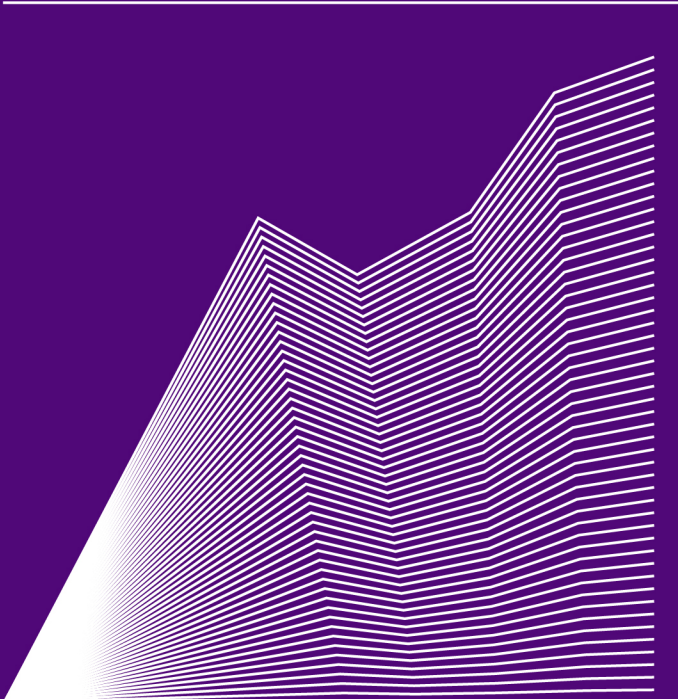


Q2 FY22/23



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1. Summary

This *Fire Services Outcomes Framework – Progress Report* provides the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV) Quarter 2 (Q2) FY 2022-23 fire services performance indicator results, in line with FSIM's legislative requirements under section 141 of the *Fire Rescue Victoria Act 1958* (FRV Act).

This report presents quarterly results provided by CFA and FRV against their respective performance measures and agency commentary on quarterly performance. FSIM has included historical data against measures provided by agencies, where possible, dating back to the start of reform (1 July 2020) as a reference for the reader. FSIM notes that, in Q2, historical data is significantly limited due to changes in agencies' outcomes frameworks and other incidents outlined below.

Reporting on Outcomes

Section 140(1) of the FRV Act requires CFA and FRV to each prepare an outcomes framework that sets out their respective outcomes-based fire service performance measures. In developing their outcomes frameworks, CFA and FRV each determined their own strategic organisational priorities and the associated indicators and measures of performance to be included in those frameworks.

Tracking the progress of agencies towards their outcomes is a long-term proposition and many trends or patterns are only observable over an extended period. For this reason, FSIM has updated its outcomes reporting approach. For quarters one to three, FSIM will highlight particular indicators in the summary by exception where a result:

- shows a continuing off-track trend over repeated quarters
- demonstrates a notable achievement
- is a significant change from the previous quarter (positive or negative).

FSIM notes that some performance measures are influenced by factors outside the control of CFA or FRV and in some instances, agencies may not be able to provide substantiated reasons for changes to results within the three categories listed above. FSIM will continue to work with agencies to explore clearer linkages and explanations of contributing factors to results as their outcomes reporting continues to develop.

Starting in Q4 FY 2022/23, FSIM will initiate an annual overview of agency outcome progress. With the foundational elements of each agencies' outcomes frameworks now in place, agencies can begin to develop a deeper understanding of trend data and meaningful insights towards outcomes performance.

Maturing outcomes frameworks

The CFA and FRV Outcomes Frameworks signal the strategic priorities of each organisation, and each provides a set of measures to demonstrate progress towards their respective strategic goals. The ongoing review and refinement of both Outcomes Frameworks is important to assist agencies to assess progress towards delivering against their objectives and support informed, evidence-based decision making.

CFA's Year Three Outcomes Framework

In Q2, CFA commenced reporting on its Year Three Outcomes Framework. The CFA Year Three Outcomes Framework has refined 23 indicators from the CFA Year Two Outcomes Framework, which included updating business rules for three¹ indicators and revising all baselines.² The revised baselines will provide an opportunity to better compare quarterly and seasonal variation through time. The CFA Year Three Outcomes Framework also includes five³ new indicators that CFA considers important to inform strategic outcomes.

In this report, all CFA indicator results are reported as a quarterly total which provides consistency and clarity

¹ CFA indicators with updated business rules: 2.3.6, 3.2.3, 4.2.2

² Revised baselines are reported using a quarterly average.

³ CFA new indicators: 2.3.2, 2.3.3, 3.3.3, 3.4.3, 4.1.1

when comparing results across time⁴. CFA developed an annual target for one indicator⁵ and is considering targets for some indicators which may be used in future reporting. For some indicators, targets will provide a clear point of focus to better monitor and evaluate the effectiveness of CFA's ability to meet its strategic objectives.

Given CFA's transition to the Year Three Outcomes Framework report and resulting changes to baselines, FSIM has not reported historical trends for updated Year Three Outcomes Framework indicators. Further, FSIM has not included any baselines in the trend analysis charts as the data sets have altered. Given the changes to baselines across CFA's indicators, FSIM has not elevated any specific issues against the above criteria to the summary.

FRV's Outcomes Framework

FRV finalised its Outcomes Framework in FY 2021-22. Given the impacts of the recent cyber-attack on FRV's systems (outlined below) reporting this quarter is very limited. FRV have reported against five measures.

FRV cyber-attack

A cyber-attack on FRV in December 2022 has had a severe impact on FRV's information and computer technology systems and FRV's Q2 FY 2022-23 reporting. As a result, FRV can only report on five measures in Q2.

FRV is undertaking work to investigate the cyber-attack and restore the IT environment as quickly as possible and in the meantime, FRV reports that it is developing and implementing interim solutions to maintain system functionality and data collection functions, where possible. However, the timeframe for retrieval of data stored in those systems, and access to systems and applications is still unknown. FRV advises that, at this point, it is unclear which data for the period of the outage can be extracted and reported on retrospectively.

FRV reports implementing business continuity measures, workarounds and contingencies to ensure that service delivery continues.

FRV is also exploring developing and implementing interim reporting solutions using data provided by ESTA to restore essential incident reporting functionality within FRV. This will include data for the period of the outage being made available to be reported on retrospectively.

FRV reports that crews continue to turn out through the use of mobile phones, pagers and radios and that it has maintained a range of corporate support functions during the cyber-incident. FRV advises it is publishing regular updates for the community and stakeholders on its website at www.frv.vic.gov.au.

Outcomes framework Q2 results commentary overview

Indicators showing a continued off-track trend:

Service Level Agreements (SLAs)

FRV's 'Service Level Agreement' indicator monitors the number of SLAs (also known by both agencies as Service Level Deeds of Agreements) that are agreed to in-principle by CFA and FRV. FSIM considers that completion of clear, agreed, and implemented SLAs between agencies underpins the broader success of the Fire Services Reform, particularly supporting "an effective and productive working relationship across the fire services and other emergency service agencies, building on the principle of interoperability".⁶ These SLAs provide a foundation for role clarity and functions for volunteers and staff in both agencies and are required to harmonise procedures.

FRV confirmed that the Q2 result for this indicator remains at 88% and advises that CFA and FRV are working collaboratively to finalise the Tools and Trade Lease agreement. FRV reports ongoing collaboration in conducting service and maintenance testing of breathing apparatus, despite cyber-attack disruptions, which corresponds with the Protective Equipment SLA. FRV also notes that further work needs to be conducted to agree on the Operational Communications SLA, with discussions continuing in February. Finally, FRV reports that the cyber-attack impacted FRV's ability to progress the Dangerous Goods and Major Hazard Facilities SLA in Q2.

⁴ In previous quarters, CFA reported results for 11 indicators (1.2.1, 2.1.1, 2.1.2, 2.3.1, 2.3.4, 2.3.5, 3.1.1, 3.1.3, 3.1.4, 3.1.5, 4.4.1) as a YTD cumulative result.

⁵ An annual target has been developed for indicator 2.3.6.

⁶ Year Two to Five Fire Services Reform Implementation Plan, pg. 25

2. Reader Guide

Definitions

| Acronym | Title |
|---------|--|
| BP3 | Budget Paper 3 |
| CFA | Country Fire Authority |
| CFASafe | System providing critical business functions including Hazard/ Incident Reporting, Health Program Management and Audit tracking. |
| DAIF | Diversity and Inclusion Framework |
| EMV | Emergency Management Victoria |
| FRV | Fire Rescue Victoria |
| FRV Act | <i>Fire Rescue Victoria Act 1958</i> |
| FSIM | Fire Services Implementation Monitor |
| FSOC | Fire Services Operation Committee |
| FTE | Full Time Equivalent |
| MOU | Memorandum of Understanding |
| MUARC | Monash University Accident Research Centre |
| PTA | Professional, Technical and Administrative |
| SLA | Service Level Agreement |
| YTD | Year to date |

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 and data, comparisons between the agencies should not be made.

3. Outcomes reporting guidance

Legislative requirements to report on outcomes

The performance measures that CFA and FRV report on are set by the agencies in their outcomes frameworks. Section 140(1) of the FRV Act requires CFA and FRV to each prepare an outcomes framework that sets out their respective outcomes-based fire service performance measures. Section 140(4) of the FRV Act further requires CFA and FRV to prepare and submit to FSIM a quarterly update that sets out their performance against their performance indicators.

Reporting and data limitations

Q2 is the first quarter CFA has reported on its Year Three Outcomes Framework. As reported above, CFA reports that the Year Three Outcomes Framework refines indicators from the Year Two Outcomes Framework and introduces some new indicators. Where appropriate, FSIM will continue to use historical data published in previous quarterly progress reports to track indicator trends over time however, in this report, FSIM has not included any baselines in the trend analysis charts as the data sets have altered.

As noted above, FRV reports that the cyber-security breach of its systems has significantly reduced its capability to report on outcomes data. FRV has provided commentary of five measures this quarter.

Report structure

This report comprises FSIM summary (section one) and the CFA and FRV performance measure results received for this quarter (sections four to six). Where possible, FSIM presents CFA performance results with trend data from 1 July 2020. FSIM also includes CFA and FRV explanations of measures (business rules) and where appropriate, provides confirmation of whether the agency met or did not meet target or baselines. FSIM also includes CFA and FRV commentary on indicator progress.

Fire Services Implementation Monitor (FSIM)

FSIM was appointed in 2020 in accordance with the FRV Act. FSIM's functions under the FRV 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 FRV Act.

Publication of reports

FSIM publishes quarterly reports at [Fire Services Implementation Monitor publications | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/fire-services-implementation-monitor-publications).

4. Appendix A: CFA Q2 Progress Update

CFA's Year Three Outcomes Framework uses a quarterly baseline which calculates the average result for Q2 over a specified time period (1, 2, 3 or 5 years). CFA reports the use of baseline data in lieu of specified targets for many measures. CFA's target therefore is to 'increase' or 'decrease' (as appropriate) and improve performance with consideration to baseline data.

CFA will not be retrospectively applying the Year Three Outcomes Framework reporting rules or recalculating baseline data using the CFA's year three methodology for reporting periods prior to Q2. CFA categorises Year Three Outcomes Framework indicators into four domains:

- 1) strong relationships to keep communities safe
- 2) a responsive and innovative volunteer service
- 3) high performing volunteer and paid workforce
- 4) a continuous improvement culture.

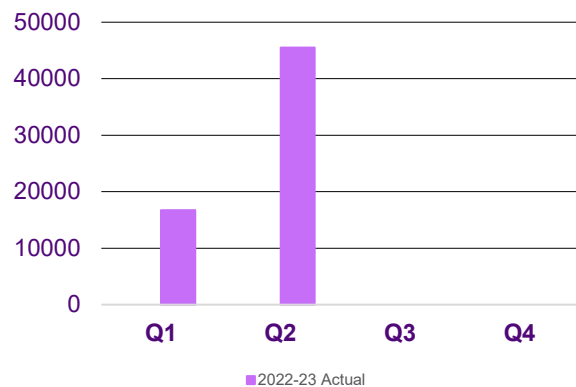
"Results" in the following tables use the following colour key, determined by CFA:

| | | | |
|--------------------------------|---|---|----------------------------------|
| ● Performance met CFA baseline | ● Performance did not meet CFA baseline | ● Performance within 5% of CFA's variance tolerance | ● No baseline established by CFA |
|--------------------------------|---|---|----------------------------------|

DOMAIN 1 — Strong relationships to keep communities safe

We put the community at the centre of everything we do so that the community partners with CFA to actively manage its fire risk

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



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

YTD Baseline

-

Result

45,536

CFA explanation of indicator

This indicator measures the number of community members CFA has directly engaged via online or in-person activities.

Performance against baseline

CFA commenced reporting on this indicator in Q2 FY 2021-22. CFA notes that a baseline for this indicator is under development and is likely to be reported in Q3.

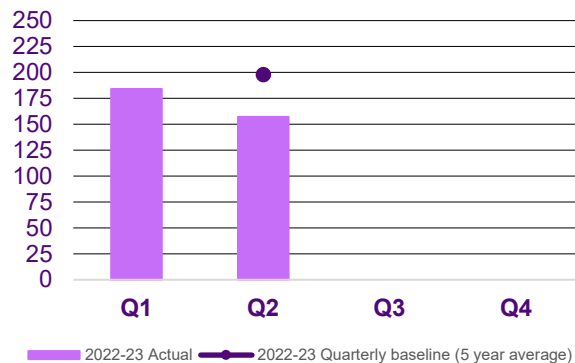
CFA commentary on result

CFA engagement of community members via local events and informal activities increased this quarter (Q1 result 16739), with much of this increase due to the return of seasonal festivals, fairs, and markets. In addition, there has been over 50 CFA Open Days at Brigades across all CFA areas.

DOMAIN 2 — A responsive and innovative volunteer service

We provide programs and services that make a positive difference so that the lives and property of the community are protected from fires

Outcome 2.1 Fires are prevented



2.1.1 DECREASE in the number of house fires

Quarterly baseline
(5-year average)

198

Result

157

CFA explanation of indicator

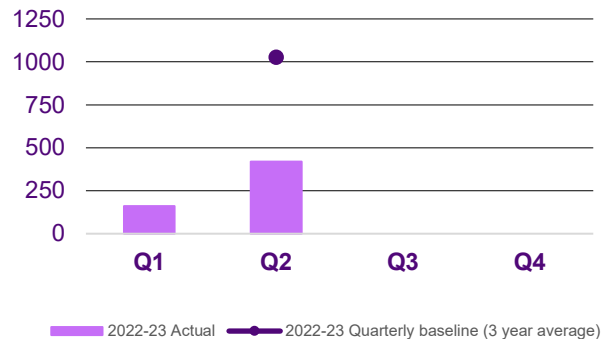
This indicator is the total number of preventable residential fires classified as Emergency Incidents (excluding non-residential structure fires).

Performance against baseline

The Q2 result met CFA's quarterly baseline. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

The YTD result for the number of house fires remains below baseline this quarter. A decrease in the number of house fires represents a positive outcome for the community



2.1.2 DECREASE in the number of grass and scrub fires

Quarterly baseline
(3-year average)

1,027

Result

419

CFA explanation of indicator

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

Performance against baseline

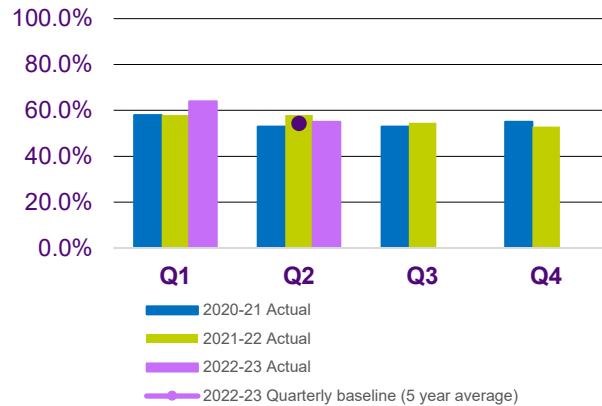
The Q2 result met CFA's quarterly baseline for this indicator. CFA reports that the baseline is calculated using FY 2017/2021/2022 data. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

Performance is below baseline, representing a decrease in the number of grass and scrub fires this quarter and improved outcomes for the community. Fire can lead to loss of human life, impacts on human health and wellbeing; community resilience; business/farming productivity; property damage; financial loss; increased insurance

costs and impacts on the natural environment. Reducing the number of fires means reduced impacts from fires across social, economic and environmental domains.

Outcome 2.2 Fires are suppressed quickly and effectively



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

Quarterly baseline
(5-year average)

54.2%

Result

55.0%

CFA explanation of indicator

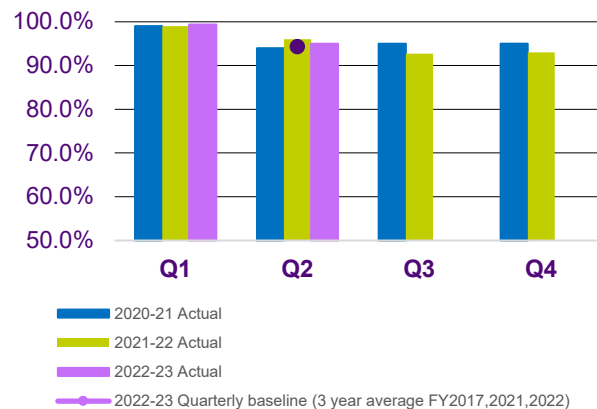
This indicator is a percentage of structure fires that were contained within room of origin.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. A similar metric is used by CFA in BP3 reporting, BP3 reporting has a target of 70%.

CFA commentary on result

Results demonstrate improved performance from baseline (an increase in the percentage of structure fires contained to room of origin, providing good outcomes for the community). A similar metric is also included in BP3 reporting, but the BP3 measure is confined to structure fires in medium urban areas only.



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

Quarterly baseline
(3-year average)

94.3%

Result

95%

CFA explanation of indicator

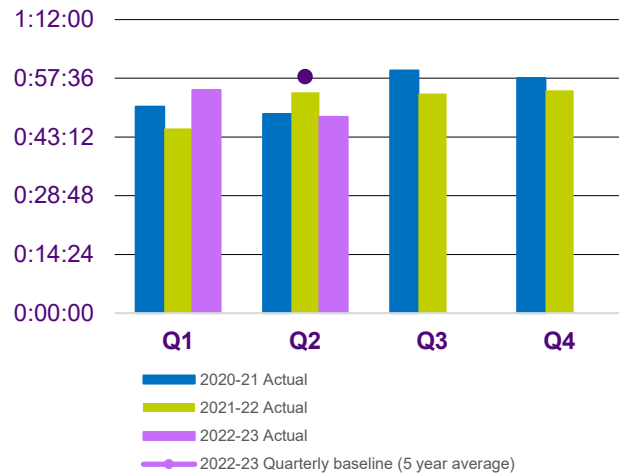
This indicator is a percentage of grass and scrub fires that were contained to 5 hectares.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. CFA reports that the baseline is calculated using FY 2017/2021/2022 data.

CFA commentary on result

CFA is meeting its target to increase the percentage of grass and scrub fires contained to 5 hectares, providing good outcomes for the community.



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

Quarterly baseline (5-year average)

58 min

Result

48 min 8 sec

CFA explanation of indicator

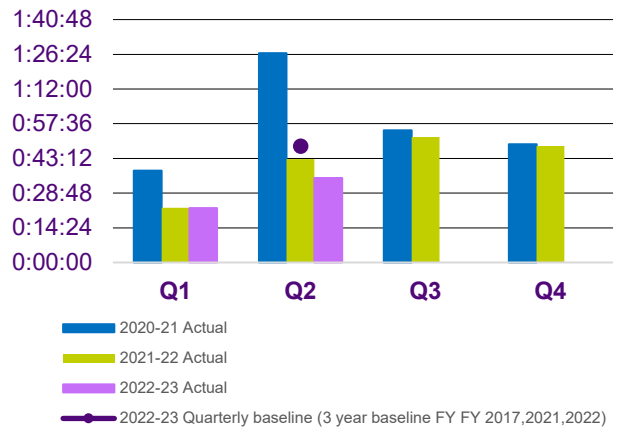
This indicator is the average time from the time the first appliance arrives on scene of a structure fire to the time a stop message is received (i.e., safe/under control).

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA is meeting its target to decrease average time spent suppressing structure fires (time spent on scene of incident).



2.2.4 DECREASE in average time to control bushfires

Quarterly baseline (3-year average)

48 min 9 sec

Result

35 min 0 sec

CFA explanation of indicator

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.

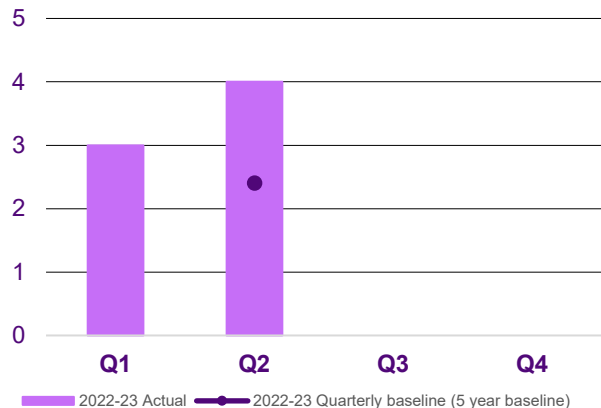
Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. CFA reports that the baseline is calculated using FY 2017/2021/2022 data.

CFA commentary on result

CFA is meeting its target to decrease the average time to control bushfires, recognising quick and effective suppression of bushfires provides improved outcomes for the community.

Outcome 2.3 Fires are less harmful to the community



2.3.1 DECREASE in fire-related fatalities

Quarterly baseline (5-year baseline)

2.4

Result

4

CFA explanation of indicator

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.

Performance against baseline

The Q2 result did not meet CFA’s quarterly baseline. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

Unfortunately, there were three incidents that resulted in four fire-related fatalities across November and December 2022. In line with the CFA Vision, that Victorian communities are prepared for and safe from fire; we continue to aspire to the ultimate outcome of zero injuries and fatalities.

Data not yet available

2.3.2 DECREASE in rate fire-related injuries

Baseline

-

Result

-

CFA explanation of indicator

The Year Three Outcome Framework draws on Ambulance Victoria data for this metric, through a new arrangement between CFA and the Monash University Accident Research Centre (MUARC).

Performance against baseline

Results and baselines are not yet available. CFA will establish a baseline when historical data becomes available.

CFA commentary on result

The Q2 data is yet to be received from MUARC. CFA anticipate that data will be available for this indicator in Q3.

Data not yet available

2.3.3 DECREASE in severity of fire related injuries

Baseline

-

Result

-

CFA explanation of indicator

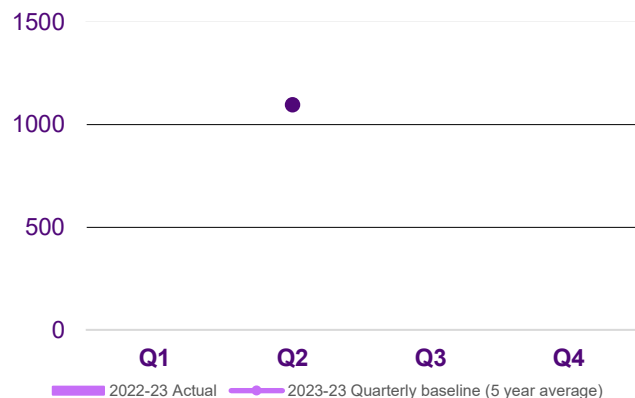
This indicator measures the proportion of patients (injuries to members of the public) categorised as having a moderate/severe Glasgow Coma Scale (GCS) score (by number of related Ambulance Victoria patients).

Performance against baseline

Results and baselines are not yet available. CFA will establish a baseline when historical data becomes available.

CFA commentary on result

The Year Three Outcome Framework draws on Ambulance Victoria data for this new metric, through a new arrangement between CFA and the Monash University Accident Research Centre (MUARC). The Q2 data is yet to be received from MUARC. CFA anticipate that data will be available for this indicator in Q3.



2.3.4 A DECREASE in stock loss due to fires

Quarterly baseline (5-year average)

1,096

Result

0

CFA explanation of indicator

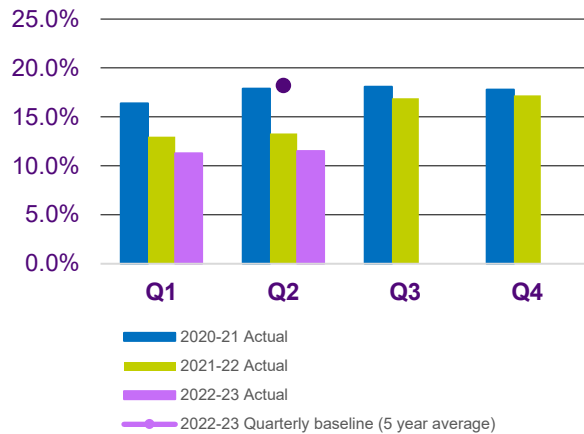
This indicator is the total number of heads of stock lost due to fire. CFA uses “cattle”, “horses”, “sheep” and “other livestock” as categories of stock for this indicator.

Performance against baseline

The Q2 result met CFA’s quarterly baseline for this indicator. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

There have been no stock losses recorded as a result of fire during Q2.



2.3.5 DECREASE in complete structures loss due to a structure fire

Quarterly baseline (5-year average)
18.2%

Result
11.5%

CFA explanation of indicator

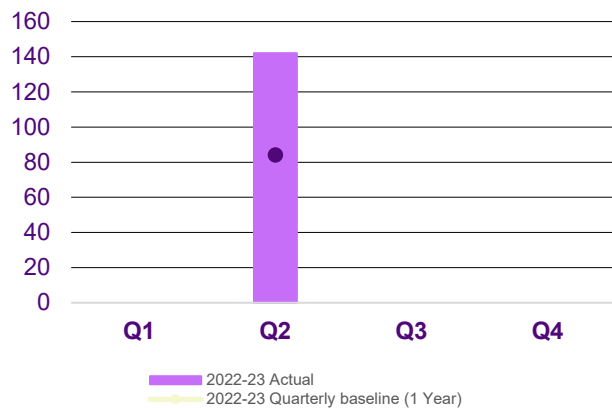
This indicator is a percentage of structure fires in which the entire structure was lost.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA is meeting its baseline to decrease complete structures loss due to a structure fire.



2.3.6 INCREASE in the number of homes with operational smoke alarms

Quarterly baseline (1 Year)⁷
84

Result
142

CFA explanation of indicator

This indicator measures the number of operational smoke alarms in residences of people at higher risk (due to CFA intervention) where the resident is unable to maintain the devices independently.

Performance against baseline

This is a new indicator of the Year Three Outcomes Framework. The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

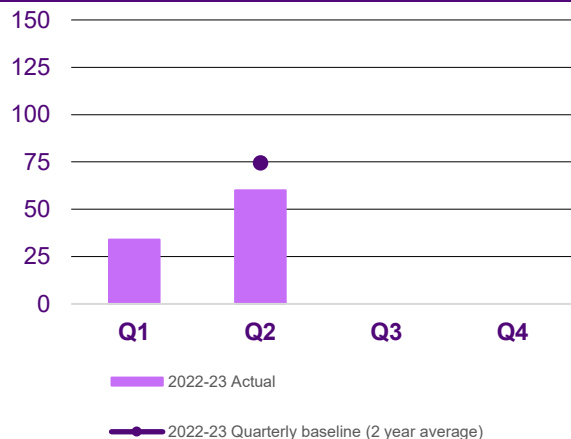
This indicator has been refined to represent the key metric used by CFA to monitor the impact of our smoke alarm installation activities. The increase in this quarter is due to a slight delay in the seasonal delivery of home fire safety activities from Q1 to Q2, due to availability of staff and resources.

⁷ 1 Year baseline including FY 2022

DOMAIN 3 — High performing volunteer and paid workforce

We provide a great place to volunteer and work so that our volunteer and paid workforce is sustainable and effective

Outcome 3.1 Our workplace is safe



3.1.1 An INCREASE in hazard reporting

Quarterly baseline
(2 Year average)

74.5

Result

60

CFA explanation of indicator

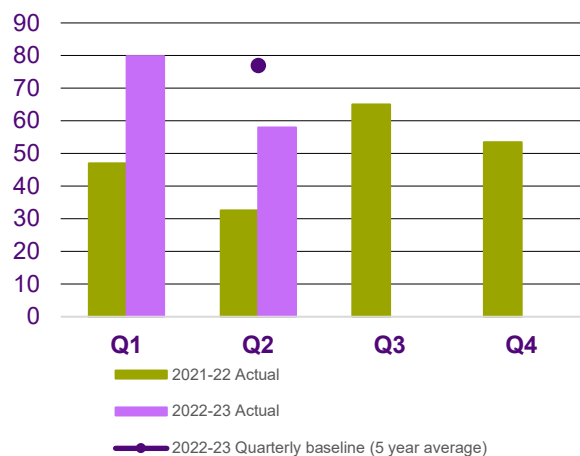
This indicator is the number of 'hazards', 'near miss', and COVID-19 isolating reports made by CFA volunteers or staff into the CFASafe database.

Performance against baseline

The Q2 result did not meet CFA's quarterly baseline and is greater than 5% variance from target. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

Whilst the outcome for this quarter is down from the quarterly baseline, it shows an increase in hazard reporting from the previous quarter (34), which is likely attributed to local health and safety team engagement with members to promote and support increased awareness of the importance of reporting to prevent incidents and/or injuries.



3.1.2 A DECREASE in workplace injuries (staff and volunteers)

Quarterly baseline
(5-year average)

77

Result

58

CFA explanation of indicator

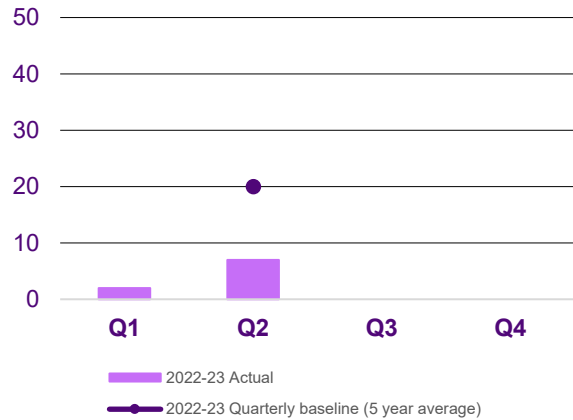
This indicator reports on Emergency Response Lost Time Injury frequency rate. The measure is calculated as a ratio of the number of lost time injuries occurring during emergency response conditions divided by the number of incident responses.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

The injury rate has remained relatively steady over the last 12 months. This is consistent with CFA's expectations of its prevention, early intervention and appropriate response approach to health safety and wellbeing, in line with the Board-endorsed HSW Strategic Plan (December 2021). Note that two of the lost time injuries for this period related to flood response activities.



3.1.3 DECREASE in volunteer compensation claims

Quarterly baseline (5-year average)

20

Result

7

CFA explanation of indicator

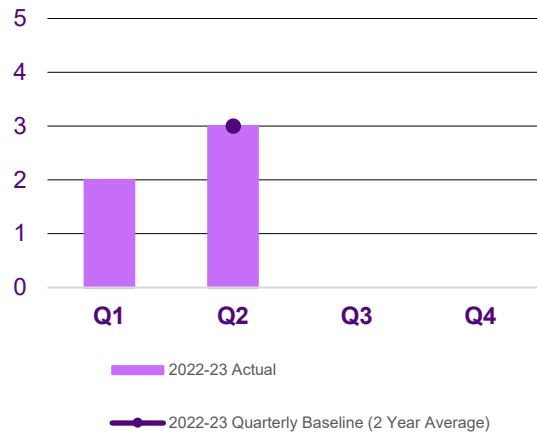
This indicator shows the number of new claims reports for volunteer members logged into the Claims and Compensation Management system, with the number of claims remaining relatively stable across the year.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

This outcome is consistent with the same quarter for the previous year. Historically, there is a lag in lodgement of claims by volunteers during or post fire season. The major flood events occurred during this time which may have an impact on next quarter's claims. Early identification of injuries and support for early claim lodgement remains critical to ensuring that volunteers access appropriate treatment early to support their health and wellbeing, and the safe and sustainable return to duty.



3.1.4 DECREASE in WorkCover claims

Quarterly baseline (2 year)⁸

3

Result

3

CFA explanation of indicator

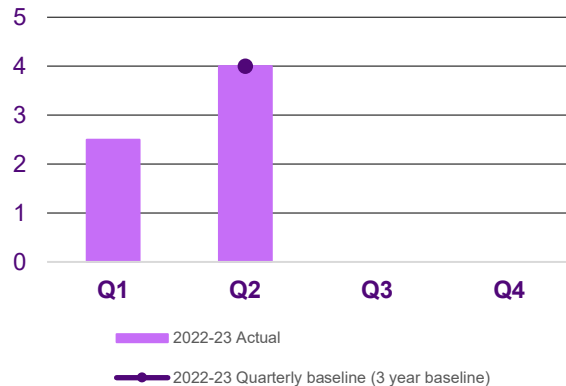
This indicator is the number of new claims reports for staff logged into the Claims and Compensation Management system. As career firefighters are now managed by FRV, this has resulted in a reduction in claims for CFA.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

Claims performance remains relatively steady over the last 12 months and is consistent with CFA's HSW Strategic Plan (December 2021) which sets out a prevention, early intervention and appropriate response approach to health safety and wellbeing. The baseline has been updated to focus on post-Fire Services Reform.



3.1.5 DECREASE in unplanned absences

Quarterly baseline (3-year average)⁹

4

Result

4

CFA explanation of indicator

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

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

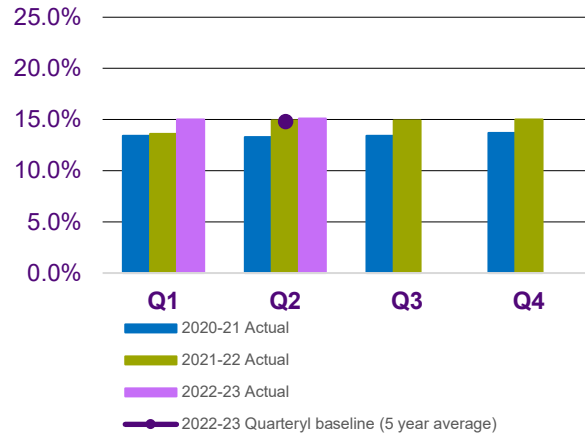
CFA commentary on result

CFA performance is consistent with baseline.

⁸ 2 Year Baseline including FY 2021, 2022

⁹ 3 Year Baseline includes FY 2020, 2021, 2022

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



3.2.1 INCREASE in women/female volunteers in active operational roles

Quarterly baseline (5-year average)
14.8%

Result
15.1%

CFA explanation of indicator

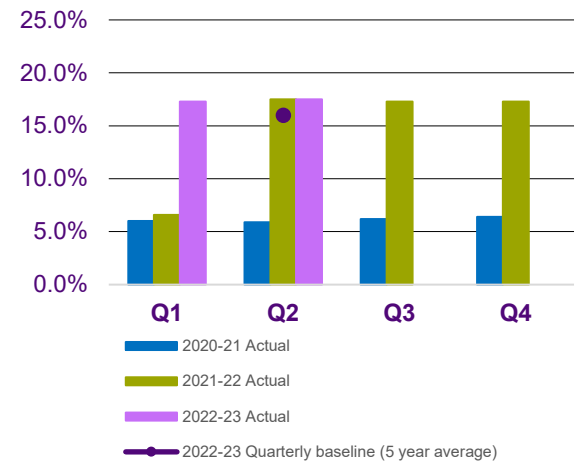
This indicator is the percentage of operational volunteers who have responded to at least one emergency incident year-to-date who identify as female. The results only include active operational female volunteers, meaning those who have turned out at least once this year.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA is meeting its target to increase female volunteers in active operational roles.



3.2.2 INCREASE in women/female volunteers in leadership roles

Quarterly baseline (5-year average)
16%

Result
17.5%

CFA explanation of indicator

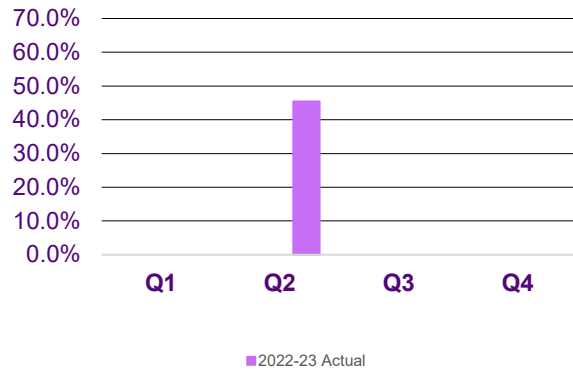
This indicator is the percentage of volunteer leadership roles (Brigade Management Team [BMT] and Group Management Team [GMT]) currently occupied by volunteers who identify as female. From Q1 FY 2021-22, CFA broadened the female leadership criteria to include non-operational volunteer leadership roles such as Brigade Secretary and Treasurer.

Performance against baseline

The Q2 result met CFA's quarterly baseline for this indicator.

CFA commentary on result

CFA is meeting its target to increase female volunteers in leadership roles.



3.2.3 INCREASE in women/ female staff in senior roles

Baseline

-

Result

45.4%

CFA explanation of indicator

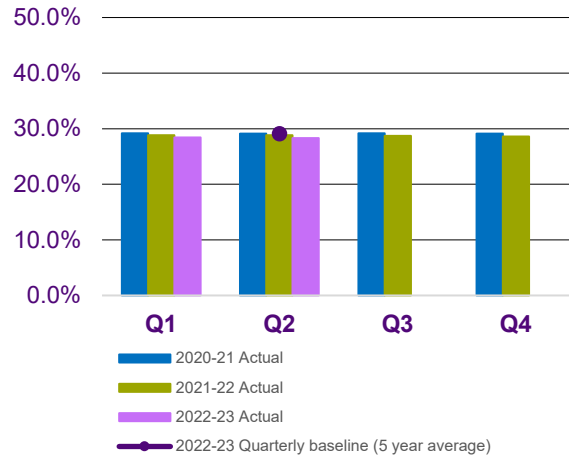
Percentage of PTA6, PTA7 and Executive staff roles that are occupied by people who identify as female.

Performance against baseline

CFA reports that the baseline is under development. CFA report that it anticipates that it will report against the baseline in Q3.

CFA commentary on result

Overall performance in relation to the percentage of women/female staff in senior roles remains on track. The business rule for this metric has been adjusted to align with other diversity and inclusion reporting and new baselines are being established.



3.2.4 INCREASE in volunteers under 40

Quarterly baseline (5-year average)

29.1%

Result

28.3%

CFA explanation of indicator

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

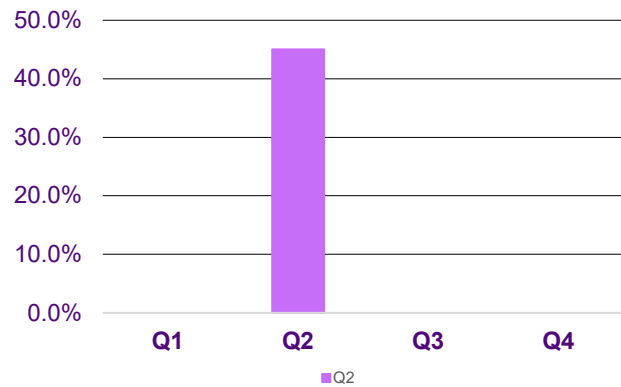
Performance against baseline

The Q2 result did not meet CFA's quarterly baseline for this indicator but is within CFA's +/- 5% tolerance.

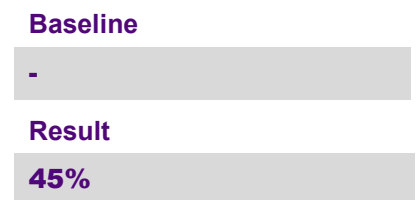
CFA commentary on result

CFA maintained its historical performance in relation to the percentage of volunteers under 40.

Outcome 3.3 We uphold the CFA values and are held accountable for our behaviour



3.3.3 INCREASE in satisfaction with the handling of complaints



CFA explanation of indicator

This indicator represents the average of four questions asked of complainants regarding their experience after they have gone through the CFA complaints management process.

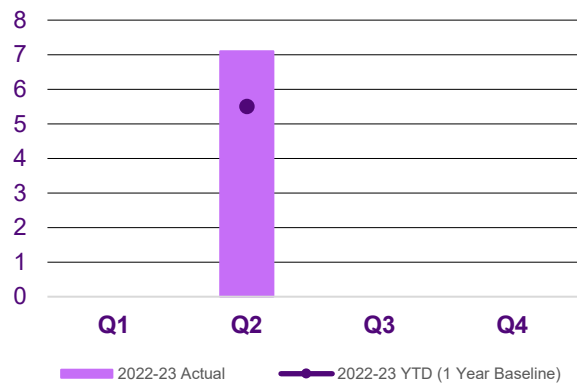
Performance against baseline

A baseline for this indicator will be introduced in a future iteration of the Outcomes Framework when historical data becomes available.

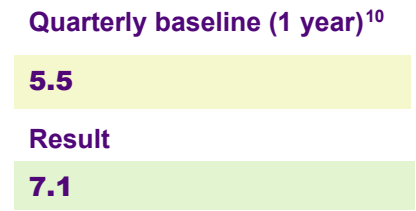
CFA commentary on result

This is a new metric in the Year Three Outcomes Framework. The reported value represents the average of four questions asked of complainants regarding their experience after they have gone through the CFA complaints management process.

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



3.4.3 INCREASE in staff engagement (all staff briefings)



CFA explanation of indicator

This indicator provides the average engagement rating (out of 10) as taken from CFA's All Staff briefing survey.

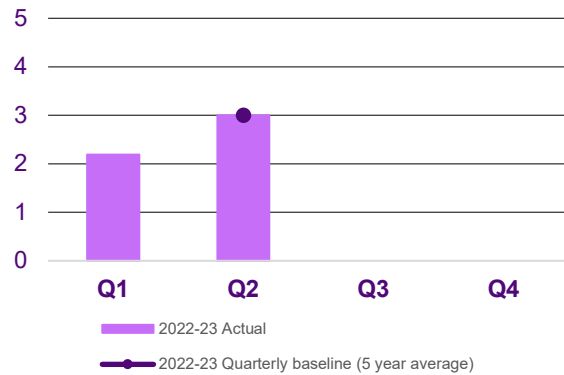
Performance against baseline

The Q2 result met CFA's baseline.

CFA commentary on result

This is a new metric in the Year 3 Outcomes Framework, drawn from feedback following monthly All Staff Forums (note there was no staff forum held in October 2022 as priority was given to staff being able to respond to the flood event). It is positive to observe improvement when compared to data from Q2 last year.

¹⁰ 1 Year Baseline includes FY 2022



3.4.6 INCREASE in the average number of training courses completed by CFA members

Quarterly baseline (5-year average)

3

Result

3

CFA explanation of indicator

This indicator provides the average number of courses being completed per unique CFA Member that has engaged with training.

Performance against baseline

The Q2 result met CFA's baseline.

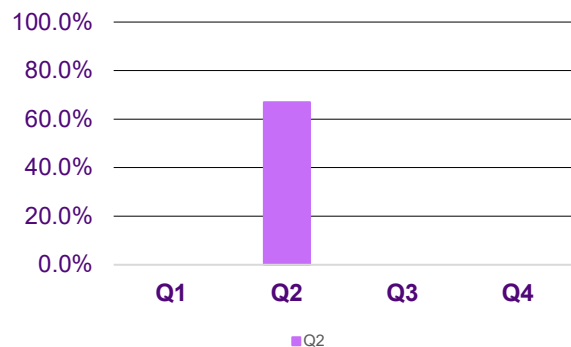
CFA commentary on result

CFA is meeting its baseline to increase the number of training courses completed by CFA members.

DOMAIN 4 — A continuous improvement culture

We are a progressive emergency service so that we are recognised as a leading volunteer-based emergency service

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



4.1.1 Timely delivery of major programs and projects

Quarterly baseline (5-year average)

-

Result

67%

CFA explanation of indicator

This indicator is the proportion of programs and projects in the portfolio that have an overall status of 'on track' (as reported to the Strategic Investment Management Committee - SIMC).

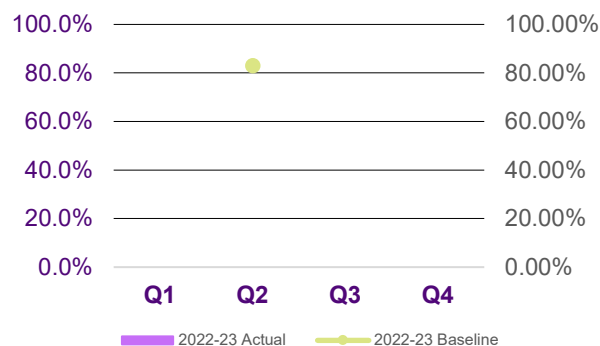
Performance against baseline

A baseline for this indicator will be introduced in a future iteration of the Outcomes Framework when historical data can be drawn on.

CFA commentary on result

This is a new measure in the Year 3 Outcomes Framework. Governance structures have been set up to steer major projects and programs and ensure they adopt the CFA Project Management Framework.

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



4.2.2 INCREASE in timely resolution of internal audit recommendations

Quarterly baseline (1 year)

83%

Result

0%

CFA explanation of indicator

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

Performance against baseline

CFA report that an increase in overdue items is a negative result, a decrease/maintaining a result of 0% is a positive result. The Q2 result for this indicator is below baseline.

CFA commentary on result

There were no overdue audit findings reported this quarter. This reflects the introduction of new business processes to have executive leads regularly review and evaluate audit action progress and submit a formal change request if there is a need to extend any due date(s). Change requests are considered by Chief Executive Officer and reported to the Audit and Finance Committee of the Board.

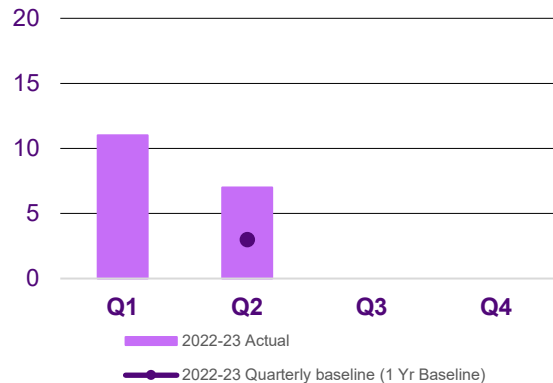
Outcome 4.3 We collaborate with FRV and other service delivery partners to promote interoperability and build stronger relationships that lead to better community outcomes

4.3.1 Fire Services Operation Committee (FSOC) workplan delivered

CFA commentary on result

FSOC met twice in Q 2 (2022-23). CFA and FRV continue to work through the FSOC workplan, noting there have been significant delays with progression of some items due to consultation requirements. The newly formed sub-committees of FSOC will be tasked to review the workplan and capture specific deliverables and achievable timeframes.

Outcome 4.4 CFA works with EMV and other government departments and agencies to support government objectives and emergency management reform



4.4.1 INCREASE in the number of 'After Action Reviews

Quarterly baseline (1 year)¹¹

3

Result

7

CFA explanation of indicator

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.

Performance against baseline

The Q2 result met CFA's baseline. CFA is no longer reporting a rolling cumulative YTD result. Results for this indicator are reported as a quarterly total.

CFA commentary on result

The multiple flood events in this quarter were covered in a single large multi-agency After Action Review. Improvements in data collection will support improved reporting of After Action Reviews from Q3.

¹¹ 1 Year Baseline includes FY 2022

5. Appendix B: FRV Q2 Progress Update

FRV report that the majority of indicator data is unavailable this quarter. However, FRV have reported on five Year Two Outcomes Framework indicators in Q2.

FRV categorises Year Two Outcomes Framework measures into three domains: Prevention and Preparedness; Response and Recovery; and Organisational Excellence. In Q2, FRV provided commentary against indicators under domain three: Organisational Excellence.

DOMAIN 3 — Organisational Excellence

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

Outcomes Statement

3.1 Prioritised firefighter safety and wellbeing

Indicator 3.1.2 – Increase in support and maintenance of firefighters’ physical and psychological health

Measure 3.1.2

Support and maintenance of firefighters’ physical and psychological health

| Data set | Q1 | Q2 |
|--|-------|------------------|
| 3.1.2a - % WorkCover claims who ceased work with no return to work | 41% | 47% |
| 3.1.2b - Av. no. of days for first return to work within quarter | 20 | Data unavailable |
| 3.1.2c - Lost Time Injury Severity Rate per 1000 FTE | 9.11 | Data unavailable |
| 3.1.2d - FRVSafe: no. injuries and near misses per 1000 FTE | 80.64 | Data unavailable |

FRV explanation of measure

This measure comprises four data sets. FRV have provided data against one measure: % WorkCover claims who ceased work with no return to work.

FRV commentary on result

During Q2 22/23 90 new work cover claims were lodged of which 46 employees required time off work. By the end of the quarter 47% had not made a return to work. Of those who returned, on average 9 days elapsed prior to a return.

Outcomes Statement

3.2: A diverse and inclusive organisation

Indicator 3.2.2 – Increase in acknowledgement and understanding of Aboriginal and Torres Strait Islander peoples and cultures in FRV’s workforce and workplace

Measure 3.2.2

Fire Rescue Victoria’s initiatives, plans and workplace programs implemented to increase cultural competency and understanding of Aboriginal and Torres Strait Islander peoples and cultures. Reconciliation Action Plan (RAP) update

FRV explanation of measure

This measure is a count of FRV initiatives, plans and workplace programs implemented to increase cultural competency and understanding of Aboriginal and Torres Strait Islander peoples and cultures.

FRV commentary on result

FRV’s Reconciliation Action Plan (Reflect) was launched in November 2022 and implementation commenced. As part of the launch, FRV’s Executive Leadership Team participated in an Aboriginal cultural awareness and reconciliation workshop.

Indicator 3.2.3 Increase in diversity and inclusion capacity to better meet the needs of all Victorians, including culturally and linguistically diverse people, people with disability, and LGBTIQ people

Measure 3.2.3b

Diversity and Inclusion Framework (DAIF) and Action Plan progress

FRV explanation of measure

This measure relates to Diversity and Inclusion Framework (DAIF) and Action Plan progress.

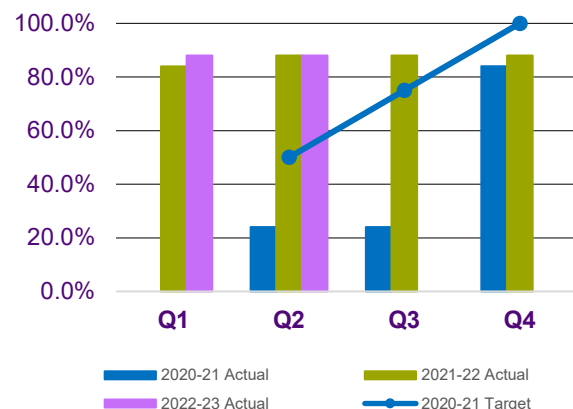
FRV commentary on result

Review of FRV’s Draft Diversity and Inclusion Strategy was undertaken to align with FRV Strategic Plan and the requirements of the Victorian Child Safe Standards. FRV’s Draft Diversity and Inclusion Strategy has been updated to include reference to the Victorian Child Safe Standards and the Commission on Fire Accreditation International (CFAI) accreditation process. FRV will seek endorsement of the Diversity Inclusion Strategy through FRV’s Executive Leadership Team in Quarter 3.

Outcomes Statement

3.4: A socially and environmentally responsible organisation and respected partner

Indicator 3.4.1: Increase in collaboration, consultation and advocacy with CFA and other sector stakeholders to continually improve community safety and emergency management



Progress of service level agreements with CFA

Target

100%

Result

88%

FRV explanation of indicator

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

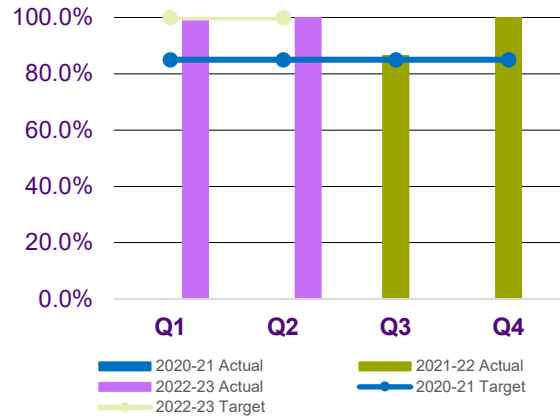
Performance against target

FRV has not met target in Q2.

FRV commentary on result

- SLA Protective Equipment Maintenance - FRV worked collaboratively with CFA to finalise Tools and Trade and Leasing Agreement. The ongoing support of CFA to FRV Breathing Apparatus Unit help FRV technicians in conducting preventative service and maintenance testing of breathing apparatus sets despite the disruption caused by the FRV cyber- attack.
- SLA Operational Communications - The issues of SLA, including Communication Technical Service Officers and Fire Service Communications Controllers were discussed in the meeting held in November. No formal agreement has been made and the issues will further be discussed at the February meeting.
- SLA Dangerous Goods and Major Hazard Facilities - During Quarter 2, no additional progress has been made to draft Interim Work Instruction. Recent FRV cyber-attack has resulted in additional challenges such as lack of systems accessibility to share files to CFA, prioritising outage-related duties and the need to have a better understanding of the long-term impact, and required system changes to mitigate future cyber-attacks.

Indicator 3.4.4: Increase in strategic thinking and planning to ensure FRV can respond to emerging challenges



Number of stations/work sites visited against schedule

Q2 Target

100%

Result

100%

FRV explanation of indicator

This indicator monitors the number of formal program of visits to stations and work sites by FRV leadership, referred to as Conversations in the Mess. The results are presented as the number of stations/work site visits as a percentage of the number of scheduled visits for the quarter.

Performance against target

FRV has met target in Q2.

FRV commentary on result

During Quarter 2, the Conversations in the Mess program continued to run as a consolidated program with Fire Station and Site Visits which coordinates visits to FRV sites from Deputy Commissioners, Assistance Chief Fire Officers, and Commanders. Visits provided touchpoints between staff and leaders and open channels to discuss topical themes for staff. From October 2022, the program met its scheduled session target of 21 visits with a variety of themes discussed in sessions, i.e., improved harmonisation, safety and welfare, training, and rostering.