Fire Services Outcomes Framework
Progress Report

June 2022

Fire Services
Implementation Monitor

Q3
FY21/22

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1.0 Executive Summary

This Quarter 3 (Q3) FY 2021-22 Fire Services Outcomes Framework Progress Report provides an update on the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV) fire services performance indicators, in line with legislated requirements.

Reporting on outcomes

In Q3, FRV continued to report against indicators in its Year One Outcomes Framework as well as seven indicators from its Year Two Outcomes Framework. FRV advises it will continue to report against both frameworks until at least the end of 2021-22 FY while continuing to refine indicator and measurement data in the year two framework. CFA has reported against its Year Two Outcomes Framework and recognises there are improvements to be made to link the measured data to outcomes. Looking ahead to year three, CFA's continuous improvement approach to outcomes will mature, improving data quality and integrity, refining baselines and setting appropriate targets where relevant to demonstrate progress towards intended outcomes.

Adopting an outcomes approach is a long-term proposition for the fire services. Both CFA and FRV recognise that defining a clear message of what they are aiming to achieve requires an in-depth understanding of how measures and robust supporting data can be used to tell a meaningful story of impact and change.

This story is not yet clear. Both agencies continue to refine their outcomes, supporting indicators and measures. Settling this work will allow agencies to focus on the right data and information to make better decisions to improve service and program delivery for Victorians. In Q3, FSIM has presented the data provided by the agencies and made commentary where possible on specific trends, risks and successes, however a clear story of how each agencies' activities and programs are influencing outcomes for the community is not yet achieved.

Service Level Agreements (SLAs)

FSIM has commented in previous quarters on the need to progress and finalise SLAs. The completion of clear, agreed, and implemented SLAs between agencies are fundamental to achieving complementary fire service and underpin the broader success of the Fire Services Reform. These SLAs provide a foundation for role clarity and functions for volunteers and staff in both agencies and are required to harmonise procedures. While FRV is the only agency to report on the progress of SLAs (as part of its year one framework), the reported 88% relates to agreements in principle, not executed agreements. Almost two years into the reform, these agreements are not finalised. This has led to downstream issues impacting the community, staff and volunteers, outlined in further detail in section 4.2. There are significant challenges in finalising this program of work and FSIM considers finalising SLAs to be a priority for both agencies as they underpin agencies' agreement on complementary fire service delivery.

Engagement

The easing of COVID-19 travel and isolation restrictions positively impacted several indicators this quarter, particularly increasing both agencies ability to engage with the community. Both agencies have demonstrated a positive shift in their community engagement activities, delivering more engagement activities this quarter when compared to previous quarters. The easing of COVID-19 related restrictions meant CFA was able to leverage summer community events such as festivals and markets and FRV has experienced an increase in inquiries for its FireEd program. Given progress in these areas, FSIM expects to see a continued increase in the number of fire education and risk programs delivered in Q4.

FRV also reviewed its "Conversation in the Mess" program and changes implemented as a result of this review, combined with the easing of restrictions, enabled a significant increase in engagement with staff. While these results are encouraging and neither agency has identified any emerging risks for communities from a sustained reduction in community engagement activities during the COVID-19 pandemic, FSIM will continue to monitor engagement measures for any emerging risks to communities from the reduction of community engagement activities over the last two years.

Skills and training

Both agencies made progress in addressing skills maintenance and training gaps. CFA introduced a new "after action review" indicator – a positive step which will enable CFA to apply a continuous improvement approach to response activities and FSIM looks forward to seeing how the learnings applied from these after action reviews improves response activities. FRV has also undertaken considerable work to address the skills maintenance backlog in a number of specialist areas and is to be commended for their efforts to improve results.

FSIM engagement

Separately to the performance-based outcome activities reported in this quarterly report and following the easing of COVID-19 related restrictions in Q3, FSIM initiated a range of engagement activities, both virtually and in-person with staff and volunteers around Victoria and across both CFA and FRV. Volunteers and staff have been impacted by the reform in different ways and to different extents and have provided honest feedback about their experiences. While FSIM's engagement activities have not focused specifically on the agencies' outcomes frameworks and performance measures, volunteer and staff experiences of the reform will certainly shape and impact agencies' performance against some outcomes. Findings collated from these engagement activities will be presented in FSIM's second annual report and we would like to acknowledge and thank those who we have met so far for their genuine commitment to work through the challenges presented by the reform.

2.0 Reader Guide

Definitions

Acronym	Title
BMT	Brigade Management Team
BP3	Budget Paper 3 (Service Delivery)
BP4	Budget Paper 4 (Agency Resourcing)
CFA	Country Fire Authority
CFASafe	A system primarily used for recording details of hazards, incidents, and near misses for the purpose of assigning corrective actions to eliminate or minimise the consequence or likelihood of reoccurrence.
Division A	Former Metropolitan Fire Brigade (MFB) Firefighters
Division B	Former CFA Firefighters
EMR	Emergency Medical Response
EMV	Emergency Management Victoria
FDR	Fire Danger Rating
FireEd	Fire Education
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
PTA	Professional, Technical and Administrative staff
USAR	Urban search and rescue

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 and background

This independent quarterly report provides observations on CFA and FRV quarterly performance against the measures set out in their respective outcomes frameworks. The report also assesses the progress of CFA and FRV towards their outcomes-based fire services performance indicators, where possible.

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 reviews CFA's and FRV's quarterly results and provides a summary and analysis of the quarter's data 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

CFA and FRV published their respective Year Two Outcomes Frameworks in Q1 FY 2021-22. CFA will continue to review and refine its outcome framework over time. CFA is undertaking planning to realise improvement opportunities in a Year Three Outcomes Framework. FRV continues to transition reporting against its year two framework but has not yet confirmed and collated data sets for all of its proposed measures. FRV's report continues to include outputs from its year one framework and a limited number of measures from its year two framework.

It is FSIM's expectation that agencies will be able to better explain their progress towards their respective outcomes as their data matures and they can substantiate linkages between actions and outcomes. Outcomes reporting is a long-term program of data identification, development and analysis and more time is required to enable fire service agencies to understand and report on the impact their work has on volunteers, staff and the broader Victorian community, beyond outputs.

Publication of reports

FSIM publishes quarterly reports on Fire Services Implementation Monitor publications | Victorian Government (www.vic.gov.au). Publishing these quarterly reports promotes transparency of the fire services activities and outputs and as their outcome indicators, measures and data improve, may provide meaningful benchmarking to 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 Q3 performance results

4.1 Country Fire Authority Q3 results overview

CFA has transitioned to its Year Two Outcomes Framework and provided data for all measures in the year two framework. CFA recognises that there are improvements to be made to link the measured data to outcomes. The planned continuous improvement approach to mature CFA's outcomes framework includes improving data quality and integrity, refining baselines and setting appropriate targets where relevant to demonstrate progress towards intended outcomes. Currently, CFA uses a range of approaches to set baselines, some of which include pre-reform data, and some which have had pre-reform data excluded. CFA's broader outcomes review and planning will consider how baselines can more accurately reflect post-reform operations and other improvement opportunities.

Appendix A provides a complete report of CFA Outcomes Framework data reported in Q3.

Introduction

CFA's Year Two Outcomes Framework comprises four goals[1] that form the basis of CFA's outcome reporting and related measures and indicators. These goals are:

- "We put the community at the centre of everything we do

- We deliver programs and services that make a positive difference

- We provide a great place to volunteer and work

- We are a progressive emergency service."

This section provides insights into CFA's progress towards these goals.

Overview of progress towards outcomes

Putting the community at the centre of everything CFA does

CFA's outcomes framework quarterly measure for its community engagement goal captures the number of community members engaging with CFA. This measure includes CFA engagement activity via community meetings and workshops, online sessions and e-learning modules, visits to homes and properties, and at community events or places.

CFA reported 40,179 engagements year to date (YTD) as at Q3 FY 2021-22. CFA commenced collating data for this indicator in Q4 FY 2020-21 and has advised that a baseline for this indicator will be considered in the development of CFA's Year Three Outcomes Framework. This Q3 result is an increase of 22,600 community members engaging with the CFA from Q2 2021-22 FY. CFA reports that factors contributing to this increase include:

- easing of COVID-19 restrictions

- an increase in programs and products developed for delivery (including but not limited to, the development of the Preparing Vulnerable People program, review and update of Farm Fire Sector products, CFA member training in community engagement delivery)

- reporting captures community engagement activities and services that were not previously captured post service delivery (for example door knocking and online self-paced bushfire safety training).

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[1] Strategy and Outcomes Framework 2020-2030 – Our Community, Our CFA

CFA has introduced a web-based monitoring, evaluation and reporting system (ART) to capture data collected through community engagement activities. CFA uses ART to better understand how it engages with communities and the impact of engagement activities on the community.

In Q4 FY 2021-22, CFA will report on annual metrics to assess the effectiveness of community engagement considering community trust in CFA and community knowledge of fire risk. FSIM looks forward to reviewing the effectiveness of CFA community engagement in Q4 with the release of community trust and community knowledge of fire risk indicators.

Delivering programs and services that make a positive difference

CFA's programs and service goal captures operational performance data including the number and containment of fires, fatalities and injuries, stock loss, and preventative intervention including smoke alarm installation.

CFA has identified 13 indicators to demonstrate progress towards this outcome. Generally, CFA is tracking close to baselines set for these indicators, however important indicators in prevention, suppression and harm reduction have not met baselines for this goal. Key measures where CFA has not met baselines or targets relate to decreases in the number of grass and scrub fires, decreases in fire fatalities and injuries and reduced stock loss due to fires.

CFA reported a year to date total of 2,353 grass and scrub fires which is above the YTD baseline of 1,802. CFA notes that this increase is in line with previously recorded and comparable seasonal variations. While a decrease against the baseline for grass and scrub fires was not met, CFA's containment of grass and scrub fires to 5 hectares measure met its baseline with a result of 92.7% of fires contained. Containment of these fires to five hectares reduces the risk of damage to large areas providing good outcomes for community.

CFA's aspirational target is for zero fire fatalities and injuries in the Country Area of Victoria. As reported in Q2 2021-22, CFA is developing a suite of tools to inform the development of fire related fatality and injury prevention, preparedness and response programs and activities. Given these tools are not yet finalised or embedded in CFA's operational processes, FSIM is unable to determine what impact these programs may have on reducing the number of fire-related fatalities and injuries.

CFA reported a YTD total of 4,122 stock lost, which is above the YTD baseline of 1,508. In Q3, CFA retrospectively revised its Q2 stock loss data to a total of 4,115 stock lost with an additional seven stock lost in Q3. FSIM has noted in prior reports the inconsistencies with stock losses reported[2]. FSIM encourages CFA to review business rules and reporting categories to inform its Year Three Outcomes Framework to report against this indicator more effectively.

In Q2, CFA commenced reporting on data that records the number of smoke alarms installed and replaced in homes and the provision of fire prevention devices to vulnerable community members to determine if the program makes a difference in reducing harm from fires in vulnerable communities. While CFA is working in partnership with other agencies like the Red Cross to increase this type of activity, CFA's data collection and analysis must continue to mature to draw clearer connections between the causes and results.

FSIM notes that CFA performed well this quarter regarding average time spent suppressing structure fires with an average time of 53 minutes and 51 seconds which is more than 5 minutes below the baseline. While this is a good outcome for the community and moves CFA towards its indictor of fires being suppressed quickly and effectively, clear linkages to programs that are contributing to this result are not yet available.

Providing a great place to volunteer and work

CFA's "great place to volunteer and work" goal captures OH&S data, diversity measures, training progress and delivery against corporate requirements.

CFA is generally tracking well against baselines for this goal. However, hazard reporting continues to track significantly below the baseline, with ongoing impacts of COVID-19 related restrictions impacting onsite

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[2] Fire Services Reform Implementation Monitor, 2022, *Fire Services Outcomes Framework Report Quarter 2 2021/22*, p 20

presence. CFA intends to implement a new hazard reporting checklist in Q4 FY 2021-22 that will assist with targeting key hazards for identification and control.

FSIM notes that CFA's five-year baseline data for several measures including hazard reporting, emergency response injuries, and WorkCover claims includes data pertaining to former CFA staff who were transferred to FRV as part of the fire services reforms. As such, baselines for this data are not wholly reflective of the organisation post reform. In Q2, CFA noted that a new WorkCover claim measure would be introduced to normalise results, however this has not yet been completed for inclusion in the Q3 report.

A progressive emergency service

CFA's progressive emergency service goal captures data on timeliness of reporting and implementing audit recommendations, workplan delivery and number of after action reviews.

CFA continues to have a high number of overdue internal audit recommendations, noting 85% of the internal audit recommendations continue to be overdue. CFA has advised that it has taken steps to address overdue internal audit recommendations including appointing a new internal audit supplier, strengthening arrangements for audit planning and delivery, and implementing processes for management action plans and for reporting to the Audit and Finance sub-committee of the CFA Board.

FSIM is supportive of CFA's newly introduced measure of after action reviews to support continuous improvement.

4.2   Fire Rescue Victoria Q3 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 seven year two framework indicators in Q3. As noted in previous reports, FRV has not developed FY 2021-22 targets for year one framework measures as it did not plan to report on these measures beyond June 2021. FRV continues to use the FY 2020-21 targets as noted in the data tables at Appendix B.

FRV has provided FSIM with a Measurement and Monitoring Plan that outlines a pathway towards the development and publication of outcomes measures against the year two framework. FRV's goal is to have at least one outcome measure for each outcome indicator to provide evidence of the success or progress towards the indicator's desired outcomes. Developing a complete range of measures for the framework is likely to be an ongoing iterative project over several years, as various measures are proposed and trialled.

To accommodate FRV's measurement approach and ensure the public have a level of transparency on FRV's fire service performance outcomes, FSIM will continue to publish year one framework measures until such time as FRV has more comprehensive set of measures. The risk with this approach is that FRV has not set amended targets for the year one framework measures, and it is unclear if FY 2020-21 targets are still appropriate.

Appendix B provides a complete report of FRV outcomes framework data reported in Q3.

Introduction

FRV continues to build its data set for reporting against its Year Two Outcomes Framework. As an interim measure, FRV continues to provide data against its Year One Outcomes Framework that reports against the three domains of community, service and people.

FRV's year two framework[3] comprises three domains, and related goals, that form the basis of FRV's outcome reporting and related measures and indicators. These goals are:

- Victorians understand risk in their local environment and know how to prevent and prepare for emergency incidents

- Victorians can rely on a world-class fire and rescue emergency response (FRV is not currently reporting on data for this goal)

- Victorians value FRV as a leading, progressive and accountable fire and rescue service.

This section provides insights into FRV's progress against its year one framework domains and towards its year two framework goals.

Overview of progress against year one domains

Community

FRV's community domain captures data on community education programs, risk referrals, and containment of fires.

While FRV has made significant progress on providing community education and risk reduction programs from previous quarters, it remains below the target set in FY 2020-21. FRV anticipates a higher result for Q4 noting that COVID-19 related restrictions were a key challenge to the delivery of programs, particularly FireEd in schools. FSIM is supportive of a strong focus from FRV to address the backlog of education programs to be delivered to the community.

FRV continues to report below the target for containment of structure fires. FSIM notes that containment information is incomplete for a small number of fires within this dataset.

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[3] Outcomes framework (frv.vic.gov.au)

FRV has reported an above average result for residential and hoarding risk referrals this quarter, building on the work from Q2 to manage the backlog of notifications[4]. Hoarding and residential risk referrals enable targeted assistance and education aimed to influence and reduce the impact of fire within the community. FSIM supports the use of hoarding and residential risk referrals to inform the Safer Homes Year 2 Outcomes Framework Indicator in future outcomes reporting.

Service

FRV's service domain captures data on fleet availability, response times, service level agreement status and specialist capability skills maintenance.

Service Level Agreements are a key outstanding issue arising from the reform's implementation. The reported figure of 88% relates to agreements in principle and not executed agreements. Executing these agreements is a necessary step to ensure clarity of role and functions for volunteers and staff in both agencies and is required to inform updates and harmonisation of procedures for staff. Delays in finalising these agreements has led to downstream issues impacting the community. Issues include delays in land use planning approvals, complex work arounds for staff completing the work, and interim work arrangements which differ from the initially agreed "in principle" approach and involve quality assurance processes that impact staff and volunteer morale. The impacts of delayed SLAs include inefficiencies, higher costs, and delayed service provision to the community. There are significant challenges in finalising this program of work and FSIM considers finalising SLAs to be a priority issue for both agencies as they underpin agencies' agreement on complementary fire service delivery.

FRV's positive fleet availability result means that firefighters can respond to emergencies with fleet that is maintained and available. Response times in general are tracking close to the FY 2020-21 target with 88% of structure fires responded within 7.7 minutes in FRV's response area, noting that this target relates to FRV's overall footprint, and not individual maintenance areas. FSIM notes that most (240 of 300 incidents) that missed the 7.7 benchmark responded within an additional two minutes however 20 incidents missed the benchmark by more than 5 minutes.

In situations where both the response time benchmark and the containment benchmark are not met, there may be a greater chance of significant loss to the property. For the nine months to 31 March 2022, the number of incidents where both response time and containment were not met is 40 incidents, which represents (1.6%) of total emergency structure fires. FSIM notes that FRV has not incorporated response time benchmark and containment benchmark reporting in its year two framework however, FRV will continue to provide this data through its quarterly response time reporting requirements and ongoing public reporting against BP3 measures.

FRV is still reporting below target results for road crash rescue. FRV notes that key contributing factors to not meeting benchmark times for this quarter include traffic congestion, particularly for incidents that occurred on freeways and distances of over 12 km to incident.

FRV has progressed significantly from the previous quarter regarding specialist capability skills maintenance, increasing the percentage of skills maintenance completed from 29.5% in Q2 to 76% in Q3. Significant increases to emergency medical training, marine rescue, heavy rescue and trench rescue training programs have all significantly increased this quarter and FSIM commends FRV for the work undertaken to achieve this result.

People

FRV's people domain captures data on core skills maintenance, FRVSafe, staff engagement, workforce turnover, staff numbers, engagement with local government authorities (LGAs) and representation at state emergency management meetings.

FRV is slightly below target for core skills maintenance with 87.8% of Division A core maintenance drills scheduled and completed. FRV intends to commence reporting on Division B data from 1 July 2022.

FRV has made significant progress in meeting its "stations and work sites visited against schedule" measure, increasing from 0% to 86.4% in Q3 as a result of the lifting of COVID-19 restrictions. In Q2, FRV reviewed its "Conversations in the Mess" program to align it with other employee engagement initiatives to facilitate state-

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[4] Fire Services Reform Implementation Monitor, 2022, *Fire Services Outcomes Framework Report Quarter 2 2021/22*, p 10

wide reach. These results are a significant development as FSIM continues to receive feedback from staff across the state regarding the ongoing need for timely and relevant communication on key changes and general reform progress.

FRV reports how quickly OH&S incidents are reviewed and closed out in its internal OH&S incident reporting program, FRVSafe. Previously, FSIM reported that FRV had IT issues with incident report escalation to responsible staff in FRV, which contributed to FRV being below target for both indicators. FRV reports that work is still ongoing to remedy these issues, however FRV is tracking close to target in implementing remedial actions.

FRV's workforce turnover rate is tracking below target at around 2.6%. A low turnover rate means that FRV has fewer available roles to fill, reducing the opportunities to change the diversity profile of the organisation. FRV has undertaken workforce planning to identify the workforce profile and is implementing strategies to address areas where there is an aging workforce profile. FRV has established "indicative forecast exits" to assist with workforce planning and support the development of a more diverse and inclusive workforce.

FRV provides advice to Local Government in the preparation of Municipal Emergency Management Plans (MEMP). FRV has reported a result that is below target, however legislative changes have resulted in FRV not being represented on every MEMP Committee. Although not ideal, FRV reports that MEMPs are still being prepared when it is not represented at an MEMP Committee. FRV recognises that providing its expertise and knowledge regarding FRV linked responsibilities/activities and visibility is critical to the development of these plans and is working on a strategy to ensure an appropriate level of representation is achieved at these meetings.

Overview of progress towards year two outcomes

As noted above, FRV provided data against seven of the 30 Year Two Outcomes Framework indicators in Q3, with a number of measures informing each indicator.

Domain 1: Prevention and Preparedness. Victorians understand risk in their local environment and know how to prevent and prepare for emergency incidents

Outcome: Safer homes

FRV's safer homes outcome captures data on preventable structure fires attended by FRV and the number of homes with working smoke alarms.

FRV notes there was no noticeable deviation between the past three quarters and baseline data and that the higher number of preventable residential structure fires in Q1 is consistent with baseline data. Over time, FSIM expects FRV to be able to explain how its prevention programs and fire safety advocacy impacts trends in preventable residential structure fires.

Outcome: A well-regulated built environment

FRV's well-regulated built environment outcome captures data on preventable fires in high-risk buildings, impacts from fire due to early detection and decrease in unwanted false alarms.

FRV reports a consistent increase in premises with six or more false alarms on different days over a 12-month rolling period, since the establishment of FRV. FRV notes the increase could be partially due to COVID-19 related restrictions and will continue to monitor this measure. FSIM expects that FRV will be able to focus attention on those premises types with the most frequent false alarms so that underlying systemic issues are addressed and corrected at these premises. FSIM looks forward to data that shows how FRV intervention decreases the number of false alarms.

Outcome: Enabled, empowered and resilient communities

FRV's enabled, empowered and resilient communities outcome currently uses the number of non-structure fire incidents attended by FRV in FRV Fire Districts according to incident type. FRV is yet to finalise and report on subsequent measures that will inform this outcome in future reports.

FRV notes that Q1 data shows a lower number of incidents for all types of incidents which it attributes to non-structure fires being more prevalent in the summer months (such as in Q3) and COVID-19 related restrictions

still in place during Q1, reducing the number of vehicles on the road. FSIM expects FRV to be able to explain how FRV programs and actions will lead to an enhanced capacity to improve community resilience and emergency prevention as the data matures and year two outcomes' measures are confirmed.

Domain 3: Organisational Excellence. Victorians value FRV as a leading, progressive and accountable fire and rescue service

Outcome: A diverse and inclusive organisation

FRV's diverse and inclusive organisation outcome compares workforce turnover by men and women and measures the number and proportion of women in leadership roles.

FRV notes that commentary against this measure is limited due to the small number of measures and that only one quarter of data has been collected to date. FRV anticipates that the proportion of women in leadership roles will increase in line with, or at a faster rate than, previous years.

5.0 Conclusion

As noted in previous reports and consistent with the Victorian Government's Outcome Reform approach[5], a mature outcomes approach will move the fire services beyond measuring activities and outputs, and towards tracking impact. However, embedding an outcomes approach to measure progress and impact is a long-term program of work. Agencies are making progress towards embedding their outcomes approaches and both demonstrate a commitment to continuous improvement.

The developing maturity of both agencies' outcomes approaches constrains FSIM's ability to make a clear overview of impact and progress for the community. As the agencies' outcomes assessment methodology, data identification, collection, analysis and understanding matures, FSIM's own reporting will also evolve to provide a clear and consistent story of impact and progress.

FSIM recognises the commitment of both agencies to outcomes assessment and thanks them for their continued cooperation and contributions to this report.

Finally, while outside the FSIM's Q3 reporting period, May 4, 2022 was International Firefighters Day. This day was a chance to recognise and honour the sacrifices that firefighters make to ensure that their communities and environment are as safe as possible, whether through countless hours volunteered, or working directly in the industry. In all cases, firefighting risks the ultimate sacrifice of a firefighter's life, and for their service and commitment, we are grateful.

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[5] Victorian Government, 2019, *Outcomes Reform in Victoria*

6.0 Appendix A: Country Fire Authority Quarter 3 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 (unless otherwise specified) of the cumulative, Q3 performance against indicators.

Data against performance indicators

● Performance met baseline	● Performance did not meet baseline	● No baseline established

		2020-21				2021-22				
	Outcome measure description	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**YTD Baseline**	**Status**
	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[6]	-	-	-	-		17,579	40,179	-	●
	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	411	564	671	●
2.1.2	A decrease in the number of grass and scrub fires (YTD)	194	1,199	1,874	2,468	306	1,248	2,353	1,802[7]	●
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%	52%	54.6%	●
2.2.2	An increase in containment to 5 hectares for grass and scrub fires	99%	94%	95%	95%	99%	95.9%	92.7%	92.4%[7]	●
2.2.3	A decrease in average time spent supressing structure fires	0:50:40	0:48:50	0:59:31	0:57:40	0:45:17	0:54:10	0:53:51	0:59:12	●
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	0:52:05	0:52:33[7]	●
2.3	**Fires are less harmful to the community**									
2.3.1	A decrease in fire-related fatalities (YTD)	3	4	7	7	4	9	11	9[8]	●

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[6] Year Two Outcomes Framework Indicators

[7] 3 year baseline includes FY 2011, 2017, 2021

[8] 4 Year Baseline, Aspirational target of zero, Actual reported baseline is 9.25, figure has been rounded to 9

	Outcome measure description	2020-21				2021-22			YTD Baseline	Status
		Q1	Q2	Q3	Q4	Q1	Q2	Q3		
2.3.2	A decrease in fire-related injuries (YTD)	9	21	35	53	15	28	40	52.25[9]	🟢
2.3.3	A decrease in stock loss due to fires (YTD)	0	0	0	0	0	4,115	4,122	1,508	🔴
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%	16.9%	18.6%	🟢
2.3.6	An increase of homes with installed smoke alarms[10]	-	-	-	-	-	118	131	-	⚫
2.3.7	An increase in the number of inoperable smoke alarms replaced[10]	-	-	-	-	-	69	81	-	⚫
2.3.8	An increase in the number of vulnerable community members provided with a fire prevention device[10]	-	-	-	-	-	142	169	-	⚫
	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	205	352	🔴
3.1.2	A decrease in emergency response injuries	54	114	209	294	47	32.6	65	90.5	🟢
3.1.3	A decrease in volunteer compensation claims	16	31	59	78	15	23	39	86	🟢
3.1.4	A decrease in WorkCover claims	6	4	9	16	11	14	21	75	🟢
3.1.5	A decrease in unplanned absences	1.6	3.4	4.7	6.8	1.6	3.4	6	5.95[11]	🔴
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%	14.9%	14.8%	🟢
3.2.2	An increase in female volunteers in leadership roles	6.0%	5.9%	6.2%	6.4%	6.6%	17.5%	17.3%	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%	49.5%	🟢
3.2.4	An increase in volunteers under 40 years old	29.2%	29.1%	29.2%	29.12%	28.8%	28.8%	28.7%	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[10]	-	-	-	-	-	4.2	4.6	4.5[12]	🟢
3.4.4	Maintain overall digital learning satisfaction at 4 or above[10]	-	-	-	-	-	4.6	4.2	4.2[12]	🟢
3.4.5	An increase in the average number of training courses completed by CFA Members[10]	-	-	-	-	-	2.27	3	3.07[13]	🔴
	CFA Goal 4: We are a progressive emergency service									

[9] 4 Year Baseline, aspirational target of zero

[10] Year Two Outcomes Framework Indicators

[11] 2 Year Baseline

[12] 3 Year baseline

[13] 4 Year Baseline

	Outcome measure description	2020-21				2021-22			YTD Baseline	Status
		Q1	Q2	Q3	Q4	Q1	Q2	Q3		
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[14]	-	-	-	-	-	100%	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[14]	-	-	-	-	-	83%	85%	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[14]	-	-	-	-	-	-	-	-	●
4.5	**Our service delivery and corporate performance in continuously improving**									
4.5.1	An increase in the number of After Action Reviews[14]	-	-	-	-	-	11	25	-	●

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[14] Year Two Outcomes Framework Indicators

1.2: The Community is educated, engaged and empowered to manage its fire risk
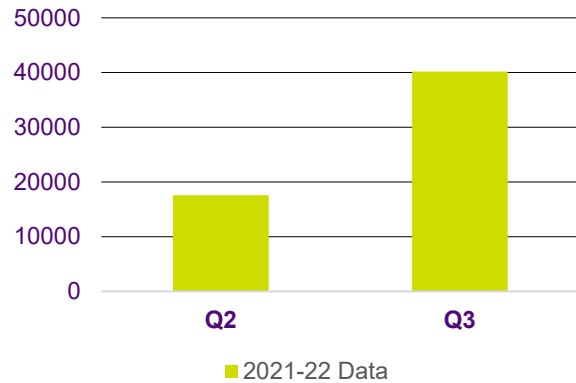
1.2.1. An INCREASE in the number of community members engaging with CFA

YTD Baseline

-

Result

40,179

Commentary

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA notes that a baseline for this indicator will be considered in the development of CFA's Year Three Outcomes Framework (FY 2022-23).

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

CFA reports that the result for this indicator is consistent with CFA's expectations. CFA confirms that easing of COVID-19 restrictions and leveraging summer community events such as festivals and markets has led to an increase in opportunities to engage the community.

CFA also attributes this increase in community members engaging with the CFA to an increase in CFA programs and products being delivered including the 'Preparing Vulnerable People' program, Farm Fire Sector product update and improved community engagement training for CFA members.

CFA has also introduced a web-based monitoring, evaluation and reporting system, ART, to capture data collected through community engagement activities. CFA intends to use ART to better understand how it engages with communities and the impact of engagement activities on the community.

2.1 Fires are prevented
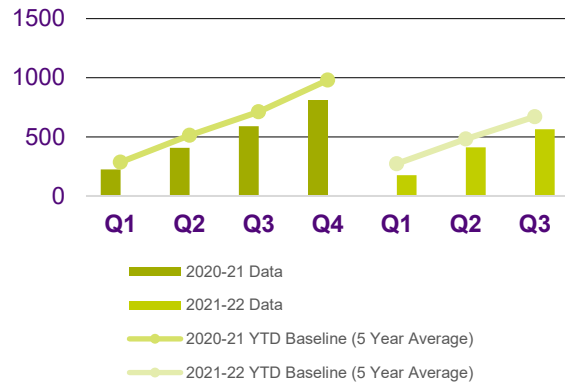
2.1.1 A DECREASE in the number of house fires

YTD Baseline (5-Yr Average)

671

Result

564

Commentary

The Q3 result met CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

This indicator is a total of the number of preventable residential fires classified as Emergency Incidents (excluding non-residential structure fires).
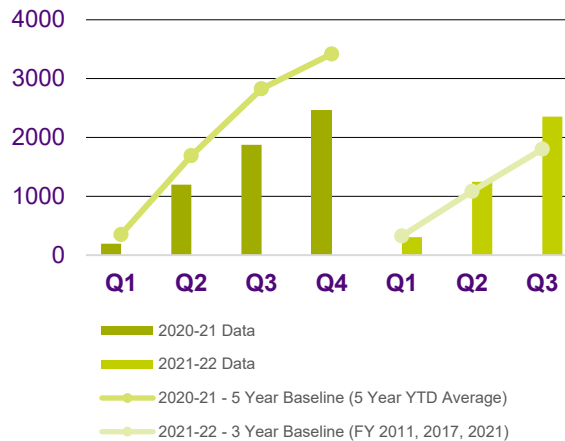
2.1.2 A DECREASE in the number of grass and scrub fires

YTD Baseline (3Yr Baseline)[15]

1,802

Result

2,353

Commentary

The Q3 result did not meet CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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

CFA reports that the number of incidents is slightly higher than the YTD baseline due to the natural variability of ignitions.

---

[15] FY 2011, 2017, 2021

2.2 Fires are suppressed quickly and effectively

Legend:
- 2020-21 Data
- 2021-22 Data
- 2020-21 - YTD Baseline (5 Year YTD average)
- 2021-22 - YTD Baseline (5 Year YTD average)
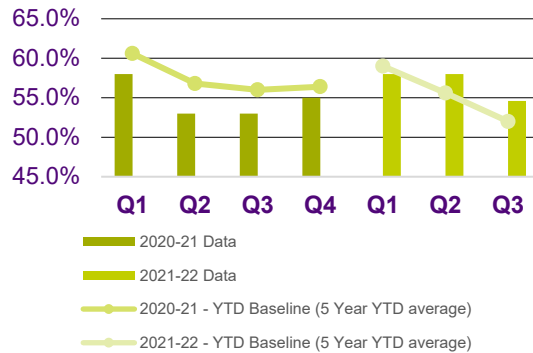
2.2.1 An INCREASE in percentage of structure fires contained to room of origin

YTD Baseline (5-Yr Average)

54.6%

Result

52.0%

Commentary

The Q3 result did not meet 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 CFA's actions and the impact on the community will be able to be provided.

Legend:
- 2020-21 Data
- 2021-22 Data
- 2020-21 - Baseline (3 Year Baseline FY 2011, 2017, 2021)
- 2021-22 - Baseline (3 Year Baseline FY 2011, 2017, 2021)
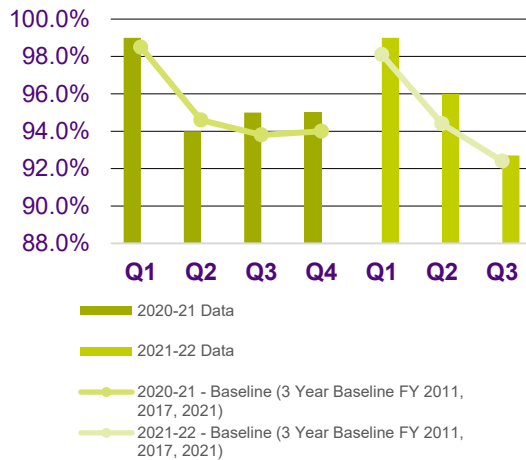
2.2.2 An INCREASE in percentage of grass and scrub fires contained to 5 hectares

YTD Baseline (3Yr Baseline)[16]

92.4%

Result

92.7%

Commentary

The Q3 result met CFA's YTD baseline.

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

CFA aims to refine its Outcome Framework to enable a more direct attribution of its activities to the overall outcome. Until CFA can make these connections, FSIM is unable to communicate what impact CFA's programs are having on this indicator

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[16] Including FY 2011, 2017, 2021
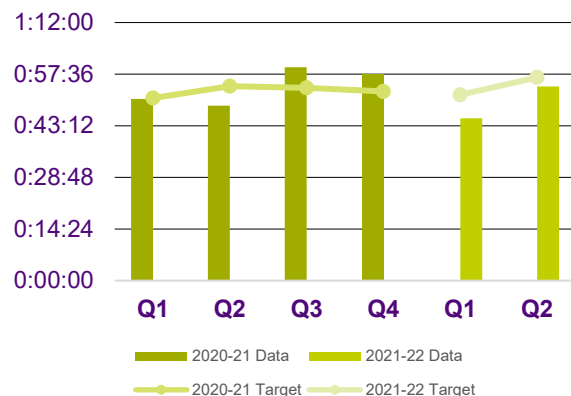
2.2.3 A DECREASE in average time spent suppressing structure fires (time spent on scene of incident)

YTD Baseline (5 Yr Average)

59 min 12 sec

Result

53 min 51 sec

Commentary

The Q3 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).

While this result is in line with the baseline, CFA's current reporting does not provide a clear connection between the programs relating to fire suppression and this indicator.
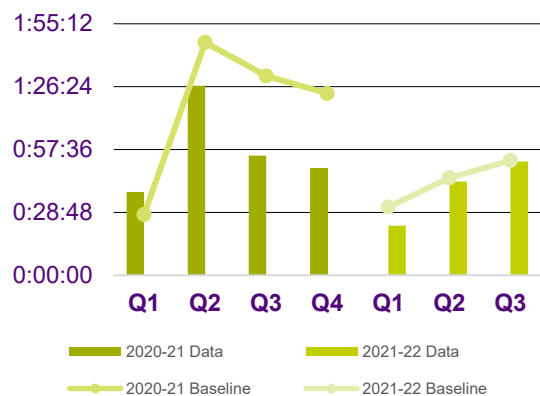
2.2.4 A DECREASE in average time to contain and to control bushfires

YTD Baseline (3Yr Baseline)[17]

52 min 33 sec

Result

52 min 5 sec

Commentary

The Q3 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).

As with indicator 2.2.2, CFA recognises that there are multiple factors that contribute to this outcome, which include, but are not limited to,

- pre-determined dispatch capability (ie ability to move aircraft around the state effectively to dryer areas as needed and therefore bolster an initial response)
- weather patterns and reduced fire season
- volunteer availability due to COVID-19 and working remotely
- training, operating procedures, communications and community programs.

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[17] Including FY 2011, 2017, 2021

CFA aims to refine its outcome framework to enable a more direct attribution of its activities to the overall outcome.

CFA attributes a decrease in the average time to contain and control bushfires to the following positive results for the community:

- decreased fire spread
- decreased (Code 1) emergency responses, which increases community safety.
- decreased losses (including residential, structure, fences)
- less disruption and impact to community such as smoke exposure
- increased availability of emergency services for other emergencies.

2.3 Fires are less harmful to the community

2020-21 Data
2021-22 Data
2020-21 YTD Baseline (4 Year Baseline)
2021-22 YTD Baseline (4 Year Baseline)2

2.3.1 A DECREASE in fire-related fatalities

Aspirational Target

0

YTD Baseline (4 Yr Baseline)

9[18]

Result

11

Commentary

The Q3 result did not meet CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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 Q3 that resulted in single fatalities.

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

In the Q2 FY 2021-22 outcomes report, CFA noted a number of prevention and education programs in development which may reduce the number of fatalities[19], however CFA is not yet able to demonstrate the impact these programs may have.

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[18] Actual baseline reported as 9.25, figure rounded to 9

[19] Fire Services Reform Implementation Monitor, 2022, *Fire Services Outcomes Framework Report Quarter 2 2021/22*, p 18
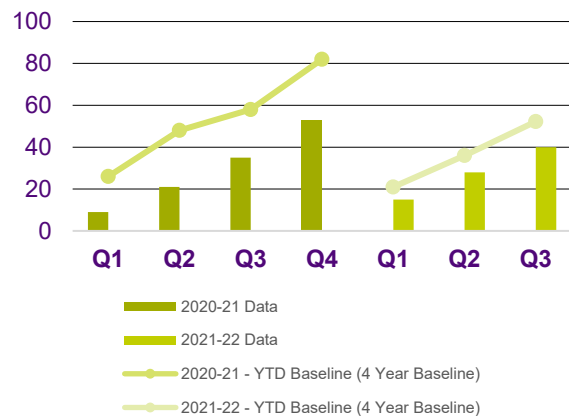
2.3.2 A DECREASE in fire-related injuries

Aspirational Target

0

YTD Baseline (4 Yr Baseline)

52.25

Result

40

Commentary

The Q3 result met CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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 has an aspirational target of zero fire-related injuries.
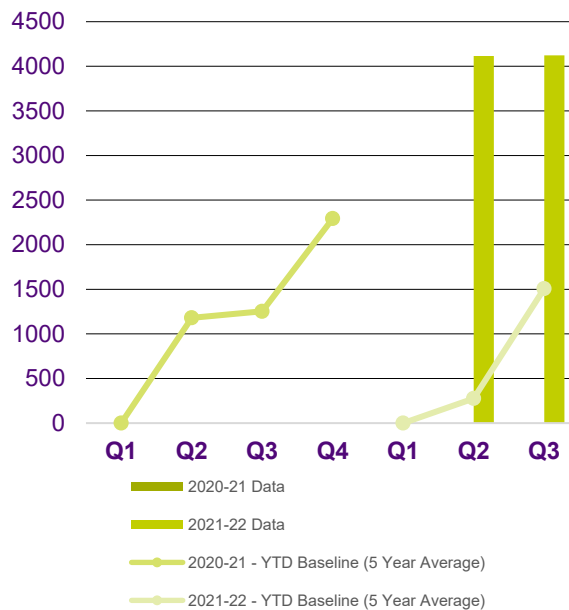
2.3.3 A DECREASE in stock loss due to fires

YTD Baseline (5 Yr Average)

1,508

Result

4,122

Commentary

The Q3 result did not meet CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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

CFA uses "cattle", "horses", "sheep" and "other livestock" as categories of stock for this indicator.

CFA has reviewed its stock loss data for FY 2021-22 and retrospectively updated the results as follows:

- Q1 – zero stock lost

- Q2 – 4,115 stock lost arising from two separate incidents at Mooralla and Langkoop

- Q3 – 7 stock lost arising from one incident at Tahara.

CFA reports that it is reviewing this indicator and subsequent business rules to inform the Year Three Outcomes Framework.

CFA reported a number of actions to reduce stock loss such as:

- Developing a booklet targeted at farmers *Your guide to Farm Fire Safety,* which provides advice on stock management during fire events and stock management fire safety plans (June 2022)

- CFA's publication O*n the Land* provides advice to the community

- CFA regional teams provide advice to farmers regarding livestock.

2020-21 Data
2021-22 Data
2020-21 - YTD Baseline (5 Year Average)
2021-22 - YTD Baseline (5 Year Average)
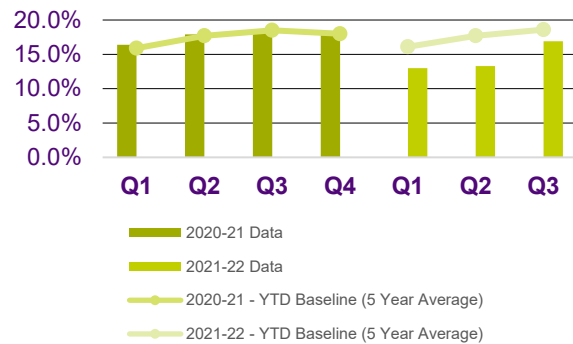
2.3.4 A DECREASE in complete structures loss due to a structure fire

YTD Baseline (5 Yr Average)

18.6%

Result

16.9%

Commentary

The Q3 result met CFA's YTD baseline.

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

As with 2.2.3, FSIM looks forward to more effective data collection and analysis that links CFA activity (e.g. impacts of training, appliance availability) to the result.

2021-22 Data
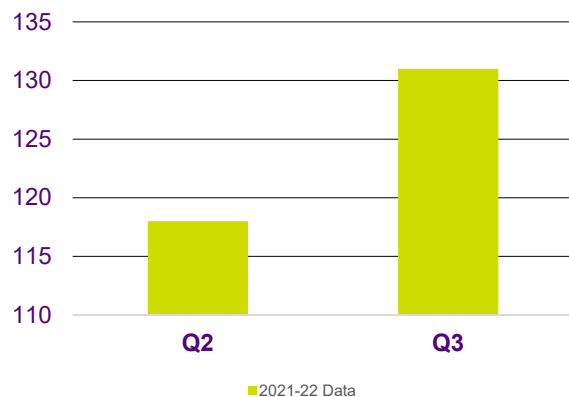
2.3.6 An INCREASE of homes with installed smoke alarms

YTD Baseline

-

Result

131

Commentary

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA notes that a baseline for this indicator will be considered for the CFA's Year Three Outcomes Framework (FY 2022-23).

This indicator counts the number of homes where 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.

CFA notes that Q3 is the middle of operational firefighting season. This means there is less ability to provide community preparedness programs for smoke alarm installations. CFA notes that the smoke alarm installation program for Victoria is still being developed (planned for finalisation in Q1 FY 2022-23). As a result, three out of five regions are yet to commence delivering this service, which is impacting the result.

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 regarding the connection between residential fire awareness and prevention programs and CFA's fire safety systems installation and maintenance services.
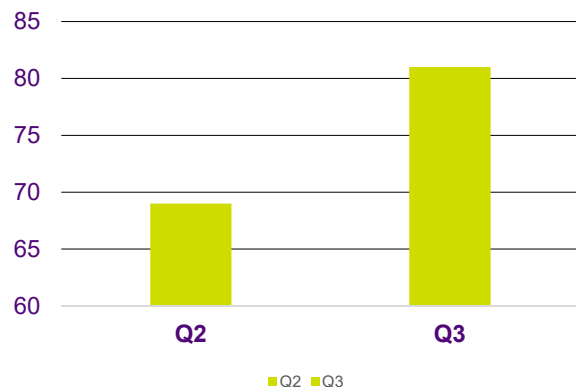
2.3.7 An INCREASE in the number of inoperable smoke alarms replaced
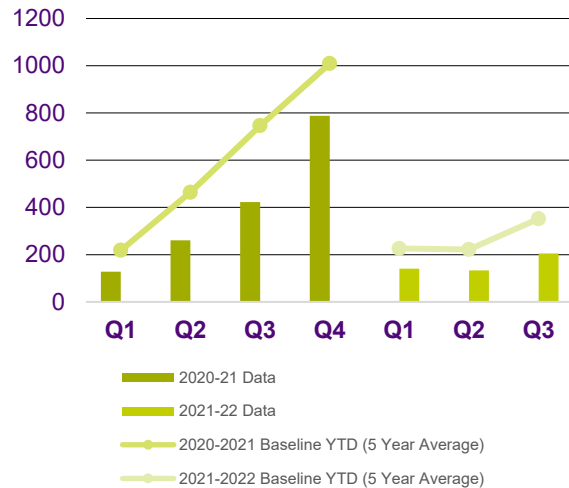
YTD Baseline

-

Result

81

Commentary

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA reports that YTD baselines are likely to be set in 2024, once the CFA smoke alarm installation program has been fully rolled out across the state.

This indicator counts 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.

CFA notes that Q3 is the middle of operational firefighting season. This means there is less ability to provide community preparedness programs for smoke alarm installations.

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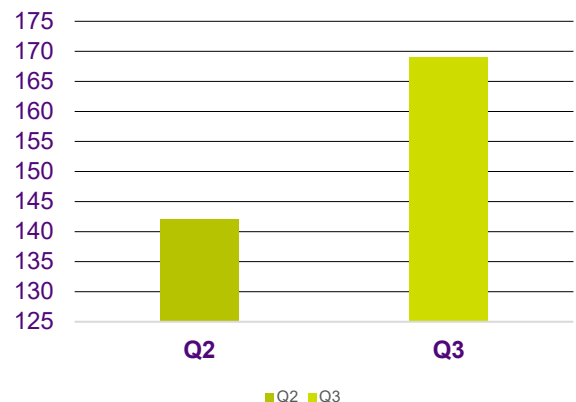
2.3.8 An INCREASE in the number of vulnerable community members provided with a fire prevention device

YTD Baseline

-

Result

169

Commentary

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA reports that YTD baselines are likely to be set in 2023, once the Preparing Vulnerable People program is fully rolled out across the state and pilot evaluations have been completed.

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

CFA notes that Q3 is the middle of operational fighting season. This means there is less ability to provide community preparedness programs on residential fire safety.

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

YTD Baseline (5 Yr Average)

352
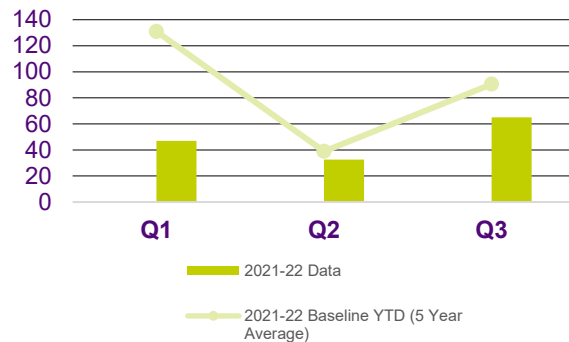
Result

205

Commentary

The Q3 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.

CFA notes that the key factors influencing this result include reduced onsite activity arising from COVID-19 related restrictions and a reduced data set because of the transfer of career firefighters to FRV as part of the reform.

CFA intends to implement a new hazard reporting checklist in Q4 FY 2021-22 that will assist with targeting key hazards for identification and control.

3.1.2 A DECREASE in Emergency Response Injuries

YTD Baseline

90.5

Result

65

Commentary

CFA replaced its previous "decrease in workplace injuries" measure with this new measure, "decrease in emergency response injuries", in FY 2021-22.

The Q3 result met CFA's YTD baseline.

This indicator reports on Emergency Response Lost Time Injury frequency rate. The measure is calculated as a ratio of the number of lost time injuries occurring during emergency response conditions divided by the number of incident responses.

CFA is not able to provide a five year average so a corresponding quarter result will be reported in the interim.
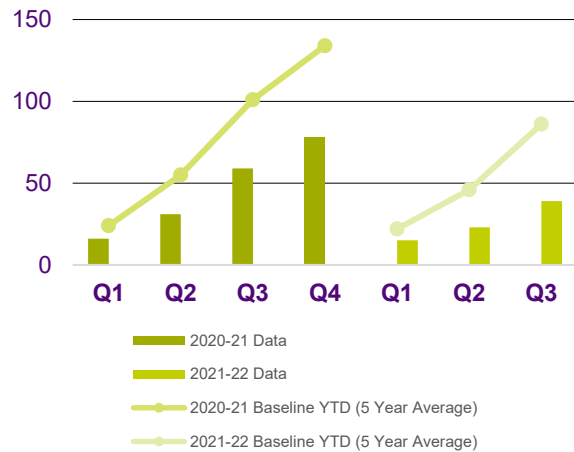
3.1.3 A DECREASE in volunteer compensation claims

YTD Baseline (5 Yr Average)
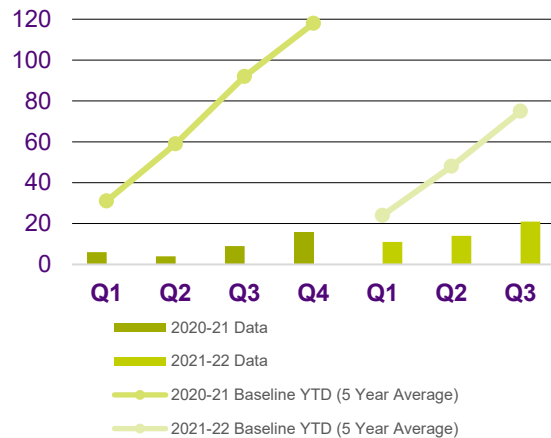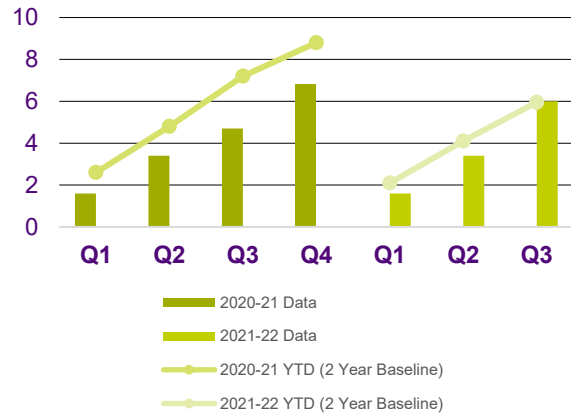
86

Result

39

Commentary

The Q3 result met CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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.

This result is significantly below baseline, which CFA attributes to

- a relatively quiet fire season
- reduced face-to-face activity due to COVID-19 restrictions
- CFA's increased focus on health and safety including a Health Safety and Wellbeing Strategy that has recently been developed that aims to strengthen risk management and address high frequency and high severity incidents.

3.1.4 A DECREASE in WorkCover claims

YTD Baseline (5 Yr Average)

75

Result

21

Commentary

The Q3 result met CFA's YTD baseline. The quarterly result is calculated cumulatively over FY 2021-22.

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

This is a 5 Year average YTD baseline which includes data pertaining to career firefighters prior to July 2020. Career firefighter claims are now managed by FRV. This has resulted in a reduction in claims for CFA.

3.1.5 A DECREASE in unplanned absences
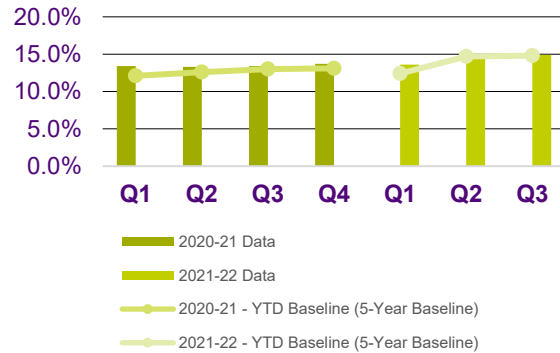
YTD Baseline (2-Yr Baseline)

5.95

Result

6

Commentary

The Q3 result did not meet CFA's YTD baseline but is still consistent with CFAs long term average. The quarterly result is calculated cumulatively over FY 2021-22.

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.

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

Legend:
- 2020-21 Data
- 2021-22 Data
- 2020-21 - YTD Baseline (5-Year Baseline)
- 2021-22 - YTD Baseline (5-Year Baseline)

3.2.1 An INCREASE in female volunteers in active operational roles

YTD Baseline (5 Yr Average)

14.8%

Result

14.9%
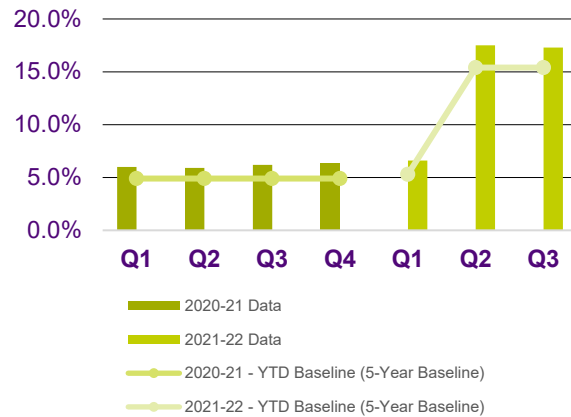
Commentary

The Q3 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.

Legend:
- 2020-21 Data
- 2021-22 Data
- 2020-21 - YTD Baseline (5-Year Baseline)
- 2021-22 - YTD Baseline (5-Year Baseline)

3.2.2 An INCREASE in female volunteers in leadership roles

YTD Baseline (5 Yr Average)

15.4%

Result

17.3%

Commentary

The Q3 result met CFA's YTD baseline.

This indicator is the percentage of volunteer leadership roles (Brigade Management Team [BMT] and Group Management Team [GMT]) currently occupied by volunteers who identify as female.
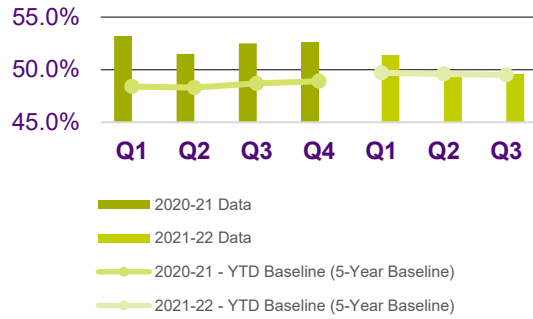
CFA reported a significant increase in the number of female leaders from Q1 due to the broadening of the female leadership criteria to include some non-operational volunteer leadership roles such as Brigade Secretary and Treasurer.

3.2.3 An INCREASE in female staff in senior roles

YTD Baseline (5 Yr Average)

49.5%

Result

49.6%
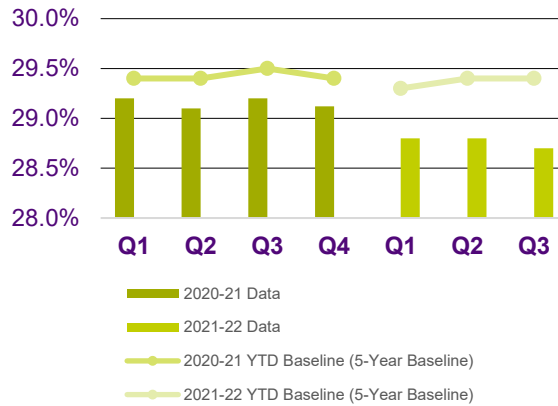
Commentary

The Q3 result met CFA's YTD baseline.

This indicator is the percentage of Professional, Technical and Administrative (PTA) 5, PTA6, PTA7and Executive staff roles that are occupied by people who identify as female.

3.2.4 An INCREASE in volunteers under 40

YTD Baseline (5-Yr Average)

29.4%

Result

28.7%

Commentary

The Q3 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).

There is a slight downward trend emerging and FSIM will continue to monitor this indicator recognising the long-term challenge CFA has maintaining an active cohort of young volunteers particularly in low density rural areas.
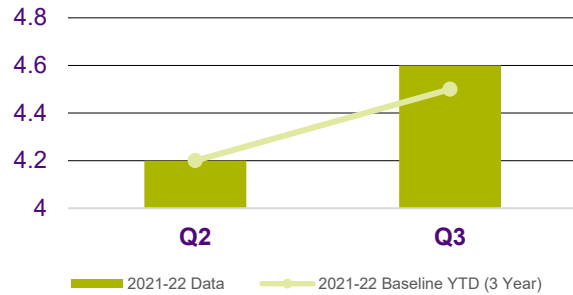
3.4 Our volunteers and staff are empowered and supported to successfully fulfill their role

3.4.3 MAINTAIN overall training satisfaction at 4 or above

YTD Baseline (3 Yr Baseline)

4.5

Result

4.6
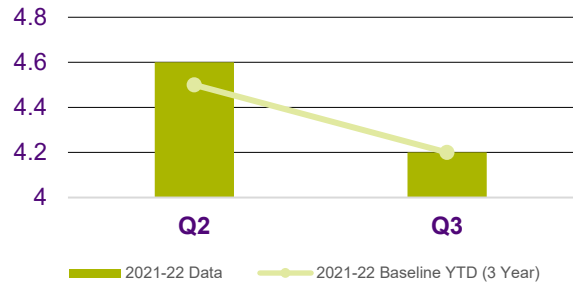
Commentary

The Q3 result met CFA's YTD baseline.

This indicator averages CFA member training satisfaction scores.

3.4.4 MAINTAIN overall digital learning satisfaction at 4 or above

YTD Baseline (3 Yr Baseline)

4.2

Result

4.2

Commentary

The Q3 result met CFA's YTD baseline.

This indicator averages CFA member digital learning satisfaction scores.
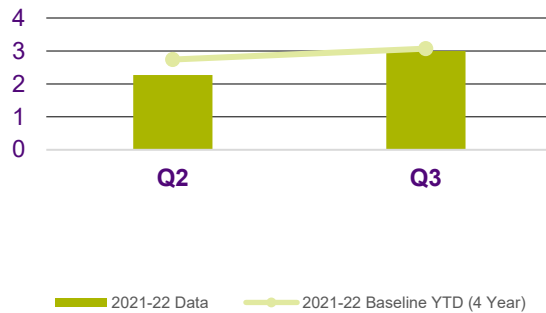
3.4.5 An increase in the average number of training courses completed by CFA Members

YTD Baseline (4-Yr Baseline)

3.07

Result

3

Commentary

The Q3 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.

In the longer term, CFA's Capability Framework will provide clarity on the development pathways for members. CFA is also examining opportunities to refine this measure for Year Three Outcomes Framework reporting to provide greater insights on how members are meeting the capability needs of CFA.

4.1 Our investment decisions are transparent and achieve the greatest possible impacts
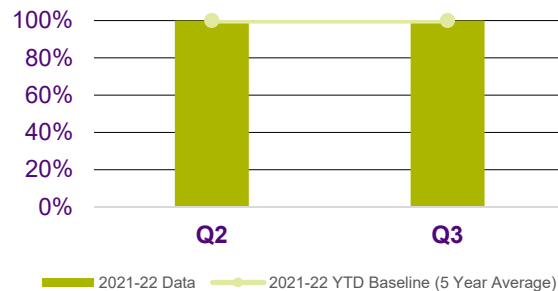
4.1.1 Timely progress reports on the delivery of government commitments
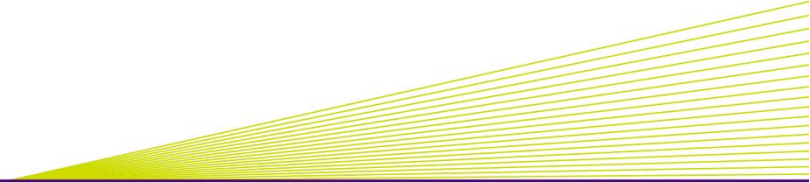
YTD Baseline (5 Yr Average)
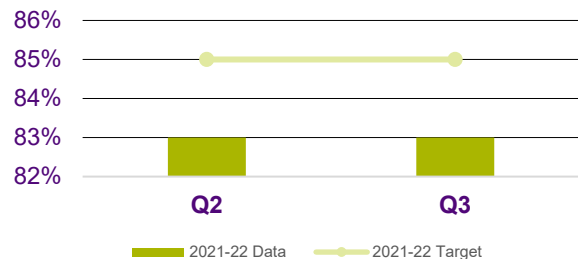
100%

Result

100%

Commentary

The Q3 result met CFA's YTD baseline.

This indicator reports on Quarterly Budget Paper 4 (BP4 – Agency Resourcing) 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

2021-22 Data   2021-22 Target

4.2.3 A DECREASE in overdue audit recommendations

YTD Baseline (Q1 year start)

85%

Result

85%

Commentary

The Q3 result met CFA's YTD baseline.

This indicator is the percentage of open internal audit recommendations that are 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
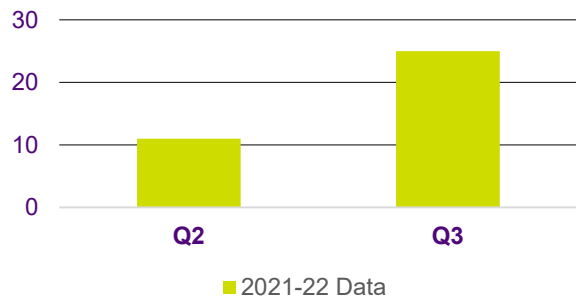
Commentary

There is no quantitative data for this indicator. FSIM encourages CFA and FRV to work together to determine an effective approach to measuring this indicator.

FSOC is a mechanism to encourage complementary fire services. The Committee meets monthly to address operational issues and review progress against FSOC's workplan.

FSOC has agreed to the establishment of six sub-committees to support the progression of the work plan outcomes and intends to review the Terms of Reference of the Committee and sub-committees. The six sub-committees relate to operational communications, community safety, training, infrastructure and protective equipment, specialist response, and doctrine.
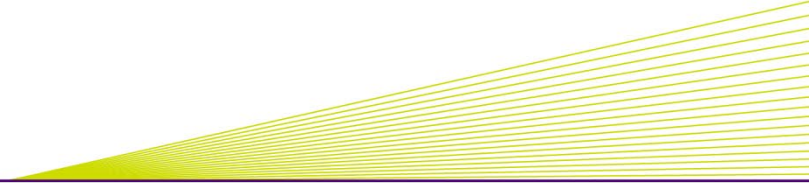
4.5 Our service delivery and corporate performance is continuously improving

2021-22 Data

4.5.1 An INCREASE in the number of After Action Reviews

YTD Baseline

-

Result

25

Commentary

CFA commenced reporting on this indicator in Q2 FY 2021-22.

This indicator counts the number of 'After Action Reviews' completed. Results reflect the expected number of state led/supported after action reviews and do not include after action reviews conducted at brigade, group, district or regional levels.

CFA reports that, in addition to the reported after action reviews, brigades also undertake their own debriefs after incidents, with more formal after action reviews conducted as required. Information from brigade, group, district and regional after action reviews is currently not captured. However, CFA reports that it is in the process of centralising the collection of after action reviews via a reporting and tracking tool to be implemented in FY 2022-23.

As CFA matures in the collection of this data, CFA expects that the results will more accurately reflect the work occurring in the field.

CFA reports that it aims to set a baseline for this indicator in the Year Three Outcomes Framework.

7.0 Appendix B: Fire Rescue Victoria Quarter 3 Progress Update

The FRV Year One 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 most indicators 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 Q3 targets where possible.

Data against performance indicators

● Performance met target	● Performance did not meet target	● No target

| | Performance output measures | 2020-21 | | | | 2021-22 | | | 2020-21 Q3 Target | Status |
		Q1	Q2	Q3	Q4	Q1	Q2	Q3		
	Community									
1	Number of sessions of fire education and risk reduction programs delivered to community	0	0	0	0	21	29	43	130[20]	●
2	Number of hoarding risk referrals (YTD)	51	107	162	201	177	236	290	200	●
3	Number of residential risk referrals (YTD)	80	157	233	304	76	163	256	100	●
6	Improve containment of structure fires (YTD)	85.6%	85.0%	85.0%	85.2%	87.0%	85.4%	85.2%	90.0%	●
	Service									
5	Total operational fleet availability	81.0%	83.0%	82.2%	82.1%	84.0%	85.0%	86.5%	85.0%	●
8	Percentage of structure fires response times within benchmark	91.0%	89.7%	89.5%	88.6%	89.1%	88.4%	88.3%	90.0%	●
9	Road Rescue (RR) response times within benchmark (YTD)	90.2%	86.9%	86.7%	85.1%	83.6%	84.1%	85.2%	90.0%	●
10	Percentage of EMR response times within benchmark	92.3%	91.5%	91.6%	92.2%	94.2%	93.6%	93.6%	90.0%	●
19	Service Level Agreements	-	24.0%	24.0%	84.0%	84.0%	88.0%	88%	100%[20]	●
20	Percentage specialist capability staff (Technical Operations skills maintenance completed)	58.0%	61.0%	61.0%	62.4%	24.3%	29.5%	76%	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%	87.8%	95%	●

[20] Uses FY 2021-22 Target

	Performance output measures	2020-21				2021-22			2020-21 Q3 Target	Status
		Q1	Q2	Q3	Q4	Q1	Q2	Q3		
12	FRVSafe: initial investigation within 14 days	87.2%	80.6%	80.1%	69.7%	88.7%	86.2%	86.9%	100%	●
13	FRVSafe: corrective actions implemented within 30 days	99.2%	99.4%	98.2%	97.2%	98.6%	98.2%	98.9%	100%	●
14	Number of stations/work sites visited against schedule (YTD)	–	0.0%	0.0%	0.0%	0.0%	0.0%	86.4%	85.0%	●
15	Workforce turnover – All employees (rolling 12 months)	3.90%	3.40%	3.80%	3.80%	1.60%	1.20%	3.3%	4.5%	●
16	Workforce turnover – Firefighters (rolling 12 months)	2.40%	1.90%	1.20%	1.80%	0.86%	0.64%	2.6%	3.2%	●
17	Permanent operational staff FTE	3,496	3,489	3,582	3,570	3,678	3,658	3,751	3,701[21]	●
18	Permanent non-operational staff FTE	619	607.1	609.5	590	628	642	633	656[21]	●
4	Number of engagements with Local Government Areas by the Community Safety team	68	39	33	88	70	86	52	86	●
21	FRV represented at all State emergency management meetings and exercises	-	95%	95%	95%	100%	100%	100%	95.0%	●
	Year 2 Outcomes Framework									
1.1	**Safer homes**									**1.1**
1.1.1	**Decrease in preventable fires in homes**									●
1.1.1a	The number of preventable residential structure fires attended by FRV in FRV Fire District	491	462	454	503	489	387	386		
1.1.1a	The rate of preventable residential structure fires attended by FRV in FRV Fire District[22]	11.5	10.8	10.6	11.7	11.4	9.0	9.0		
1.1.1b	Proportion of preventable residential structure fires[23] contained to room of origin (1am-7am)	75%	85%	67%	91%	84%	61%	74%		
1.1.1b	Proportion of preventable residential structure fires contained to room of origin (7am-1am)	88%	88%	88%	89%	89%	89%	89%		
1.1.3	**Increase in homes with working smoke alarms**									●
1.1.3	Percentage of residential structure fires with smoke alarms[24] (Building Class 1-4)	87%	82%	88%	88%	86%	87%	88%		
1.1.3	Percentage of residential structure fires with smoke alarms - Houses (Class 1a)	82%	77%	84%	85%	80%	81%	85%		
1.1.3	Percentage of residential structure fires with smoke alarms - Apartments (Class 2)	92%	85%	88%	92%	93%	92%	89%		
1.2	**A well-regulated built environment**									
1.2.1	**Decrease in preventable fires in higher-risk buildings**									●

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[21] Uses FY 2021-22 Target

[22] Rates are calculated by FRV Business Intelligence on estimated resident population in 2021 for FRV Fire District only (n= 4,287,316). The reported rate is the number of preventable residential structure fires per 100,00 population within the FRV District

[23] Attended by FRV in FRV District

[24] As a proportion of all residential structure fires, excluding undetermined presence of smoke alarms, attended by FRV in FRV District

	Performance output measures	2020-21				2021-22			2020-21 Q3 Target	Status
		Q1	Q2	Q3	Q4	Q1	Q2	Q3		
1.2.1	Preventable fires in higher-risk buildings (Class 5-9)	125	176	173	148	120	123	123		
1.2.2	**Decrease in impact from fire due to early detection and suppression systems**									●
1.2.2	Smoke alarms/sprinklers in building Class 5-9 fires	69%	62%	59%	61%	56%	60%	70%		
1.2.2	Smoke alarms/sprinklers in building Class 5, 6, 9 fires	77%	68%	66%	65%	60%	73%	73%		
1.2.2	Smoke alarms/sprinklers in building Class 7, 8 fires	51%	47%	41%	45%	48%	38%	62%		
1.2.3	**Decrease in unwanted false alarms to reduce unnecessary emergency responses**									●
1.2.3	Total number of repeat false alarms	-	-	-	525	529	551	609		
1.3.3	**Decrease in preventable non-structural fires and other hazard-related incidents[25]**									●
3.2	**A diverse and inclusive organisation**									
3.2.1	**Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets**									●
3.2.1a	All operational staff turnover (%)	-	-	-	-	-	-	0.68%		
3.2.1a	Operational (women) staff turnover as a % of total operational (women) staff	-	-	-	-	-	-	0.52%		
3.2.1a	Operational (men) staff turnover as a % of total operational (men) staff	-	-	-	-	-	-	0.69%		
3.2.1b	Number of women firefighters in leadership roles	-	-	-	-	-	-	28		
3.2.1c	Women in leadership roles as proportion of all women operational staff	-	-	-	-	-	-	14.58%		
3.2.1c	Men in leadership roles as proportion of all men operational staff	-	-	-	-	-	-	26.72%		

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[25] Refer to page 56 for a breakdown of non-structure fire incidents attended by FRV in FRV Fire District according to Incident Type.

FRV Domain: Community

Chart legend:
- 2020-21 Data
- 2021-22 Data
- 2020-21 Target
- 2021-22 Target
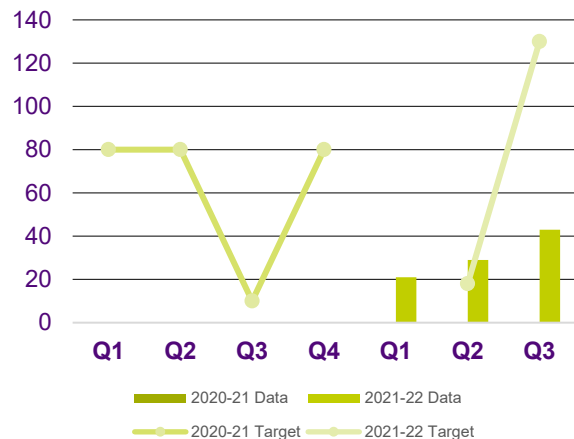
1: Number of sessions of fire education and risk reduction programs delivered to the community

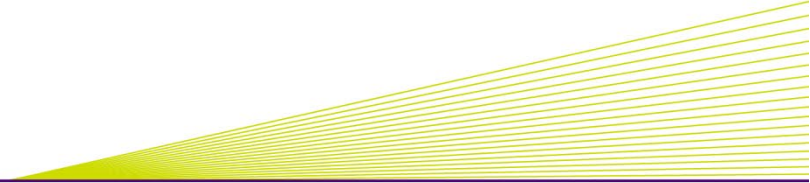**Q3 2021-22 Target**

130

Result

43

Commentary

The Q3 result did not meet FRV's FY 2021-22 Q3 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, Firelighting Consequence Awareness Program (Fire-CAP) and online school fire education program (FireEd).

FRV reports that 34 Fire-CAP sessions and nine Fit to Drive program sessions were delivered in Q3.

FRV notes that COVID-19 related restrictions impacting FRV delivery of fire education and risk programs were lifted 25 March 2022. With restrictions lifted, and an increase in inquiries for FireEd, FRV expects to see an increase in the number of fire education and risk programs delivered in Q4.

Although FRV has not identified any emerging risks for communities or to FRV from a protracted reduction in community engagement activities during the COVID-19 pandemic, FSIM will continue to monitor this indicator considering any emerging risks for communities or to FRV from the reduction of community engagement activities over the last two years.

2: Number of hoarding risk referrals YTD

Chart legend: 2020-21 Data, 2021-22 Data, 2020-21 Target
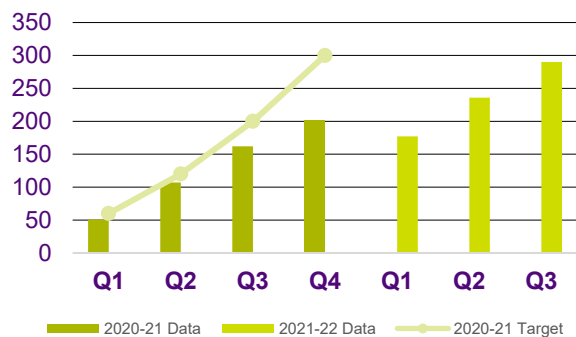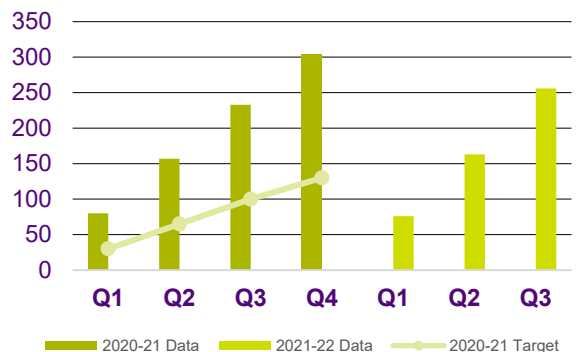
Q3 2020-21 Target

200

Result

290

Commentary

The Q3 result met FRV's FY 2020-21 Q3 target.

This indicator measures the number of hoarding risk referrals per quarter.

FRV reports that hoarding risk referrals tracked above average for Q3.

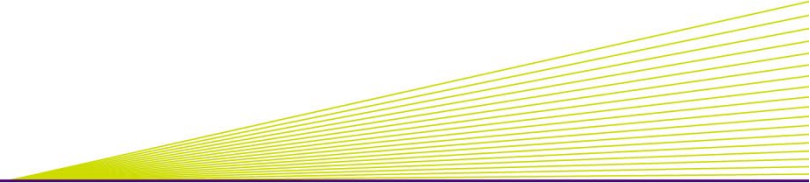## 3: Number of residential risk referrals (YTD)

Chart legend: 2020-21 Data, 2021-22 Data, 2020-21 Target

Q3 2020-21 Target

100

Result

256

Commentary

The Q3 result met FRV's FY 2020-21 Q3 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 tracked above average for Q3.
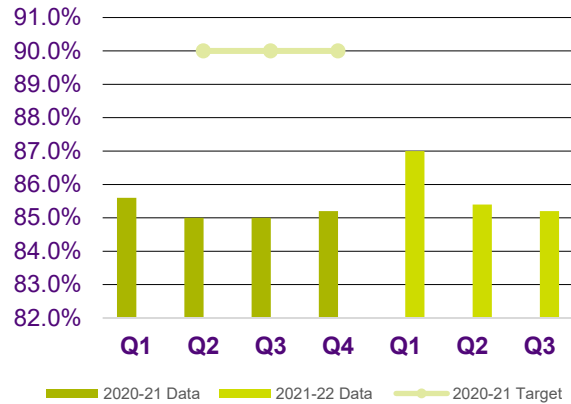
6: Improve containment of structure fires (YTD)

Q3 2020-21 Target

90%
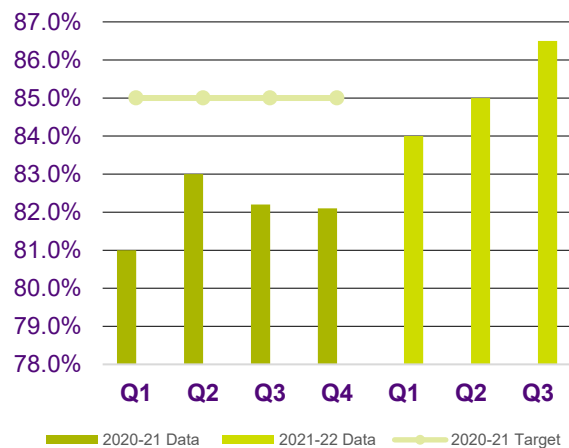
Result

85.2%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 target.

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.

FRV reports that for the nine months to 31 March 2022, there were 311 structure fires not contained.

FRV notes that containment information is incomplete for 535 structure fires and is excluded from the analysis. If these calls were included they would account for 20% of all structure fires recorded and the containment result would differ. FRV is working to improve capability in this space to improve collection and collation of data to reduce the number of incomplete reports.

FRV Domain: Service

5: Total operational fleet availability
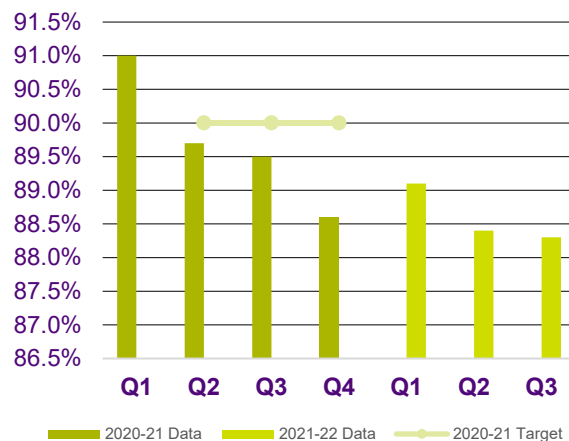
Q3 2020-21 Target

85%

Result

86.5%

Commentary

The Q3 result met FRV's FY 2020-21 Q3 target.

The objective of this measure is to maintain optimum availability of primary appliances.

FRV notes that the combined (Division A & Division B) Operational Fleet availability result for Q3 is 86.5% and has exceeded the target of 85%.

8: Percentage of structure fires response times within benchmark

Q3 2020-21 Target

90%

Result

88.3%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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 benchmarks and targets relate to overall footprint and not individual maintenance areas.

FRV reports that a total of 300 incidents missed the benchmark. Out of those 300 incidents, 167 were within 60 seconds of the benchmark, 73 were between 1-2 minutes of the benchmark, and 60 exceeded the benchmark by more than two minutes.

FRV response data for this outcome continues to exclude CFA response data within the FRV footprint, despite CFA providing response and support to FRV within FRV maintenance areas. FRV continues to work with CFA to put arrangements in place to transfer data on a
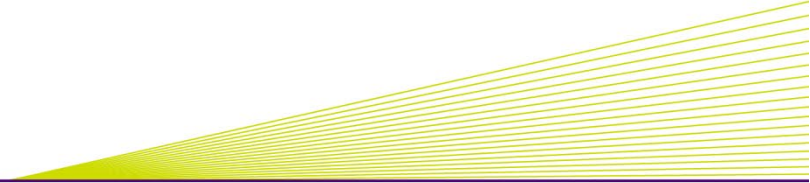
regular basis to ensure accuracy of reporting on service delivery requirements.

FRV notes that station maintenance areas that did not meet the targets are predominantly single appliance stations with large turnout areas. Where these appliances are already attending a call, neighbouring appliances respond which may result in increased travel times and a longer response time.

Other contributing factors to not meeting response times include larger coverage areas leading to increased travel times, traffic congestion, extreme weather, time of day and radio congestion during peak busy times.

As per previous quarters, FRV notes that it is reviewing response data in areas that were transferred to FRV as part of the reform to understand if there is a difference in response capability when measured against previous response parameters. This analysis is not yet available to FSIM, however when completed, will provide much needed insight into the impacts of the reformed response approach.

FRV continues to deliver a range of initiatives to address response time shortfalls including reviewing station locations against capacity to meet benchmarks, analysing response data to identify discrepancies, working with firefighters to continuously improve work practices to maximise response times, and initiating station move-ups on a station turn out to ensure appropriate fire and rescue response/coverage is achieved.
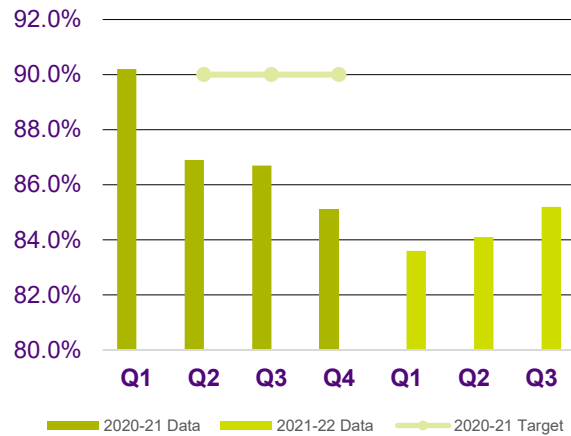
9: Road Rescue (RR) response times within benchmark (YTD)

Q3 2020-21 Target

90%

Result

85.2%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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.

FRV reports that a total of 29 road rescues missed the benchmark time of 13.5 minutes. Out of those 29 rescues, 10 were within 60 seconds of the benchmark, 13 were between 2-5 minutes of the benchmark, and six exceeded the benchmark by more than five minutes.

FRV notes that key contributing factors to not meeting benchmark times for this quarter include traffic congestion and distances of over 12 km to incident.

10: Percentage of EMR response times within benchmark

Q3 2020-21 Target

90%

Result

93.6%

Commentary

The Q3 result met FRV's FY 2020-21 Q3 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.
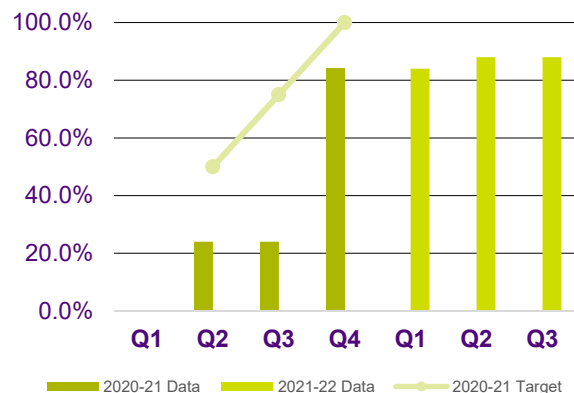
19: Service Level Agreements

Q3 2021-22 Target

100%

Result

88%

Commentary

The Q3 result did not meet FRV's FY 2021-22 target.

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

FRV had initially set a target of 100% of the SLAs to be completed by the end of Q4 FY 2020-21. However, FRV has since rolled over the completion date to 30 June 2022 as this target was not met.

FSIM notes the continuing impact of delays to finalising SLAs on service delivery efficiency and staff morale.

FSIM expects that FRV and CFA will continue to work together to finalise the remaining SLAs as a priority to reduce the impacts on staff and stakeholders.
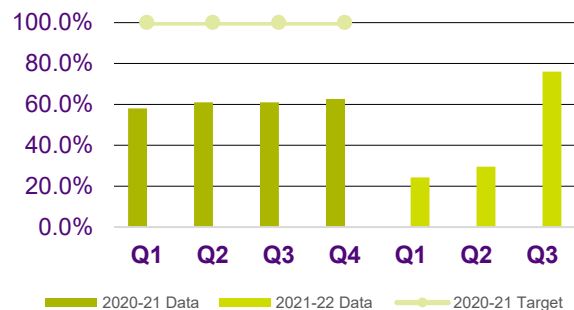
20: Percentage of specialist capability staff (Technical Operations skills maintenance completed)

Q3 2020-21 Target
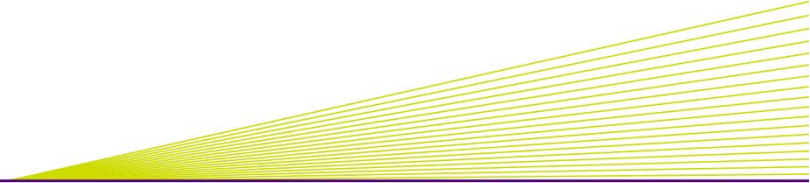
100%

Result

76%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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 has reported a considerable improvement from the Q2 result of 29.5%.

Key specialist capabilities where FRV has reported a significant increase from the previous quarter include emergency medical services, marine, and urban search and rescue (USAR).
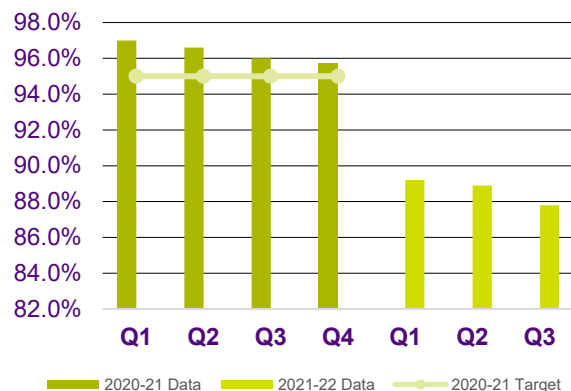
7: Percentage of staff with core skills maintenance drills completed (YTD)

Q3 2020-21 Target

95%

Result

87.8%

Commentary

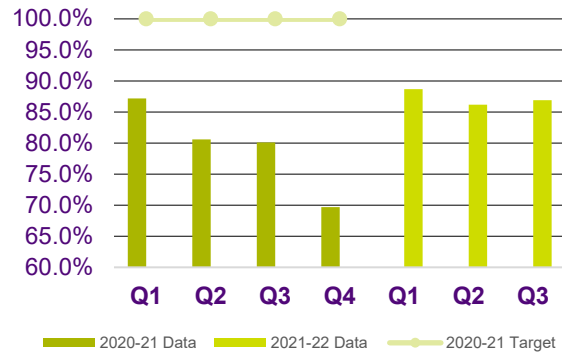The Q3 result did not meet FRV's FY 2020-21 Q3 target.

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. This indicator includes data for Division A (former MFB) staff only.

FRV reports that it is leading a project to incorporate Division B (former CFA) skills maintenance data into this indicator through:

- Ensuring technical functionality for Division B (former CFA) staff to record skill maintenance training completion status in FRV's database

- Deliver training to 1,400 Division B staff across 38 stations (as at end Q3, 56.4% of Division B staff had received training)

- Training for shifts at Division B stations has now reached 90.5% (which is 163 out of 180 shifts across Division B stations) and FRV expects to reach 100% by 30 June 2022.

FRV intends to commence reporting on Division B data from 1 July 2022 when all stations and platoons have been trained and are regularly inputting maintenance drills.

FRV Domain: People

Legend: 2020-21 Data | 2021-22 Data | 2020-21 Target

12: FRVSafe: initial investigation within 14 days

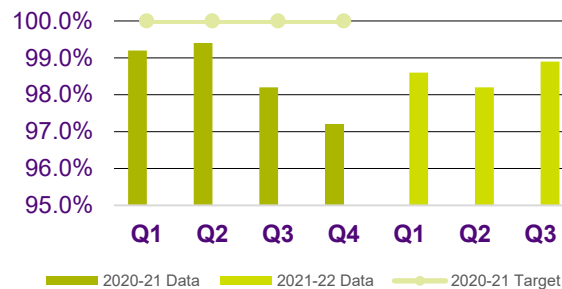**Q3 2020-21 Target**

100%

Result

86.9%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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.

FRV faces challenges with its FRVSafe application regarding escalation of reports where an action plan is not commenced within a prescribed timeframe. FRV continues to explore alternative methods of facilitating report escalation.

FSIM will continue to monitor this indicator, given FRV has had consistent difficulties in reaching this target and the likely resulting impact on indicator 13 below.

Legend: 2020-21 Data | 2021-22 Data | 2020-21 Target

13: FRVSafe: corrective actions implemented within 30 days
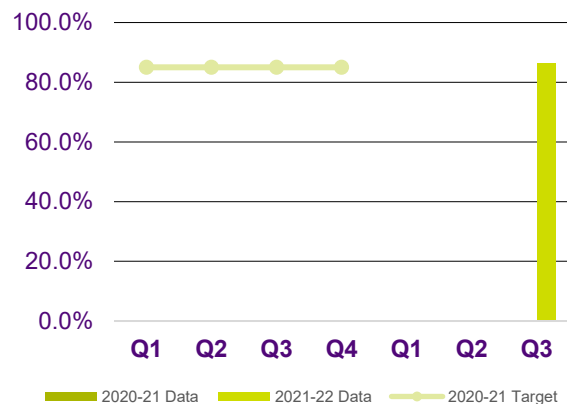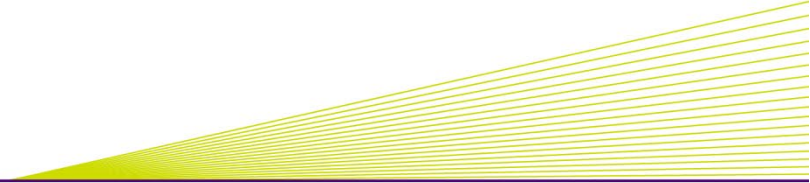
Q3 2020-21 Target

100%

Result

98.9%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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 notes that this indicator has improved since Q2 and is close to meeting its target.

100.0%
80.0%
60.0%
40.0%
20.0%
0.0%

Q1   Q2   Q3   Q4   Q1   Q2   Q3

2020-21 Data   2021-22 Data   2020-21 Target

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

Q3 2020-21 Target
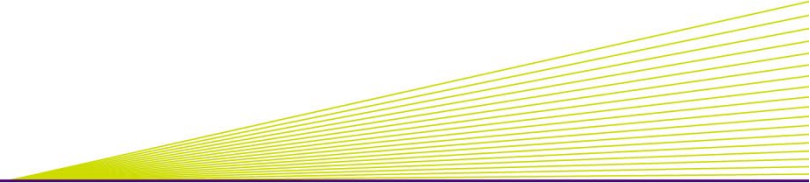
85%

Result

86.4%

Commentary

The Q3 result met FRV's FY 2020-21 Q3 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.

FRV has made significant progress in meeting its stations and work sites visited against schedule measure, increasing from 0% to 86.4% in Q3 as a result of the lifting of COVID-19 restrictions. FRV reviewed its "Conversations in the Mess" program and realigned this measure to more accurately reflect employee engagement initiatives across the state. This is a significant development as FSIM continues to receive feedback from staff across the state regarding the ongoing need for timely and relevant communication on key changes and general reform progress.

The program recommenced in February 2022 with FRV's Executive Leadership Team participating in 19 of the scheduled 22 conversations across FRV sites. FRV leaders also engaged in a further 70 Values conversations during Q3.

FSIM notes the significant improvement from Q2, noting the importance of regular and meaningful engagement with staff. FSIM is supportive of FRV employing multiple channels to communicate reform changes with staff.

15: Workforce turnover - All employees (rolling 12 months)
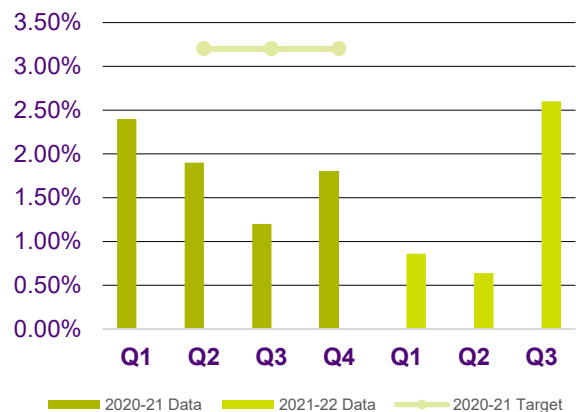
Q3 2020-21 Target

4.5%

Result

3.3%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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 48 corporate employees separated from the organisation in Q3, of this 79% of turnover was a result of resignation or retirement and almost 21% separating due to planned end of fixed term contract.

16: Workforce turnover - Firefighters (rolling 12 months)

Q3 2020-21 Target
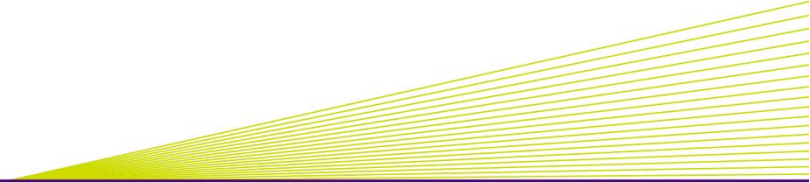
3.2%

Result

2.6%

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 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 70% separations were a result of retirement in Q3.

Whilst firefighter turnover has been relatively low at 2.4% over the last 12 months, FRV has developed a workforce profile and continues to monitor exits against forecast figures.

17: Permanent operational staff FTE
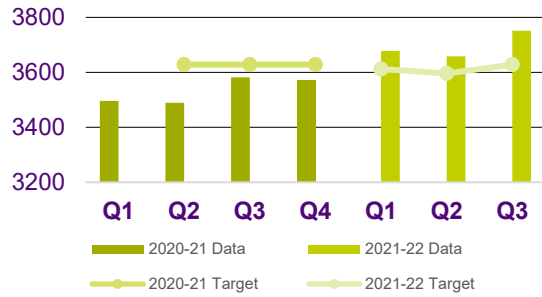
Q3 2021-22 Target

3,701

Result

3,751

Commentary

The Q3 result met the BP3 Q3 FY 2021-22 target.

The BP3 target for Q3 FY 2021-22 is 3,701, an increase from the FY 2020-21 target of 3,628.

18: Permanent non-operational staff FTE

Q3 2021-22 Target

656

Result

633
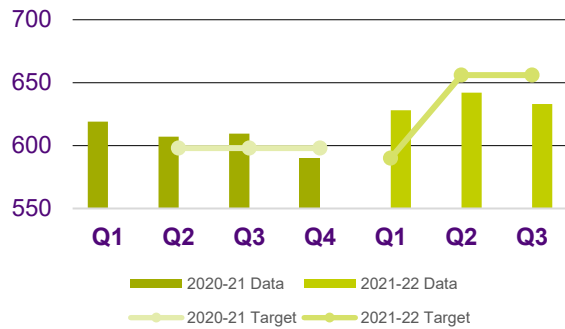
Commentary

The Q3 result did not meet the BP3 Q3 FY 2021-22 target.

The BP3 target for Q3 FY 2021-22 is 656, an increase from the FY 2020-21 target of 598.
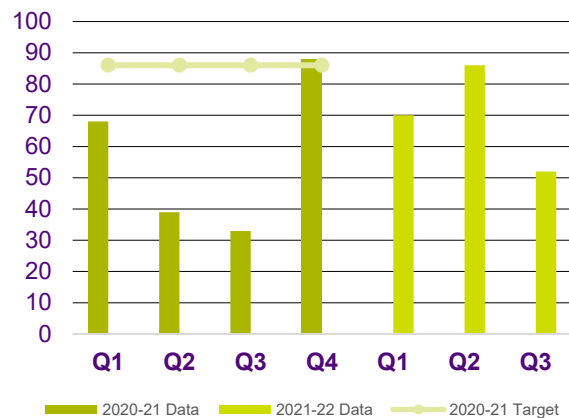
FRV continues to recruit for required support roles and expects to meet the 656 FTE target by end of FY 2021-22.

Legend: 2020-21 Data | 2021-22 Data | 2020-21 Target

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

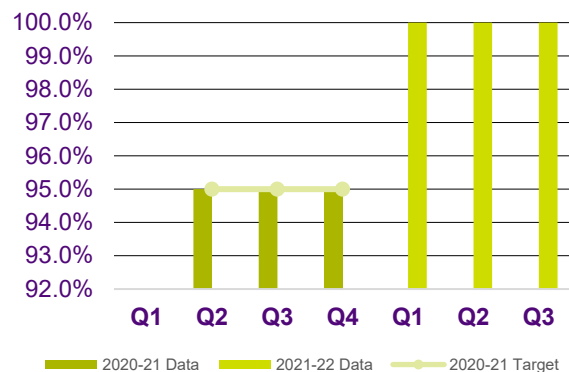### Q3 2020-21 Target

86

Result

52

Commentary

The Q3 result did not meet FRV's FY 2020-21 Q3 target.

This indicator measures engagement with Local Government Areas (LGAs), FRV aims to influence and reduce the impact of fire in the community by developing collaborative strategies within the community.

FRV notes the result is lower than expected due to legislation changes impacting the way LGAs organise Municipal Emergency Management Planning Committee (MEMPC) meetings. As a result, several previously separate Municipal Fire Management Planning Committee (MFPC) meetings have been merged with the MEMPC meetings. As a result, FRV is not represented at all MEMPC meetings. Therefore, FRV does not have an opportunity to provide input into all Municipal Emergency Management Plans.

FRV is progressing work on developing new measures for engagement with LGAs.

Legend: 2020-21 Data | 2021-22 Data | 2020-21 Target

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

Q3 2020-21 Target

95%

Result

100%

Commentary

The Q3 result met FRV's FY 2020-21 Q3 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

DOMAIN 1— Prevention and Preparedness

Victorians understand risk in their local environment and know how to prevent and prepare for emergency incidents.

Outcomes Statement

1.1 Safer homes: Victorians know how to prevent accidental fires in their homes and are well-prepared in the event of emergencies. Prevention programs and activities are targeted to achieve maximum effectiveness and efficiency, particularly for vulnerable members of the community.

Indicator 1.1.1 – Decrease in preventable fires in homes

Measure 1.1.1a

The number and rate of preventable residential structure fires attended by FRV in FRV Fire District.

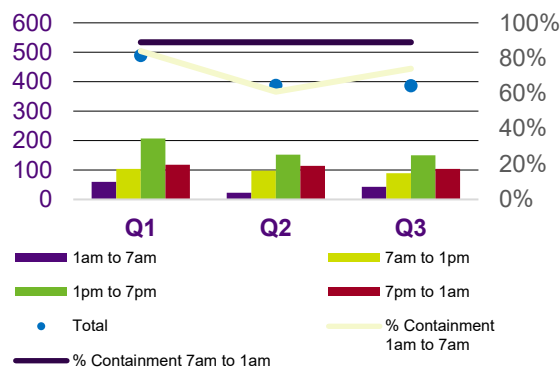Number and rate* of residential fires in FRV Fire District

	Q1	Q2	Q3
Total	489	387	386
Rate	11.4	9.0	9.0

* Rates are calculated by FRV Business Intelligence on estimated resident population in 2021 for FRV Fire District only (n= 4,287,316). The reported rate is the number of preventable residential structure fires per 100,00 population within the FRV District

Measure 1.1.1b

The number of preventable residential structure fires attended by FRV in FRV Fire District by time of day and proportion contained to room of origin.

Number of residential fires in FRV Fire District by time of day and % contained.

Legend:
- 1am to 7am
- 7am to 1pm
- 1pm to 7pm
- 7pm to 1am
- Total
- % Containment 1am to 7am
- % Containment 7am to 1am

Measure 1.1.1c

The number of preventable residential structure fires attended by FRV in FRV Fire District by common causes and locations.

Legend:
- Accidental cooking or kitchen related fires
- Accidental fires in other household rooms
- Accidental fires from smokers materials
- Electrical distribution equipment malfunction
- Household appliance malfunction
- Other
- Grand Total
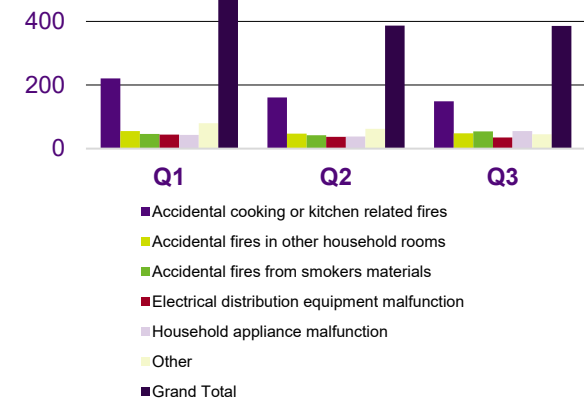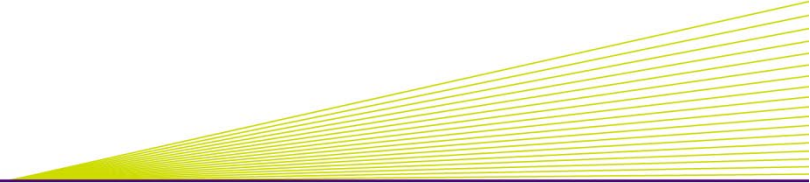
1.1.3 – Increase in homes with working smoke alarms

The percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires (excluding undetermined presence of smoke alarms) attended by FRV in FRV Fire District.

Legend: House fires with smoke alarms (Building Class 1-4) · Houses (Class 1a) · Apartments (Class 2)
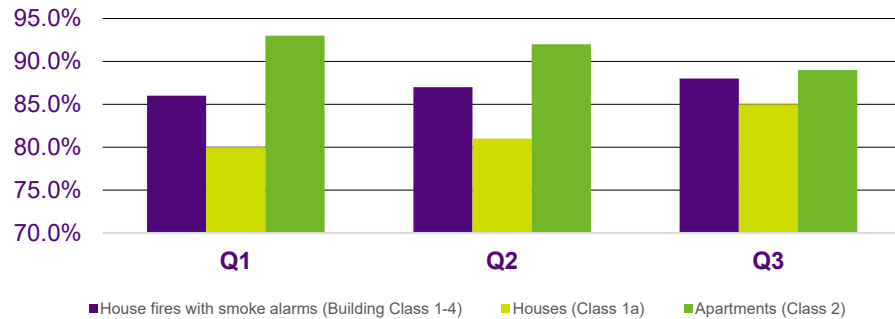
Commentary (1.1 – Safer homes)

FRV notes there was no noticeable deviation between the past three quarters and baseline data. Specifically:

- the higher number of preventable residential structure fires in Q1 is consistent with baseline data demonstrating residential fires are consistently more numerous in winter months. Increased use of heating and people cooking at home contributes to this trend

- most residential fires occur during the afternoon to early evening; however, containment levels for the fewer fires occurring during the night/early morning are significantly lower than during the day

- more highly regulated Class 2 buildings (apartments) continually have a higher proportion of compliance to smoke alarm regulations.

Outcomes Statement

1.2 A well-regulated built-environment: Compliance with fire safety regulation in the built-environment is monitored and enforced, and fire safety advice and advocacy enable the highest possible standards of safety.
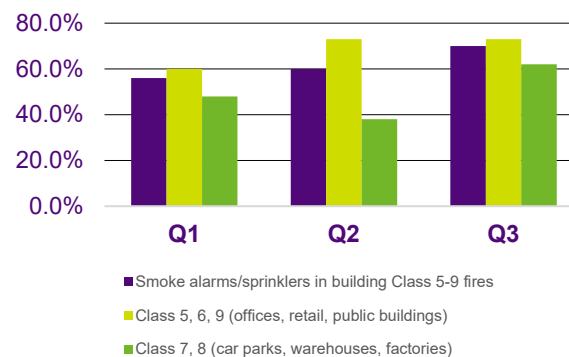
Indicator 1.2.1 - Decrease in preventable fires in higher-risk buildings

Number of preventable structure fires in higher-risk buildings for fires attended by FRV in FRV Fire District. Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools.

Measure	Q1	Q2	Q3
Preventable fires in higher risk buildings (class 5-9)	120	123	123

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

Percentage of structure fires in Class 5 to 9 buildings with smoke alarms or sprinklers as a proportion of all Class 5 to 9 structure fires (excluding undetermined smoke alarm/sprinkler presence) attended by FRV in FRV Fire District. The presence of early detection and fire suppression systems such as smoke alarms and sprinklers is known to significantly reduce the harmful impact of fire.

■ Smoke alarms/sprinklers in building Class 5-9 fires

■ Class 5, 6, 9 (offices, retail, public buildings)

■ Class 7, 8 (car parks, warehouses, factories)

Indicator 1.2.3

Decrease in unwanted false alarms to reduce unnecessary emergency responses

Number of premises with six or more false alarms on different days over a 12-month rolling period. The purpose of this measure is for FRV 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.

■ 6 - 10   ■ 11 - 20   ■ > 20   — Total
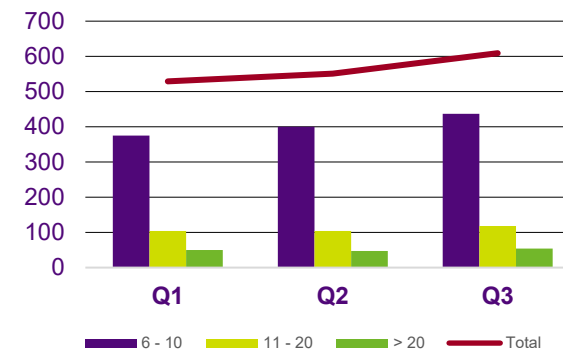
Commentary (1.2 – A well regulated built environment)

FRV notes the following trends for Q3:

- a decrease in preventable fires in higher-risk buildings from FY 2020-21 (173 fires in Q3 FY 2020-21 compared with 123 in Q3 FY 2021-22).

- an increase in premises with six or more false alarms on different days. FRV notes the increase could be partially due to COVID-19 related restrictions. FRV will continue to monitor the number of false alarms.
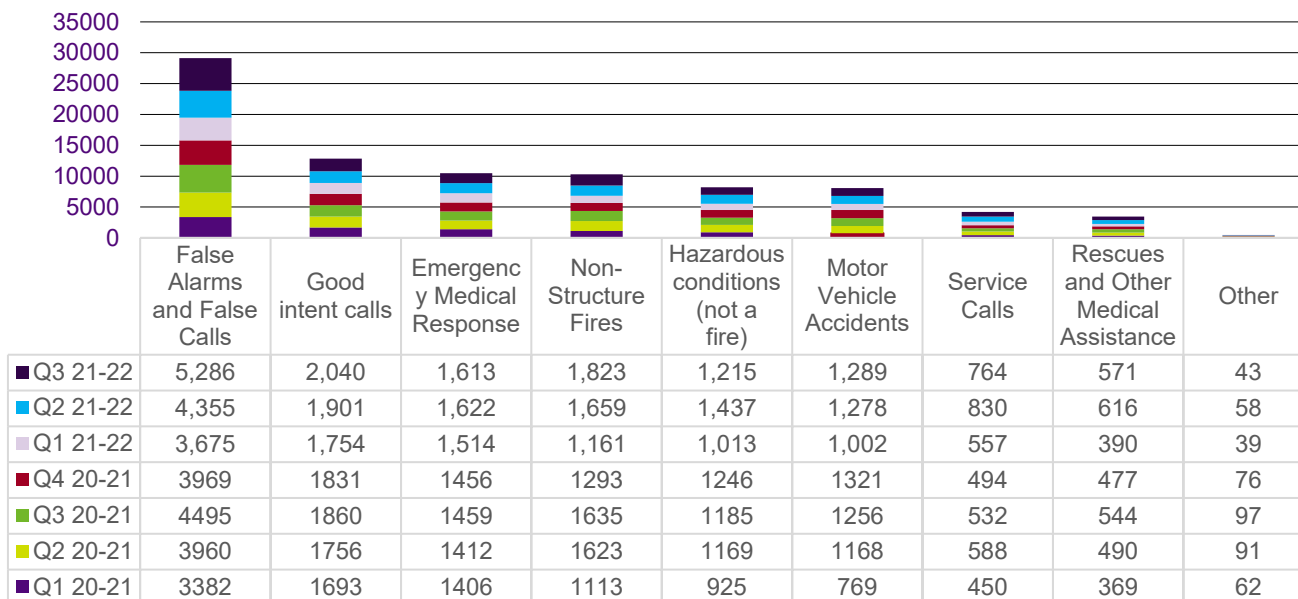
FRV reports initiatives to reduce instances of false alarms:

- securing an Engagement Officer to develop strategies and to work with stakeholders to reduce repeat false alarms

- FRV Station Officers and Senior Station Officers training includes false alarm mitigation

- Station crews are being educated in false alarm mitigation

- Update data collection and analysis of unwanted false alarm engagement.

Outcomes Statement

1.3 Enabled, empowered and resilient local communities: Communities, municipalities, businesses and industries understand and manage risks in their local environment and have an enhanced capacity to build community resilience, and to prevent and respond to fire and other emergencies.

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

	False Alarms and False Calls	Good intent calls	Emergency Medical Response	Non-Structure Fires	Hazardous conditions (not a fire)	Motor Vehicle Accidents	Service Calls	Rescues and Other Medical Assistance	Other
Q3 21-22	5,286	2,040	1,613	1,823	1,215	1,289	764	571	43
Q2 21-22	4,355	1,901	1,622	1,659	1,437	1,278	830	616	58
Q1 21-22	3,675	1,754	1,514	1,161	1,013	1,002	557	390	39
Q4 20-21	3969	1831	1456	1293	1246	1321	494	477	76
Q3 20-21	4495	1860	1459	1635	1185	1256	532	544	97
Q2 20-21	3960	1756	1412	1623	1169	1168	588	490	91
Q1 20-21	3382	1693	1406	1113	925	769	450	369	62

Commentary (1.3 – Enabled, empowered and resilient local communities)

Number of non-structure fire incidents attended by FRV in FRV Fire District according to Incident Type recorded in AIRS.

FRV continue to provide total numbers for a range of incidents.

As per previous reports, FSIM notes that further analysis and consultation is needed to determine where trends might be emerging and which types of non-fire incidents may require closer monitoring.

DOMAIN 3 — Organisational Excellence

Victorians value FRV as a leading, progressive and accountable fire and rescue service.

Outcomes Statement

3.2 A diverse and inclusive organisation: FRV provides a safe, respectful and inclusive workplace and has a workforce that reflects the diversity of the community it serves and better meets the needs of all Victorians.

Indicator 3.2.1

Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets

Measure 3.2.1a Description

Comparison of operational workforce turnover for women and men firefighters.

	Q3
All Operational staff turnover (%)	0.68%
Operational (women) staff turnover (%) (as percentage of the total Operational (women) staff)	0.52%
Operational (men) staff turnover (%) (as a percentage of the total Operational (men) staff)	0.69%

Measure 3.2.1b Description

Number of women firefighters in leadership roles

	Q3
Number	28

Measure 3.2.1c Description

Women in leadership roles as a proportion of all women Operational Staff (use male proportion as benchmark)

	Q3
Women in leadership roles as a proportion of all women Operational Staff	14.58%
Men in leadership roles as a proportion of all men Operational Staff	26.72%

Commentary (3.2 – A diverse and inclusive organisation)

FRV notes that commentary against this measure is limited due to the small number of measures and that only quarter of data has been collected to date. FRV anticipates that the proportion of women in leadership roles will increase in line with, or at a faster rate than, previous years.