout is completed
-



9: Road Rescue (RR) response times within benchmark (YTD)

Target Q2 2020-21	Result
90%	84.1%

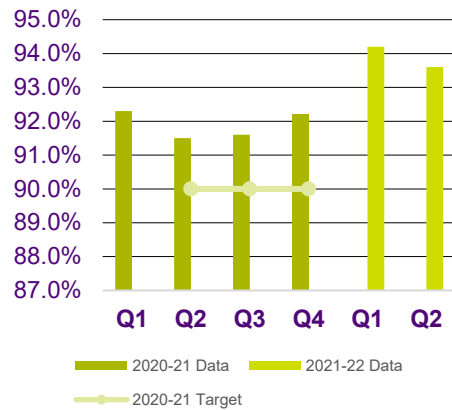
Commentary

The Q2 result did not meet FRV's FY 2020-21 Q2 target.

This indicator calculates the number of emergency response times to road rescue callouts meeting the benchmark of 13.5 minutes as a percentage of the total calls for each quarter.

During the quarter, 13 road rescues exceeded the benchmark time of 810 seconds.

FRV reports that the benchmark was missed on 22 occasions over the last two quarters citing the following reasons for not meeting benchmark: distance travelled, heavy traffic conditions on major roads or freeways, weather, radio congestion resulting in booking on scene delay and accident classification error.



10: Percentage of EMR response times within benchmark

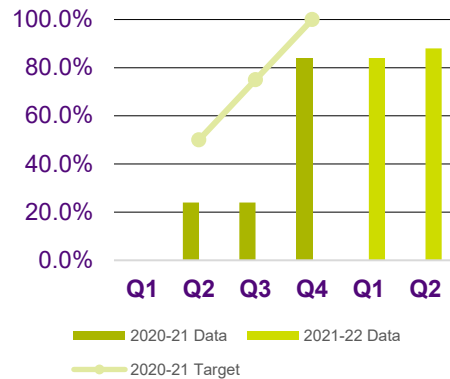
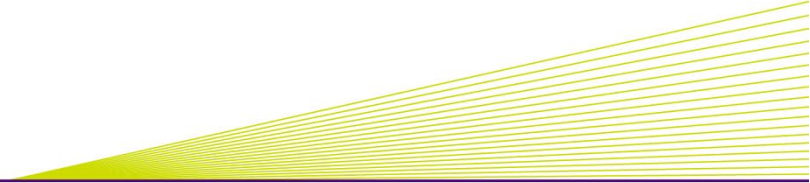
Target Q2 2020-21	Result
90%	93.6%

Commentary

The Q2 result met FRV's FY 2020-21 Q2 target.

This indicator calculates the number of emergency response times to emergency medical response (EMR) callouts meeting the benchmark of 9.2 minutes as a percentage of the total calls for each quarter.

The window for survival for patients who stop breathing is recognised as 10 minutes which sets a different service delivery standard timeframe compared to structure fires (7.7 minutes). This in turn means that FRV has a greater chance to arrive on scene within the timeframe and provides a good chance of a successful outcome for this particular type of emergency.



19: Service Level Agreements

Target 2021-22	Result
100%	88%

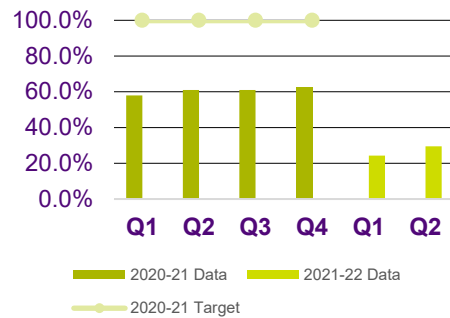
Commentary

100% of the SLAs were meant to be completed by the end of Q4 2020-21. However, FRV has rolled over this target as it was not achieved.

This outcome measure monitors the implementation progress of Operations Service Level Agreements (SLAs) and the Corporate Memorandum of Understanding (MOU).

A number of SLAs and Corporate MOU appendices remain outstanding and further delays will only continue service delivery inefficiencies arising from interim administrative arrangements.

FSIM expects that FRV and CFA will continue to work together to finalise the remaining SLAs to reduce the impact on resourcing and inefficient workarounds, noting that the agencies have committed to completing outstanding SLAs by June 2022.



20: Percentage of specialist capability staff (Technical Operations skills maintenance completed)

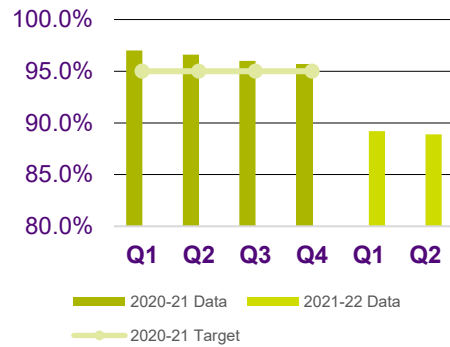
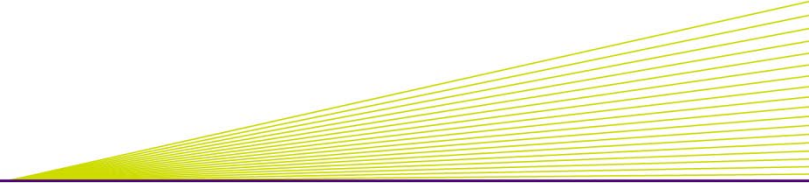
Target Q2 2020-21	Result
100%	29.5%

Commentary

The Q2 result did not meet FRV's FY 2020-21 Q2 target.

The objective of this measure is to ensure adequate numbers of trained specialists are available to maintain operational capability (% of specialist capability against agreed optimal number).

FRV reports that COVID-19 continues to impact results and that maintaining minimum staff crewing levels are being prioritised over specialist skills maintenance (such as marine and heavy rescue skills).



7: Percentage of staff with core skills maintenance drills completed (YTD)

Target Q2 2020-21	Result
95%	88.9%

Commentary

The Q2 result did not meet FRV's FY 2020-21 Q2 target for Division A (former MFB) staff core maintenance skills completed.

The objective of this indicator is to ensure regular firefighting skills maintenance is undertaken at station level. The results are presented as the number of drills scheduled and completed as a percentage of the number of drills scheduled.

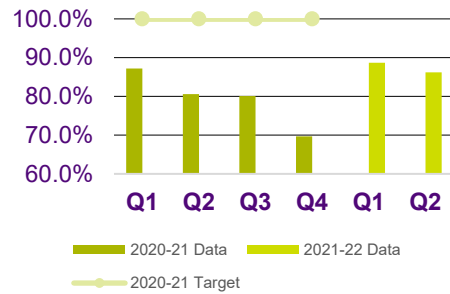
The rollout of training has been delayed by the Christmas break and will likely be further impacted by the FRV COVID-19 level 2 response.

FRV reports the result for Q2 does not include data for Division B (former CFA). FRV reports that the capture of Division B skills maintenance data will commence when all stations and platoons have been trained in the use of the skills maintenance database and are regularly inputting the skills maintenance drills they are currently undertaking.

FRV has commenced a comprehensive program to deliver training to 1,400 Division B staff across 38 stations. At the end of Q2, 20% of staff (31.5% of stations) had received training.

FSIM notes that the inclusion of Division B staff in results for this indicator would significantly decrease the overall Q2 result.

FRV Domain: People



12: FRVSafe: initial investigation within 14 days

Target Q2 2020-21	Result
100%	86.2%

Commentary

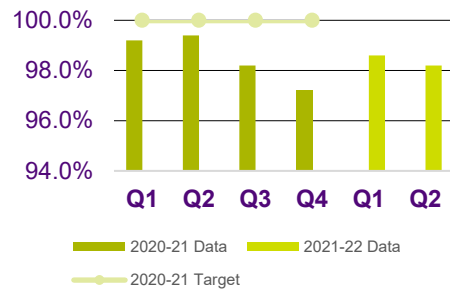
The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

This measure is an indicator of how quickly incidents are opened in FRVSafe once reported. The objective of this measure is to optimise the process of hazard risk remediation.

The FRVSafe application faces challenges regarding escalation of reports where an action plan is not commenced within a prescribed timeframe. FRV intends to address these issues over the longer term through its IT strategy.

The Health, Safety and Wellbeing Department is considering alternative methods of facilitating report escalation.

FSIM will monitor this indicator in conjunction with FRV corrective action response times, noting the long-term difficulties in meeting the target.



13: FRVSafe: corrective actions implemented within 30 days

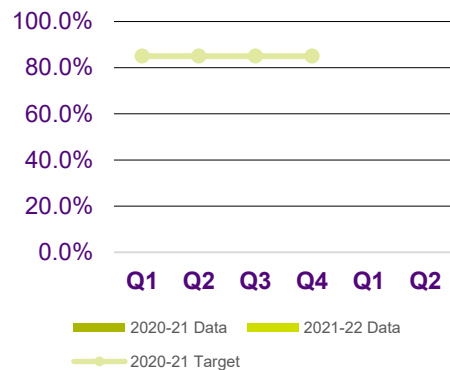
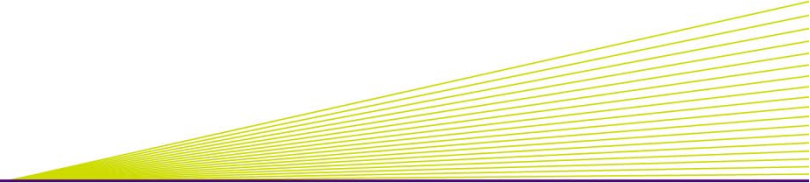
Target Q2 2020-21	Result
100%	98.2%

Commentary

The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

This measure is an indicator of how quickly incidents are closed out of FRVSafe. The objective of this measure is to optimise the process of hazard risk remediation.

FSIM will monitor this indicator in conjunction with FRV initial investigation timeframes.



14: Number of stations/work sites visited against schedule (YTD)

Target Q2 2020-21	Result
85%	0%

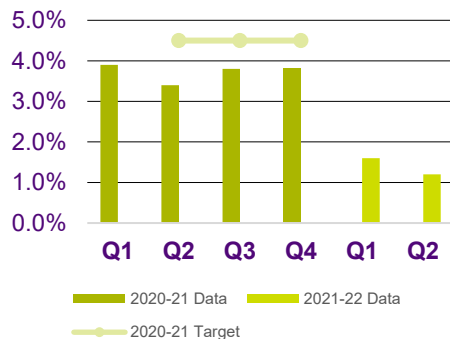
Commentary

The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

Conversations in the Mess refers to a formal program of visits to stations and work sites by FRV leadership aimed at promoting awareness of leadership commitment to improving engagement within FRV. The results are presented as the number of stations/work site visits as a percentage of the number of scheduled visits for the quarter.

As previously reported, FRV put the ‘Conversations in the Mess’ program on hold due to COVID-19 restrictions. However, FRV undertook other engagement activities including the Fire Rescue Commissioner and FRV Executive Leadership conducting a number of station and worksite visits, such as Values Leadership Workshops, recruit events and virtual briefings.

FRV reviewed the Conversations in the Mess program in Q2 and confirmed the program shape as face-to-face format. Planning is underway to recommence the program in February 2022.



15: Workforce turnover - All employees (rolling 12 months)

Target Q2 2020-21	Result
4.5%	1.2%

Commentary

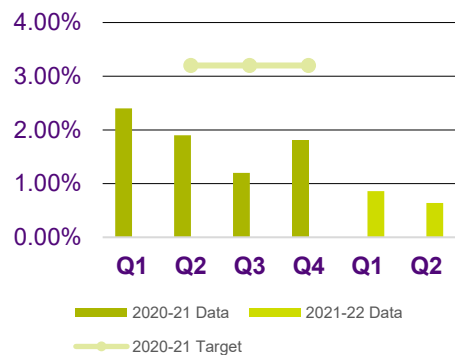
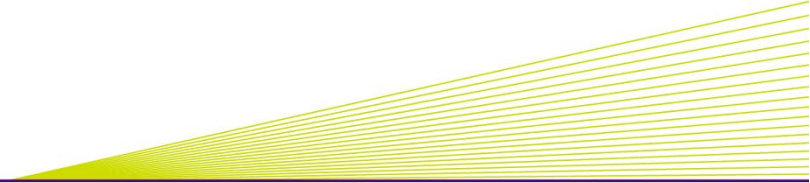
The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

The purpose of this measure is to monitor separations of all FRV staff to assist in identifying issues relating to workplace culture and capability. FRV has set a turnover target that it deems appropriate to establish a more diverse and inclusive workforce, recognising the aging workforce profile. Therefore, a result that does not meet this target is not a positive outcome.

FRV reports that 53 employees separated from the organisation:

- 24 operational employees
- 29 corporate employees.

Overall, 93% of turnover in corporate employees was a result of resignation.



16: Workforce turnover - Firefighters (rolling 12 months)

Target Q2 2020-21	Result
3.2%	0.64%

Commentary

The Q2 result did not meet FRV’s FY 2020-21 Q2 target.

The purpose of this measure is to monitor separations of operational staff from FRV to assist in identifying issues relating to workplace culture and capability. Operational staff are defined as those staff members who have undertaken a recruit course.

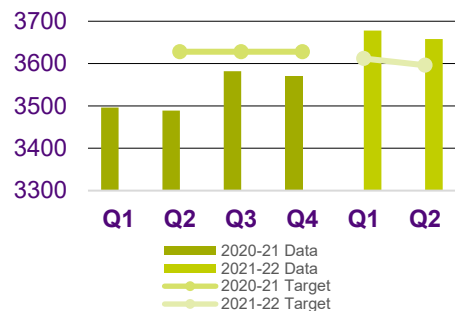
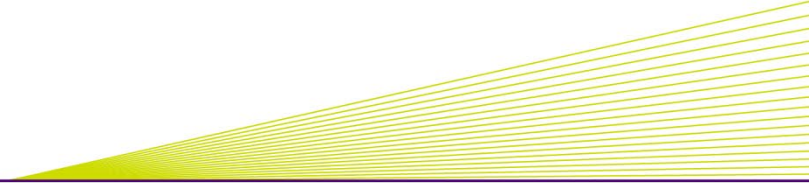
As noted in indicator 15, FRV has set a turnover target that it deems appropriate to establish a more diverse and inclusive workforce, recognising the aging workforce profile.

Therefore, a result that does not meet this target is not a positive outcome.

FRV reports that during Q2, 71% separations were a result of retirement.

Whilst firefighter turnover has been relatively low at 2.43% over the last 12 months, FRV expects turnover will increase in coming years, with 23% of firefighters currently aged 56 or more.

FRV are taking action to address the age and gender profile of FRV firefighters. FRV report that they have developed a draft Diversity and Inclusion Framework, Strategy and Action Plan which aims to create a psychologically safe and inclusive workplace that represents the diversity of the community the FRV serves and lead to an increase in the representation of women, people of Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse backgrounds, people with disabilities, and LGBTIQ+ people.

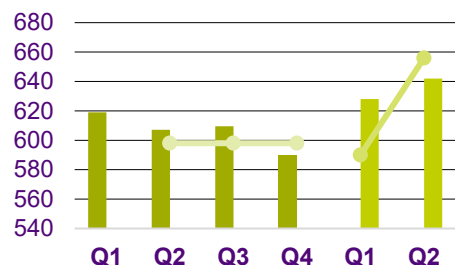


17: Permanent operational staff FTE

Q2 2021-22 Target	Result
3,596	3,658

Commentary

The Q2 result met the BP3 Q2 FY 2021-22 target.
 FRV reports that Q2 results are closely aligned to Q2 expectations, it is expected that additional recruit placements in Q3 will bring FRV's operational workforce in line with end of FY 2021-22 targets.

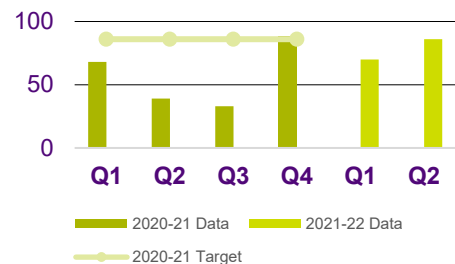


18: Permanent non-operational staff FTE

Q2 2021-22 Target	Result
656	642

Commentary

The Q2 result did not meet the BP3 Q2 FY 2021-22 target.
 FRV reports that it continues to recruit for required support roles and expects to meet the 656 FTE target by end of FY2021-22.

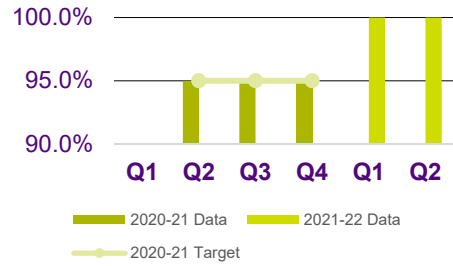
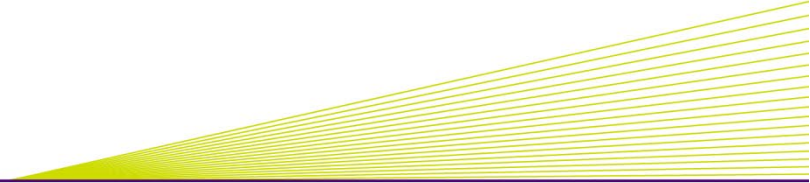


4: Number of engagements with Local Government Areas by the Community Safety team

Target Q2 2020-21	Result
86	86

Commentary

The Q2 result met FRV's FY 2020-21 Q2 target.
 This indicator measures engagement with Local Government Areas, FRV aims to influence and reduce the impact of fire in the community by developing collaborative strategies within the community.



21: FRV represented at all State emergency management meetings and exercises

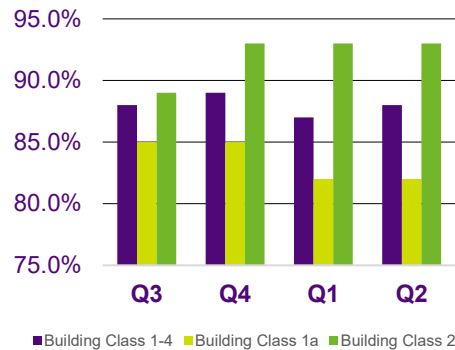
Target Q2 2020-21	Result
95%	100%

Commentary

The Q2 result met FRV's FY 2020-21 Q2 target.

This is a count of the number of formal State emergency management meetings and exercises that the Strategy Directorate attended in the quarter.

FRV: Year Two Outcomes Framework Indicators



1.1.3 Increase in house fires with smoke alarms

Building Class 1-4
 Houses (Class 1a)
 Apartments (Class 2)

Q2 Result

88%
82%
93%

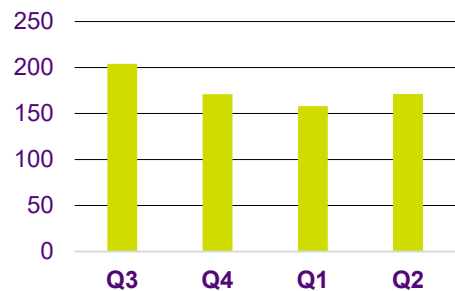
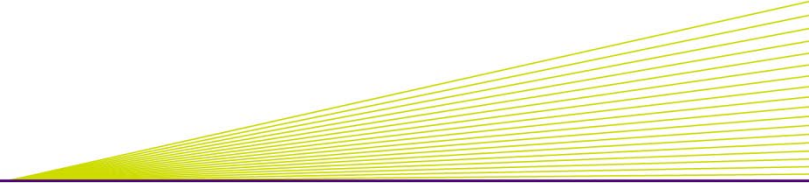
Commentary

This is a new indicator that measures the number of residential structural fires without smoke alarms as a proportion of all residential structural fires (excluding undetermined presence of smoke alarms) attended by FRV in FRV Fire District.

FRV's desired outcome is for all residential buildings to have the minimum required number of working smoke alarms in appropriate locations within the building. This measure provides a proxy measure of this outcome by recording whether at least one smoke alarm was reported as being present, regardless of number or location of the smoke alarms.

The measure does not include any reporting on the performance of the smoke alarm when it is recorded as being present.

The importance of smoke alarms to alert occupants to respond and evacuate and to decrease harmful consequence of fire is well established. FRV notes that a decrease in impact of fire due to the reported presence of a smoke alarm is evident. For example, a smoke alarm was reported as being present in 74% of residential structural fires, with a lower proportion in houses (67%) compared with apartments (82%) and the presence of smoke alarms significantly improved the likelihood of containing the fire to the object or room of origin for both house and apartment fires. FRV also reported that apartment fires overall had better containment outcomes.



1.2.1 Decrease in preventable fires in higher-risk buildings (Class 5-9)

Q2 Result

171

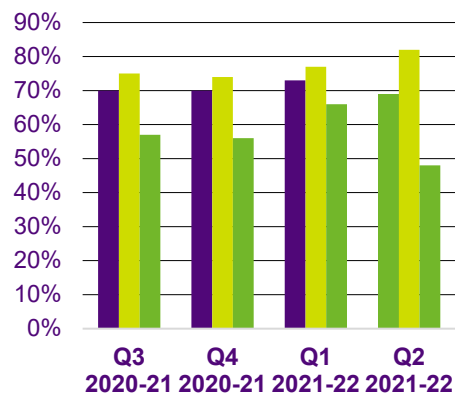
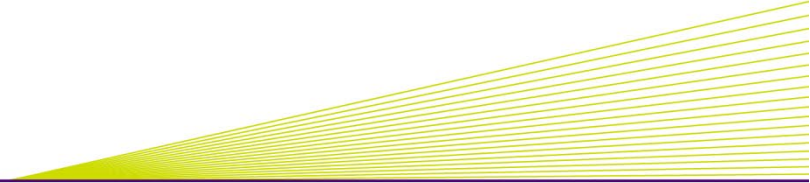
Commentary

This is a new indicator that measures a decrease in preventable fires in higher-risk buildings³ for fires attended by FRV in FRV Fire district.

As Class 1b to 4 buildings are incorporated into the outcome measures on residential fires at FRV Indicator 1.1.3 above, this measure focuses on Classes 5 to 9, buildings such as offices, shops, factories and public buildings including hospitals and schools.

FRV reports that around two building fires occur each day in FRV's fire district in Class 5 to 9 buildings. Just over a third of these fires were caused through misuse or incorrect operation of equipment, and 40% through equipment deficiencies or malfunction (e.g. poor design, construction or installation of equipment or objects). Just over one in ten were categorised as suspicious or incendiary.

³ For the purposes of the Outcomes Framework, "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 residential buildings, often because they are larger, multi-story and/or have the potential to impact on more people and property compared with residential fires.



■ 1.2.2 Increase in % smoke alarms/sprinklers in building Class 5-9 fires
■ Class 5,6,9 (office, retail, public buildings)
■ Class 7,8 (car parks, warehouse, factories)

1.2.2 Decrease in impact from fire due to early detection and suppression systems

Measure	Q2 Result
1.2.2 Increase in % smoke alarms/sprinklers in building Class 5-9 fires	69%
Class 5,6,9 (offices, retail, public buildings)	82%
Class 7,8 (car parks, warehouses, factories)	48%

Commentary

This is a new indicator that measures the number of structural fires in Class 5 to 9 buildings without smoke alarms or sprinklers as a proportion of all Class 5 to 9 structural fires (excluding undetermined smoke alarm/sprinkler presence) attended by FRV in FRV Fire District.

While many Class 5 to 9 buildings are highly regulated for fire safety, a number of fires occur without reported early detection alarms or suppression systems (such as sprinklers).

The desired outcome for all structural fires in higher-risk settings is to successfully minimise impact of fire due to fire safety equipment. This measure provides a proxy measure of this outcome by recording whether at least one smoke alarm and/or sprinkler system was recorded as being present, regardless of their number, location or performance.

The presence of early detection and fire suppression systems such as sprinklers is known to significantly reduce the harmful impact of fire. The data shows a difference in the proportion of fires where this type of equipment is reported as present, with buildings such as factories and warehouses having a lower proportion than offices, retail and public buildings. FSIM notes that further investigation is required to understand why this difference occurs.

1.2.3 Decrease in unwanted false alarms to reduce unnecessary emergency responses

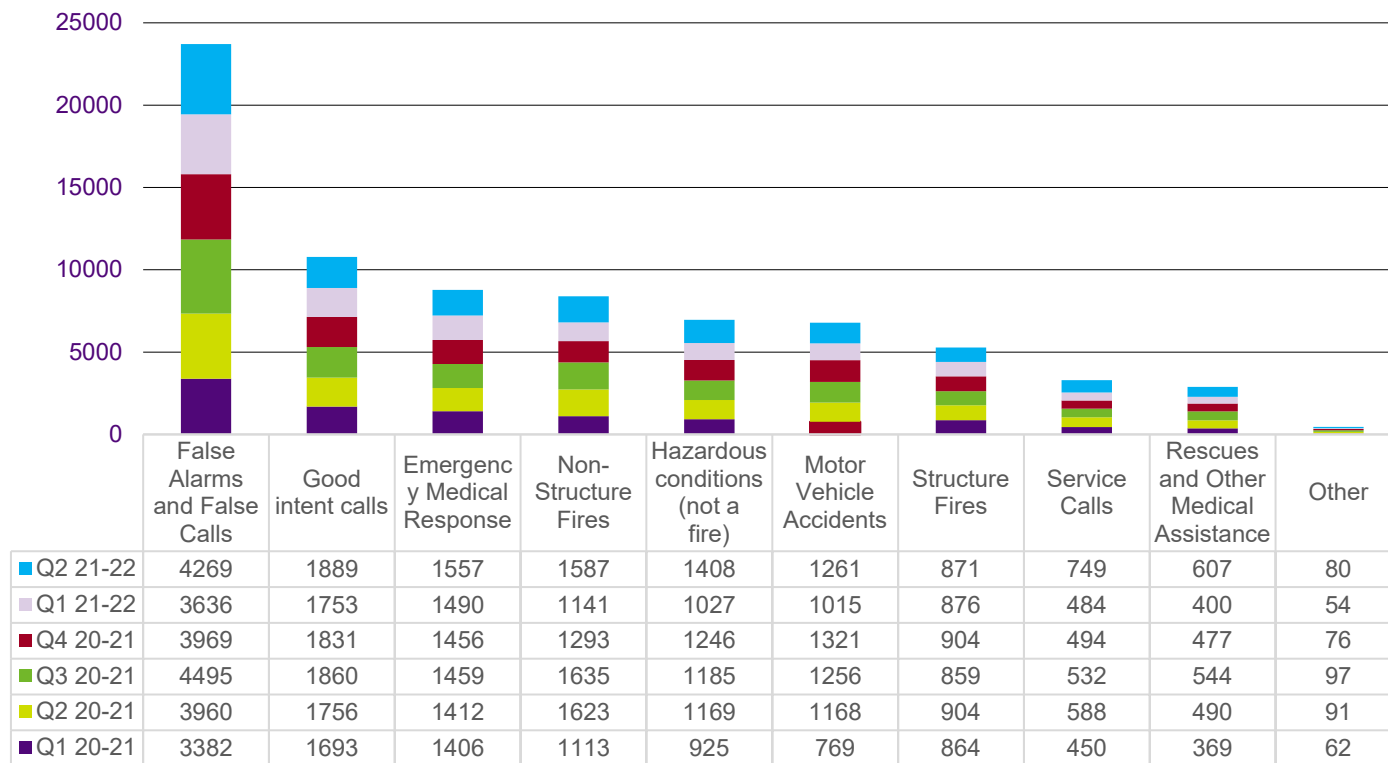
Commentary

This is a new indicator that measures the number of premises with six or more false alarms on different days over a 12-month period. The purpose of this measure is to focus attention on those premises with the most frequent false alarms so that underlying systemic issues are better addressed and corrected at these premises.

Unwanted repeat false alarms result in an unnecessary emergency response, tying up resources and potentially reducing response capability. Causes of repeat alarms include poor placement of smoke alarms (too near to cooking equipment) and poor maintenance of alarm systems.

FRV reports that a total of 24,233 false alarms were triggered at premises on different days, ranging from only once in a year (73% of alarms) to over 20 times in a year for 48 premises. Five premises triggered over 50 false alarms on different days over a one-year period. FRV notes that the focus of ongoing monitoring should be on those premises with a high number of repeat false alarms, particularly the 171 locations with eleven or more in 2020/21.

1.3.3 Decrease in preventable non-structural fires and other hazard-related incidents



Commentary

This indicator captures the number of incidents attended by FRV in FRV Fire District according to Incident Type recorded in the Australian Incident Reporting System.

This measure examines the range of incidents that FRV attends. While there is general focus on structural and non-structural fires in many reports and analyses, FRV invests training and response resources into attending many other types of incidents, including specialist rescues, motor vehicle extractions, hazardous incidents from chemical spills and emergency response to people suffering a life-threatening medical episode.

For the Q2 report, FRV provided incident numbers. FSIM notes that further analysis and consultation is needed to determine which types of non-fire incidents may require closer monitoring.