

Fire Rescue Victoria Quarter 2, 2023-2024 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Two (Q2) includes the results of FRV's quarterly outcomes measures for Q2 2023/24 as well as the quarterly results for the previous quarter and all quarters of the financial year 2022/23. The quarterly results for 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 and 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 (or an alternative solution) as soon as possible for future reporting.

In the interim, since Q4 2022/23 FRV has obtained data from the Triple Zero Victoria's (formerly Emergency Services Telecommunications Authority) Computer Aided Dispatch (CAD) system as an alternative to AIRS data to report on five operational measures. The Triple Zero Victoria (TZV) CAD data has been validated to ensure its integrity and comparability. Comparative analysis confirmed that the difference between the two data sets (using TZV CAD data instead of AIRS data) did not materially affect the result. FRV continues to report these five measures using TZV 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's Outcomes Framework includes ten Outcome Statements and 26 indicators in total, for which quarterly measures are reported wherever possible. A total of 19 measures (against 12 indicators) are reported in this report. Cells shaded in pink in the previous financial year represent missing data due to the impact of the cyber-attack in December 2022. As annual data is not included in this report, not all indicators and measures are numbered sequentially.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
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	264 ⁱ
1.2	OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT						
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	183
	11-20	144	121	62	59	32	55
	>20	64	44	17	13	9	14
	Total	688	552	315	255	172	252
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	74 ⁱⁱⁱ
1.3.2	Increase in local preparedness and mitigation activities related to fire and natural hazards						
	No. of people engaged ^{iv} by Fire Equipment Services (FES)	2,127				1,063	1,824

ⁱ The increase in number of risk reduction programs is primarily due to the increase in FireEd sessions delivered in Q2. This is the result of the end of the calendar year when most Fire Ed sessions are completed. There was also a concerted effort to improve the reporting of completed risk reduction programs.

ⁱⁱ False Alarms based on incident data recorded in Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) system for false alarms on different days. The increase in number of false alarms reported for Q2 FY 2023/24 compared to previous quarters is attributed to the recording of false alarm calls using the appropriate codes during the period 13 October 2023 (cessation of FRV’s protected industrial action) and 18 December 2023 (commencement of Triple Zero Victoria’s protected industrial action). The total number of false alarms reported for Q2 FY 2023/24 is comparatively lower than Q2 2022-23 due the impacts of multiple industrial actions in last 12 months (27 October 2022 to 20 April 2023 and 12 August 2023 to 13 October 2023) on the rolling 12-month figures.

ⁱⁱⁱ Local Government area engagements are on track and fluctuations between quarters are expected due to meeting schedules.

^{iv} People engaged by Fire Equipment Services includes people attending Emergency Management training, participating in evacuation drills, attending presentations, seminars, webinars (but not currently online recordings). In Q2 2023/24, FES recommenced its delivery of fire blanket and extinguisher use training at the Blackburn complex, thereby increasing the number of people engaged.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents ^v						
	No. of incidents other than structure fires and other non-fire related incidents within FRV districts						
	• False Alarms and False Calls	4579	1747	110	3738	2013	4223
	• Good Intent Calls	1603	1230	1052	1774	1438	1889
	• Emergency Medical Response	1884	1778	1538	1561	1511	1535
	• Non-Structure Fires	1023	1306	1909	1174	1503	1824
	• Other	3874	8825	10237	5351	7246	5834
	Total	12,963	14,886	14,846	13,598	13,711	15,305
1.3.4	Decrease in structure fires ^{vi}						
	No. of structure fires incidents within FRV district	907	988	876	955	960	1004
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^{vii}						
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	88.13%	86.06%	79.13%	81.13%	84.72%	87.29% ^{viii}
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.59%	91.81%	92.83%	94.64%	93.87%
2.1.3b	Total operational fleet availability ^{ix}	89.0%	90.6%	91.0%		87%	85%

^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 TZV CAD system. As Australian Incident Reporting System (AIRS) is not available, FRV has used data obtained from the TZV CAD system to provide the result. Using TZV 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 actions on the rolling 12-month figures were 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 TZV data, these calls are aggregated and reported as "Other".

The increase in number of "False Alarms and False Calls" as well as "Good Intent Calls" reported for Q2 FY 2023/24 compared to previous quarters is attributed to the recording of false alarm calls using the appropriate codes during the period 13 October 2023 (cessation of FRV's protected industrial action) and 18 December 2023 (commencement of TZPs protected industrial action). The use of appropriate codes for false alarms also resulted in decrease of number of "Other" incidents. False alarms calls are captured as "Others" by TZP from 18 December 2023 due to the commencement of protected industrial action. It is to be noted that the industrial action has not impacted FRV's ability to report on the total number of incidents attended. The overall increase in the number of incidents reported in Q2 compared to Q1 is likely due to seasonal trends as incidents numbers are historically higher over the warmer months October – March.

^{vi} Number of structure fire incidents relates to data categorisation of type of event (i.e., structural fire) in the TZV CAD system. As the AIRS is not available, FRV has used data obtained from the TZV CAD system to provide the result.

^{vii} As AIRS is not available, FRV has used data obtained from the TZV CAD system to provide the result. Using TZV 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.

^{viii} With the restoration of operation of Station Turn Out (STO) system on 1 August 2023, FRV has improved the response times to structure fire by over 2.5 percentage points compared to the previous quarter.

^{ix} Data reported for Q1 and Q2 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 readily available for reporting. Therefore, the Q1 and Q2 results cannot accurately reflect operational fleet availability.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24	
		Q1	Q2	Q3	Q4	Q1	Q2
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 ^x	20 days	24.2 days	12 days	14 days	16.8 days	18.21 days
3.1.1b	Lost Time Injury ^{xi} Severity Rate per 1000 FTE	9.11	7.51	8.22	5.45	8.87	9.07
3.1.1c	No. injuries and near misses per 1000 FTE ^{xii}	80.64	50.38	68.4	45.18	82.55	88.03
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%	3.04% ^{xiii}
	• Operational women firefighters turnover	0%		0.52%	0.53%	0.51%	2.05% ^{xiv}
	• Operational men firefighters turnover	2.97%		2.86%	3.02%	2.86%	3.09% ^{xv}
3.2.1b	No. of women firefighters in leadership roles	27		27	26	25	25
3.2.1c	Proportion of women and men in operational leadership roles ^{xvi} (rolling 12 months data)						
	• Women in operational leadership roles (proportion of all women Operational Staff)	13.64%		13.64%	13.54%	12.56%	12.69%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%		27.17%	28.04%	26.94%	28.05%

^x A total of 119 new claims were lodged during Quarter 2 2023-24, of which 87 people ceased work. Of those who returned during Q2 2023-24, on average 18.21 workdays elapsed prior to a return.

^{xi} Lost Time Injury Severity Rate per 1000 FTE^{xi} is calculated based on the number of injuries reported in *Solv*, 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.

^{xii} “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.

While calculating the number of injuries and near misses for Q2 2023-24, FRV identified the data for Q1 2023-24 was reported incorrectly and should have been reported as 82.55 instead of the reported data of 72.41. The increase in figures is attributed to an increase in near misses, which is a positive indicator.

^{xiii} The increase in turnover of operational firefighters is the result of an increase in the number of firefighters exiting, mainly due to retirement, during the last 12 months (January 2023 to December 2023).

^{xiv} A total of four women firefighters exited during the last 12-month (January 2023 to December 2023) period compared to two exits in last quarter’s 12-month (October 2022 to September 2023) period has resulted in an increase of the turnover of female firefighters.

^{xv} During the last 12-month period (January 2023 to December 2023, a total of 109 male fire fighters exited compared to 102 in last quarter’s 12-month period (October 2022 to September 2023). As such, turnover percentage has increased, with retirement being the main reason for majority of departures for male firefighters.

^{xvi} 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	Q2
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)					3	3
3.4.1b	No. of Incidents outside FRV district^{xvii}						
	• Structure Fires	187	165	198	178	183	193
	• Non-Structure Fires	190	242	420	256	298	430
	• Emergency Medical Response	196	226	192	173	184	164
	• False Alarms and False Calls	64	29	1	58	18	61
	• Good intent calls	36	21	14	43	21	40
	• Other	924	1245	1113	1008	1069	1224
	Total	1597	1928	1938	1716	1773	2112^{xviii}
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% (21 visits)	100% ^{xix} (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%	100%

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

^{xviii} The overall increase in the number of incidents is likely due to seasonal trends as incidents numbers are historically higher over the warmer months October – March.

^{xix} During Quarter 2 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 opened channels to discuss topical themes for staff.