

Fire Rescue Victoria Quarter 1, 2023-2024 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter One (Q1) includes the results of FRV's quarterly outcomes measures for Q1 2023/24 as well as the quarterly results of the financial year 2022/23. The quarterly results of 2022/23 are included for information only.

The cyber-attack experienced by FRV in December 2022 had an impact on FRV's information and computer technology systems, including FRV's access to the Australian Incident Reporting System (AIRS). As such, FRV cannot provide the results on several operational measures as they are dependent on fields captured by the AIRS system. Work continues to be undertaken to restore AIRS as soon as possible for future reporting.

In the interim, FRV has obtained data from the Emergency Services Telecommunications Authority (ESTA) Computer Aided Dispatch (CAD) system as an alternative to AIRS data. The ESTA CAD data has been validated to ensure its integrity and comparability. Comparative analysis confirmed that the difference between the two data sets (using ESTA CAD data instead of AIRS data) did not materially affect the result. FRV reported five operational measures using ESTA CAD data in Quarter 4 2022-2023 (Annual) Outcomes Framework Progress Report. FRV continues to report these five measures using ESTA CAD data:

- No. of properties with six or more false alarms on different days (rolling 12 months)
- No. of structure fire incidents
- No. of incidents other than structure fires and other non-fire related incidents
- Percentage of response to structure fire incidents within 7.7 minutes
- Percentage of response to EMR (emergency medical response) within 9.2 minutes

FRV Outcomes Framework includes ten Outcome Statements and 25 indicators in total, for which quarterly measures are reported wherever possible. A total of 19 measures (against 12 indicators) are reported in this report. Quarterly data impacted by the cyber-attack in December 2022 are shaded in pink. As annual data is not included in this report, not all indicators and measures are numbered sequentially.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2022-23				2023-24
		Q1	Q2	Q3	Q4	Q1
1.1	OUTCOMES STATEMENT: SAFER HOMES					
1.1.2	Increase in fire-safe behaviours and escape plans in homes					
1.1.2a	No. of sessions of FireEd and risk reduction programs delivered to the community	169			151	218 ⁱ
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses					
	No. of properties with six or more false alarmsⁱⁱ on different days (rolling 12 months):					
	• 6-10	480	387	236	183	131
	• 11-20	144	121	62	59	32
	• >20	64	44	17	13	9
	• Total	688	552	315	255	172
1.3	OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES					
1.3.1	Increase in understanding of risk of fire and other hazards					
	No. of engagements with Local Government Areas by the Community Safety team	88			83	99
1.3.2	Increase in local preparedness and mitigation activities related to fire and natural hazards					
	No. of people engaged ⁱⁱⁱ by Fire Equipment Services (FES)	2,127				1,063 ^{iv}

ⁱThe increase in number of Fire Ed sessions delivered is the result of Community Resilience Department and Operations driving participation in the updated FireEd program by both firefighters and schools. FRV also observed an increase in participation in other fire safety programs as a result of the community’s growing confidence post-COVID.

ⁱⁱFalse Alarms based on incident data recorded in ESTA for false alarms on different days. Due to industrial action during the periods 27 October 2022 to 20 April 2023 and 12 August 2023 to date, FRV is unable to disaggregate data into false alarms subcategories for the majority of the FY 2022-2023 and Quarter one of FY 2023-2024.

ⁱⁱⁱPeople engaged by Fire Equipment Services includes people attending Emergency Management training, participating in evacuation drills, attending presentations, seminars, webinars (but not currently online recordings).

^{iv}There is a significant drop in the number of people engaged as currently data is sourced manually due to cyber outage experienced in December 2022. The lack of system access creates extensive manual work arounds leaving FRV personnel limited capacity to proactively source new business. This has resulted in lower number of engagements by FES during Q1 2023-24, hence the variation.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24
		Q1	Q2	Q3	Q4	Q1
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents ^v					
1.3.3	No. of Incidents other than structure fires and other non-fire related incidents					
	• False Alarms and False Calls ^{vi}	4579	1747	110	3738	2013
	• Good intent calls	1603	1230	1052	1774	1438
	• Emergency Medical Response	1884	1778	1538	1561	1511
	• Non-Structure Fires	1023	1306	1909	1174	1503
	• Other	3874	8825	10237	5351	7246
	Total	12,963	14,886	14,846	13,598	13,711^{vii}
1.3.4	Decrease in structure fires ^{viii}					
	No. of structure fires incidents within FRV district	907	988	876	955	960
2.1	OUTCOMES STATEMENT: A BEST- PRACTICE EMERGENCY RESPONSE					
2.1.3	Improved readiness for all emergencies, including large or complex incidents, for specialist rescue, and for times of surge demand					
2.1.3a	Percentage of response times for structure fires, and emergency response times within benchmark ^{ix}					
	• Percentage of response to structure fire incidents within 7.7 minutes ^x (target 90%)	88.13%	86.06%	79.13%	81.13%	84.72%
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.59%	91.81%	92.83%	94.64%
2.1.3b	Total operational fleet availability ^{xi}	89.0%	90.6%	91.0%		87.0%

^v Number of incidents other than structure fires relates to data categorisation of type of event (i.e. non-structural fire or other) in the Emergency Services Telecommunications Authority (ESTA) Computer Aided Dispatch (CAD) system. As Australian Incident Reporting System (AIRS) is not available, FRV has used data obtained from the ESTA CAD system to provide the result. Using ESTA CAD data instead of AIRS data means that the categorisation of type of event (i.e., structural fire or other) cannot be adjusted, post incident, where necessary for accuracy. However due to the use of CAD incident types, some event types have been combined to obtain this result. In previous reports using AIRS data, FRV was able to provide additional categories such as Hazardous conditions, Motor vehicle accidents, Service calls and Rescues and other medical assistance. With the current use of ESTA data, these calls are aggregated and reported as "Other".

^{vi} During the industrial action periods 27 October 2022 to 20 April 2023 and 12 August 2023 to date, calls related to False Alarms are reported as 'Other'. FRV, therefore, is unable to disaggregate False Alarms data into their composite categories for the industrial action periods and this has impacted the reporting of the results of the incident categories, False Alarms and False Calls, Good intent calls and Other. It is to be noted that the industrial action has not impacted FRV's ability to report on the total number of incidents attended.

^{vii} While there is an increase in the number of incidents other than structure fires and non-fire related incident compared to quarter four and the previous quarter one, the increase is not statistically significant.

^{viii} Number of structure fire incidents relates to data categorisation of type of event (i.e., structural fire) in the Emergency Services Telecommunications Authority (ESTA) Computer Aided Dispatch (CAD) system. As the Australian Incident Reporting System (AIRS) is not available, FRV has used data obtained from the ESTA CAD system to provide the result.

^{ix} As Australian Incident Reporting System (AIRS) is not available due to the cyber-attack experienced in December 2022, FRV has used data obtained from the Emergency Services Telecommunications Authority (ESTA) Computer Aided Dispatch (CAD) system to provide the result. Using ESTA CAD data instead of AIRS data means that the categorisation of type of event (i.e., structural fire or other) cannot be adjusted, post incident, where necessary for accuracy. Therefore, FRV is unable to report on the response time for road rescue incidents.

^x With the restoration of operation of Station Turn Out (STO) system on 1 August 2023, FRV has been able to improve the response times to structure fire and EMR incidents compared to Q4.

^{xi} Data reported for Q1 FY 2023-24 reflects 'Metro' only appliances. Due to ongoing CFA protected industrial since end of March 2023, the ability of FRV to report on the fleet availability is limited as the information on fleet availability of the regional appliances is not available for reporting.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24
		Q1	Q2	Q3	Q4	Q1
3.1	OUTCOMES STATEMENT: PRIORITISED FIREFIGHTER SAFETY AND WELLBEING					
3.1.1	Increase in support and maintenance of firefighters' physical and psychological health					
3.1.1a	Av. no. of days for first return to work within quarter ^{xii}	20 days	24.2 days	12 days	14 days	16.8 days
3.1.1b	Lost Time Injury ^{xiii} Severity Rate per 1000 FTE	9.11	7.51	8.22	5.45	8.7
3.1.1c	No. injuries and near misses per 1000 FTE ^{xiv}	80.64	50.38	68.4	45.18	72.41
3.2	OUTCOMES STATEMENT: 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	Operational turnover for men and women firefighters (rolling 12 months)					
	All Operational firefighters turnover	2.82%		2.77%	2.89%	2.73% ^{xv}
	• Operational women firefighters turnover	0%		0.52%	0.53%	0.51% ^{xvi}
	• Operational men firefighters turnover	2.97%		2.86%	3.02%	2.86%
3.2.1b	No. of women firefighters in leadership roles	27		27	26	25
3.2.1c	Proportion of women and men in operational leadership roles ^{xvii}					
	• Women in operational leadership roles (proportion of all women Operational Staff)	13.64%		13.64%	13.54%	12.56%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%		27.17%	28.04%	26.94%

^{xii} A total of 121 new claims were lodged during Quarter 1 2023-24, of which 73 people ceased work. Of those who returned, on average 16.8 workdays elapsed prior to a return.

^{xiii} Lost Time Injury Severity Rate per 1000 FTE¹³ is calculated based on the number of injuries reported in *SoIv*, the claims database, within the reporting period categorised as Lost Time Injuries (one or more working days/shifts lost). It is expressed in terms of 1000 FTE.

^{xiv} "Injuries" includes any reported incident requiring First Aid Treatment or Medical Treatment or resulting in Lost Time from work or no Lost Time from work; "Near misses" includes any reported incident that did not result in harm, injury or damage – but had the potential to. Due to the potential of fireground contaminants, there is a high risk of near miss at many incidents.

In Q1 2023-24, FRV observed an increase of 127 reported incidents compared to the previous quarter (Q4 FY 2022-23).

^{xv} The decrease in turnover of operational employees is attributed to the new recruits.

^{xvi} One woman firefighter retired during the quarter, Q1 FY 2023-24.

^{xvii} **Operational Leadership roles** are defined as positions from Station Officer to Deputy Commissioner.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24
		Q1	Q2	Q3	Q4	Q1
3.4	OUTCOMES STATEMENT: A SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE ORGANISATION AND RESPECTED PARTNER					
3.4.1	Increase in collaboration, consultation and advocacy with Country Fire Authority and other sector stakeholders to continually improve community safety and emergency management					
3.4.1a	Total number of service level deeds of agreements (SLDAs) finalised with CFA since FRV establishment (as at end of the quarter) ^{xviii}					3
3.4.1b	No. of Incidents outside FRV district^{xix}					
	• Structure Fires	187	165	198	178	183
	• Non-Structure Fires	190	242	420	256	298
	• Emergency Medical Response	196	226	192	173	184
	• False Alarms and False Calls	64	29	1	58	18
	• Good intent calls	36	21	14	43	21
	• Other	924	1245	1113	1008	1069
	Total	1597	1928	1938	1716	1773^{xx}
3.4.3	Increase in strategic thinking and planning to ensure Fire Rescue Victoria can respond to emerging challenges					
	Percentage of stations/work sites visited against scheduled visits	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100%^{xxi} (21 visits)
3.4.4	Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations					
	Percentage of registered risks reviewed quarterly as per mandatory requirement in the government risk management framework	100%	100%	100%	100%	100%

^{xviii} The measure as at Q1 2023/24. Previously reported as a qualitatively measure.

^{xix} The business rules for the measure of incidents outside FRV district are the same as within FRV district.

^{xx} While there is an increase in the number of incidents other than structure fires and non-fire related incidents outside FRV compared to quarter four and the previous quarter one, over the course of the year the number of incidents is not statistically significant.

^{xxi} During Quarter 1 2023-24, 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. During the period July to September 2023, the program met its scheduled session target of 21 visits, with a variety of themes discussed in sessions, e.g., improved harmonisation, safety and welfare and rostering and resourcing.