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Y4 Outcomes Framework Performance Report Q3 2023-2024

Outcome	Indicator	Yearly Baseline (yearly average over the last 5 yrs)	Quarterly Baseline (Ave of values received only for the current reporting quarter over last 5 yrs)	Actual Q3	Outcome	Frequency	Target	Comment
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	23694	29114	33895	✓	Quarterly	-	CFA service delivery continued to focus on bushfire and grassfire safety this quarter, engaging over 2,200 people via community information sessions including Fire Safety Essentials and Fire Safety Planning. CFA members were also active in tourist hotspots, reaching over 5,500 visitors with messages about local bushfire risks and safe travel.
2.1 Fires are prevented	2.1.1 Decrease in the number of house fires	830	180	174	✓	Quarterly	-	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	2008 (3 Year Baseline inc. FYE 2017,2021,2022)	912 (3 Year Baseline inc. FYE 2017,2021,2022)	750	✓	Quarterly	-	Performance is below baseline representing a decrease in the number of grass and scrub fires this quarter and improved outcomes for the community.
2.2 Fires are suppressed quickly and effectively	2.2.1 Increase in percentage of structure fires contained to room of origin	55.1%	53.6%	59.0%	✓	Quarterly	-	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.
	2.2.2 Increase in percentage of grass and scrub fires contained to 5 hectares	94.8% (3 Year Baseline inc. FYE 2017,2021,2022)	92.2% (3 Year Baseline inc. FYE 2017,2021,2022)	94.0%	✓	Quarterly	-	Results demonstrate an increase in the percentage of grass and scrub fires contained to 5 hectares which represents a positive outcome for the community.

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	2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)	57m, 58s	64m, 10s	104m, 31s	✘	Quarterly	-	There were a number of hayshed fires that have significantly skewed this measure. The occurrence of hayshed fires are often influenced by weather conditions during harvest. Firefighting strategies for hayshed fires often require them to be left to burn out under supervision, or a time-consuming process undertaken to separate bails with machinery and manually extinguish. As this is a purposeful approach, this increase in time spent managing these fires disproportionately increases this outcome compared to the quantum of other incidents.
	2.2.4 Decrease in average time to control bushfires	44m, 15s (4 Year Baseline inc. FYE 2017,2021,2022,2023)	70m, 26s (4 Year Baseline inc. FYE 2017,2021,2022,2023)	59m, 43s	✓	Quarterly	-	This quarter saw increased bushfire activity which was anticipated as Victoria entered the first El Nino fire season in three years. The outcome measure is met based on the quarterly baseline figure which is a positive result for CFA and the community.
2.3 Fires are less harmful to the community	2.3.1 Decrease in fire-related fatalities	13	3	2	-		-	There were two fires in Q3 which involved single fatalities. 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.
	2.3.2 Decrease in rate of fire-related injuries	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	9	-	Quarterly	-	A baseline will be established as new data becomes available. Data is one quarter delayed due to lag from the third party data supplier. There were nine fire-related injuries (incidents attended by Ambulance Victoria and CFA) in Q2. One was related to vegetation fire and eight were structure fire related. Ambulance Victoria data is drawn on for this metric, through an arrangement between CFA and the Monash University Accident Research Centre.

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	2.3.3 Decrease in severity of fire-related injuries	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	0	-	Quarterly	-	Ambulance Victoria data is drawn on for this metric, through an arrangement between CFA and the Monash University Accident Research Centre. A baseline will be established as new data becomes available. Data is one quarter delayed due to lag from the third party data supplier. There were no patients (fire-related incidents attended by Ambulance Victoria and CFA) with a moderate/severe GCS in Q2.
	2.3.4 Decrease in stock loss due to fires	1078	18	146	*	Quarterly	-	In Q3, Victoria experienced heightened fire weather conditions, including multiple catastrophic days, that led to a number of significant vegetation fires. There was an increase in stock loss as compared to other quarters due to one significant grass and scrub fire that impacted 2,000 hectares of private property. Whilst the increase is significant, this loss is proportionate to the level of operational activity involving prolonged response.
	2.3.5 Decrease in complete structures loss due to a structure fire	16.6%	17.5%	9.9%	✓	Quarterly	-	A decrease in complete structure loss due to structure fire has been observed this quarter when compared to baseline. This is a positive outcome for the community.
	2.3.6 Increase in the number of homes with operational smoke alarms	1360 (2 Year Baseline inc. FYE 2022,2023)	39 (2 Year Baseline inc. FYE 2022,2023)	301	✓	Quarterly	500 (annual target)	CFA members continued to balance home fire safety activities with engagement on summary programs, reaching over 300 homes in this quarter. This included dedicated campaigns across the South West and North West Regions, including visits to over 40 homes and engagement with older people in a retirement village north of Melbourne.
3.1 Our workplace is safe	3.1.1 Increase in hazard reporting	403 (3 Year Baseline inc. FYE2021,2022, 2023)	103 (3 Year Baseline inc. FYE 2021,2022, 2023)	91	*	Quarterly	-	A modest decrease in hazard reporting was observed this quarter when compared to baseline. No discernible trend has been identified and there is ongoing engagement with members to promote and support increased awareness of the importance of hazard reporting to prevent incidents and/or injuries.
	3.1.2 Decrease in Workplace Injuries (staff and volunteers)	80	99	72	✓	Quarterly	-	A positive result is observed with reduced injuries in the workplace observed this quarter compared to annual and quarterly baselines.

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	3.1.5 Decrease in unplanned absences	(4 Year Baseline inc. FYE 2020,2021,2022, 2023)	(4 Year Baseline inc. FYE 2020,2021,2022, 2023)	3	✓	Quarterly	-	CFA observes continued improvement, seeing a reduction in the number of unplanned absences across Q3.
3.2 We have volunteer and paid workforce that reflects the community it serves	3.2.1 Increase in women/female volunteers in active operational roles	14.9%	15.0%	15.5%	✓	Quarterly	-	Improvement on baseline is observed this quarter, with CFA continuing to focus on increasing the number of women/female volunteers in active operational roles.
	3.2.2 Increase in women/female volunteers in leadership roles	16.6%	16.6%	17.9%	✓	Quarterly	-	Improvement on baseline is observed this quarter, with CFA continuing to focus on increasing the number of women/female volunteers in leadership roles.
	3.2.3 Increase in women/female staff in senior roles	44.5%	44.0%	47.9%	✓	Quarterly	-	Improvement on baseline is observed this quarter. CFA retains a focus on increasing the number of women/female staff in senior roles.
	3.2.4 Increase in volunteers under 40	28.9%	29.0%	28.4%	→	Quarterly	-	Performance for Q3 is in line with the quarterly baseline.
	3.3.3 Increase in satisfaction with the handling and outcomes of complaints	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	-	-	Quarterly	-	There is no data to report for this metric for Q3. Participation in the survey is not mandated and no completed surveys were returned during Q3.
	3.4.3(ii) Increase in staff engagement (All Staff Briefings)	6.3 2 Year Baseline inc. FYE2022, 2023)	6.1 2 Year Baseline inc. FYE2022, 2023)	6.9	✓	Quarterly	-	Q3 produced a positive result, noting that due to operational activity, there was only one forum this quarter.
	3.4.6 Increase in the number of training courses completed by CFA members	4	1	3	✓	Quarterly	-	The Q3 result shows an improvement in performance on baseline and the previous quarter. Training was impacted by operational activity and the delivery of longer training courses in some districts.
4.1 Our investment decisions are transparent and achieve the greatest possible impacts	4.1.1 Timely delivery of major programs and projects	Baseline to be established as historical data becomes available	Baseline to be established as historical data becomes available	56.8%	-	Quarterly	-	A slight increase in reporting and timely status updates from Project Managers is observed this quarter. Ongoing refinements to the Project Manager Framework including the planned introduction of a project stage gate model will support further improvement.

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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	4.3.1 Fire Services Operation Committee (FSOC) workplan delivered	Commentary metric	Commentary metric	-	-	Quarterly	-	FSOC only met once throughout Q3, with other scheduled meetings cancelled due to operational activity and availability of representatives. There is been little progress made with the development of a new workplan, with representatives from FRV recently changing. A new workplan format and reporting tool has been drafted and awaits approval for implementation.
4.4 We work with Emergency Management Victoria and other government departments and	4.4.1 Increase in the number of After Action Reviews	105 (2 Year Baseline inc. FYE2022, 2023)	13 (2 Year Baseline inc. FYE2022, 2023)	14	✓	Quarterly	-	This metric captures state-level After Action Reviews (AARs), and AAR reports submitted by Districts to the CFA Lessons Management Centre where there are observations that may indicate an opportunity for organisation-wide improvements. A concerted effort to increase the number of AARs has seen notable improvement in this metric from Q2.

Performance Key			
✓ Performance met target:	met or exceeded target		
→ Performance in line with target:	within 5% of target		
X Performance below target:	greater than 5% variance from target		