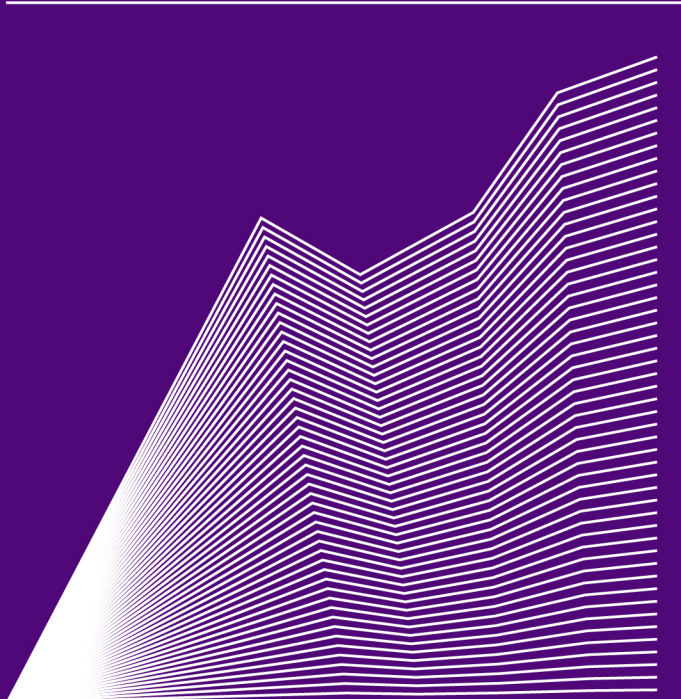


# Q3 FY23/24



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# 1. Summary

This report is prepared and published in accordance with the Fire Services Implementation Monitor's (FSIM) requirements under section 141 of the Fire Rescue Victoria Act 1958 (FRV Act). It provides commentary and analysis on the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks for quarter 3 (Q3) of the 2023-24 financial year (FY).

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

## 1.1 Reporting on outcomes

CFA and FRV have each developed an outcomes framework that sets out their respective outcomes-based fire services performance measures, in accordance with section 140(1) of the FRV Act.

This quarter, CFA reported on 26 indicators in their newly released Year Four Outcomes Framework, and FRV reported on 18 measures (against 12 indicators) in their existing Year Three Outcomes Framework.

CFA and FRV's Q3 2023-24 outcomes progress reports are provided in Appendices A and B, respectively.

### Changes to FSIM's outcomes reporting criteria

FSIM revised its outcomes reporting criteria to streamline reporting this quarter. As such, the criterion 'varies more than 5 per cent from the agency's baseline or average over time' will no longer be reported as a stand-alone criterion but will be considered within the parameters of the three criteria below.

Under these criteria, FSIM has identified the following notable indicators and measures for the quarter:

- **demonstrates a notable achievement:**
  - CFA: Decrease in average time to control bushfires (indicator 2.2.4).
  - CFA: Increase in percentage of grass and scrub fires contained to 5 hectares (indicator 2.2.2).
  - FRV: Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%) (measure 2.1.3a).
- **continuing off-track trend over repeated quarter:**
  - CFA: Decrease average time spent suppressing structure fires (time spent on scene of incident) (indicator 2.2.3).
  - FRV: Increase in support and maintenance of firefighters' physical and psychological health (indicator 3.1.1).
  - FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent) (measure 2.1.3a).
- **significant change from the previous quarter (positive or negative):**
  - CFA: A decrease in stock loss due to fires (indicator 2.3.4).
  - FRV: Number of incidents other than structure fires and other non-fire related incidents within FRV districts: non-structure fires (measure 1.3.3).

## 1.2 Maturing outcomes frameworks

CFA and FRV regularly review their respective outcomes frameworks to ensure the outcomes, indicators and measures continue to align with their strategic priorities and remain fit-for-purpose.

### CFA's outcomes framework

CFA advises that it continues to mature the way in which it uses performance data to inform decision-making. CFA undertakes an annual review of its Outcomes Framework which includes consultation with data stewards across the agency, and then formal consideration by the CFA Executive and Board. CFA report that minimal changes were implemented to provide greater clarity and transparency to reporting.

The following indicators were removed:

- Decrease in new volunteer compensation claims (previously reported as indicator 3.1.3)
- Decrease in new WorkCover claims (previously reported as indicator 3.1.4)
- Increase in timely resolution of internal audit recommendations (previously reported as indicator 4.2.2).

### **FRV's outcomes framework**

FRV commenced a review of the Outcomes Framework to consider potential structure, scope, and alignment with their Strategic Plan. The work is scheduled to be completed by the end of May 2025.

FRV removed the measure 'Average number of days for first return to work within quarter' (formally 3.1.1a). FRV previously reported (Q2 2023-24) the indicator as an ineffective measure of workforce health and safety as it did not account for the claims lodged at the end of the quarter.

## **1.3 Issues impacting data quality and data availability**

### **Industrial action impacting data quality**

Data quality for some FRV indicators continues to be affected by industrial action. For instance, FRV reports that false alarm data informing the measure 'Number of properties with six or more false alarms on different days (rolling 12 months)' are impacted by the ongoing Triple Zero Victoria industrial action since 18 December 2023. This action resulted in arbitrary coding of false alarms. FRV also note that the industrial actions by FRV staff reported in Q1 and Q2 continue to impact the rolling 12-month figures reported for this measure. FRV advise that the Q3 results for this measure are not appropriate for comparison with previous quarters.

As reported in Q2 for the measure '2.1.3b: Total operational fleet availability', FRV report that protected industrial action taken by CFA District Mechanical Operators has meant that FRV cannot access total fleet availability data in regions for formal reporting. CFA note however this industrial action did not impact on appliance-related emergency response or related activities. As industrial action was lifted in February 2024, FSIM will continue to monitor this indicator in future reports.

FRV report that Q3 data reported for measure 2.1.3b reflects appliances in metropolitan Melbourne only.

### **FRV cyber-attack impacts on outcomes framework reporting**

The December 2022 cyber-attack continues to impact FRV's access to the Australian Incident Reporting System (AIRS) and FireCode reporting system. As reported previously, FRV cannot provide results for all operational measures.

FRV report on the following impacted measures using validated data from the TZV Computer Aided Dispatch (CAD) system:

- Number of properties with six or more false alarms on different days (rolling 12 months)
- Number of structure fire incidents
- Number 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 advise AIRS will be restored for reporting in the 2024-25 FY, and FireCode reporting system will not meet its previously reported deadline of June 2024 and is expected to be fully recovered by 30 September 2024.

## 2. CFA and FRV outcomes frameworks – Q3 results

In this section, FSIM reports on CFA and FRV indicators and measures that meet FSIM's reporting criteria.

### 2.1 Demonstrates a notable achievement

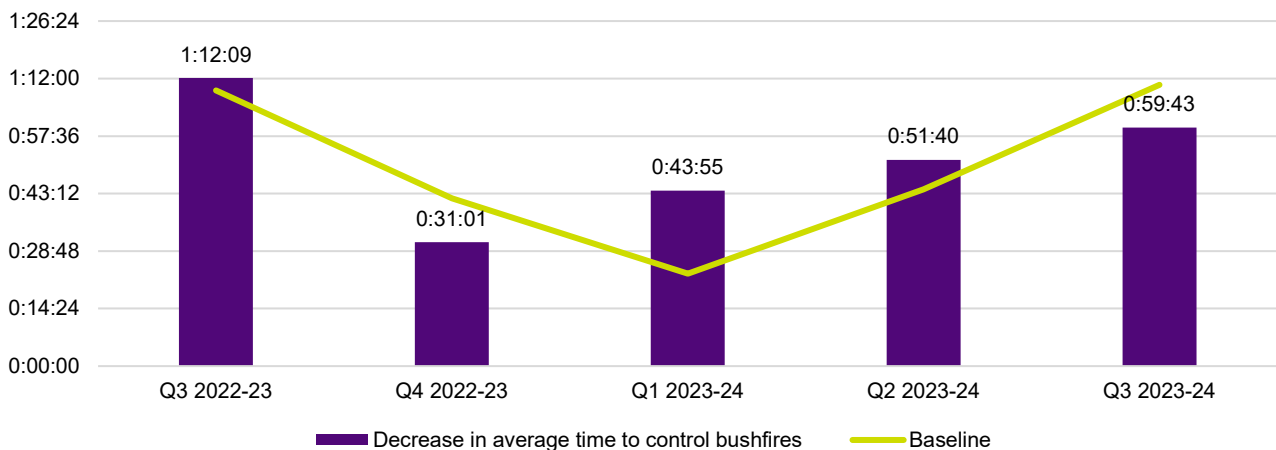
#### 2.1.1 CFA: Decrease in average time to control bushfires (indicator 2.2.4)

CFA reported a decrease in average time to control bushfires representing a positive outcome for the community.

CFA recorded a result of 59 minutes and 43 seconds this quarter, well below the quarterly baseline of 70 minutes and 26 seconds (Figure 1). This is a notable achievement considering increased bushfire activity this reporting period.

CFA advised improvement in the average time to control bushfires is likely linked to the increase in fires contained to 5 hectares. CFA noted there were a number smaller fires requiring less time for containment.

**Figure 1: 2.2.4 Decrease in average time to control bushfires**



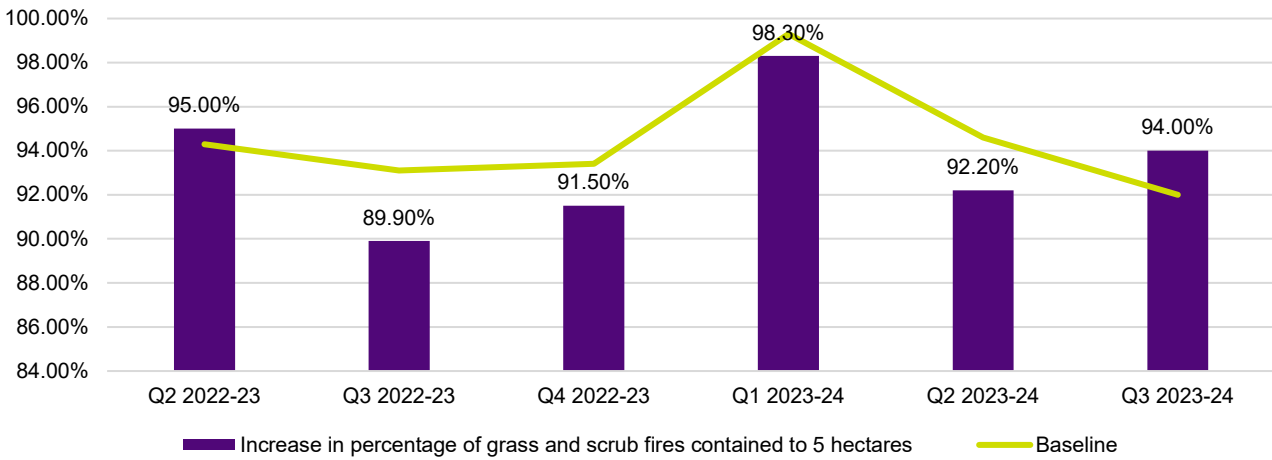
#### 2.1.2 CFA: Increase in percentage of grass and scrub fires contained to 5 hectares (indicator 2.2.2)

CFA reported an increase in percentage of grass and scrub fires contained to 5 hectares, representing a positive outcome for the community (Figure 2).

This quarter's result of 94 per cent is 1.8 per cent higher than the quarterly baseline of 92.2 per cent. This is also the first time CFA has met or exceeded the quarterly baseline for this indicator since Q2 2022-23. FSIM noted that CFA recorded a total of 750 grass and scrub fires in Q3 (indicator 2.1.2).

CFA noted in addition to the operational response and tactics employed, there are a number of environmental and circumstantial factors that influence the ability to contain fire spread and extinguish fires, such as the size of the fire at detection, location of the fire (including accessibility and the terrain), weather conditions, and availability of resources. CFA advised that no direct connections can be made to any specific factors for the positive result in Q3.

**Figure 2: 2.2.2 Increase in percentage of grass and scrub fires contained to 5 hectares**



**2.1.3 FRV: Percentage of emergency medical response (EMR) within 9.2 minutes (target 90 per cent) (measure 2.1.3a)**

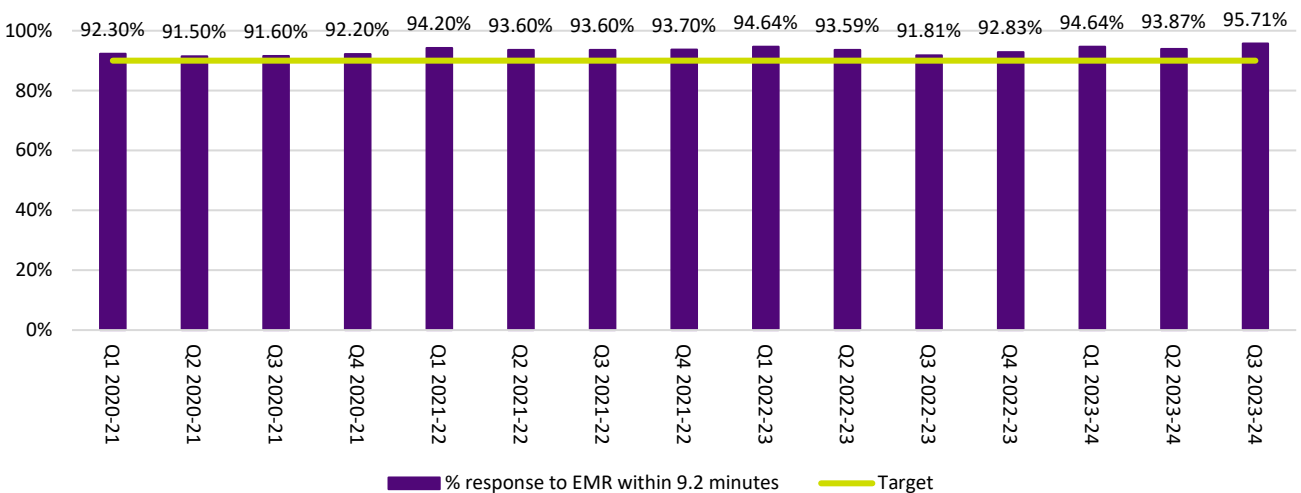
FRV exceeded target for this measure for fifteen consecutive quarters demonstrating a notable achievement.

In Q3, FRV recorded a result of 95.71 per cent, which is its highest result recorded (Figure 3). FSIM notes that FRV responded to a total of 1446 EMR incidents in FRV districts (measure 1.3.3) and 160 EMR incidents outside of FRV districts (measure 3.4.1b).

Data note

The results below are reported using AIRS data from Q1 2020-21 to Q1 2022-23 and TZV CAD data from Q2 2022-23 to Q3 2023-24.

**Figure 3: 2.1.3a Percentage of response to EMR within 9.2 minutes**



## 2.2. Continuing off-track trend over repeated quarters

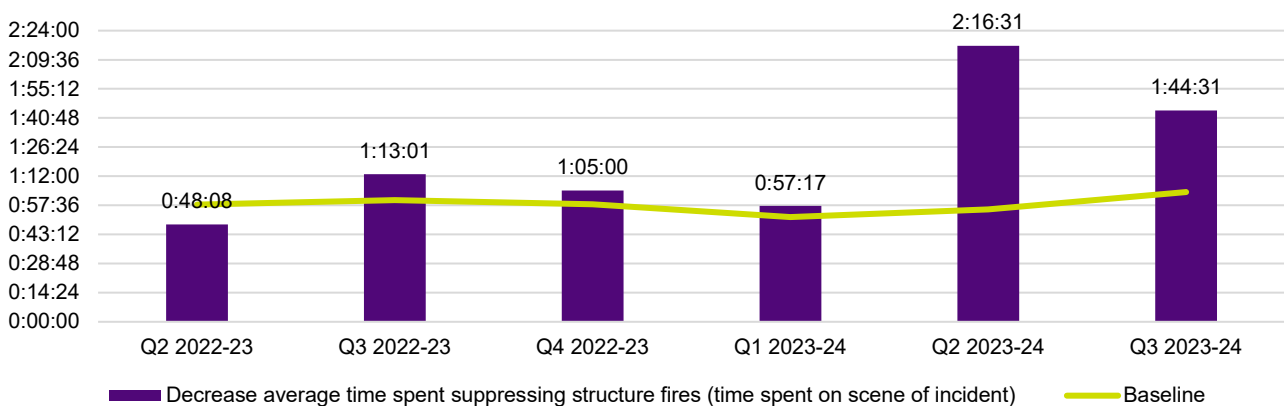
### 2.2.1 CFA: Decrease average time spent suppressing structure fires (time spent on scene of incident) (indicator 2.2.3)

CFA has not met the baseline for this indicator since Q2, 2022-23 (Figure 4).

CFA recorded a result of 104 minutes and 31 seconds this quarter. This is an increase of 40 minutes and 21 seconds on the quarterly baseline of 64 minutes and 10 seconds.

CFA advised there were several hayshed fires during the reporting period. Hayshed fires impact reporting data as they require a significant amount of time to extinguish.

**Figure 4:** 2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)



### 2.2.2 FRV: Increase in support and maintenance of firefighters’ physical and psychological health (indicator 3.1.1)

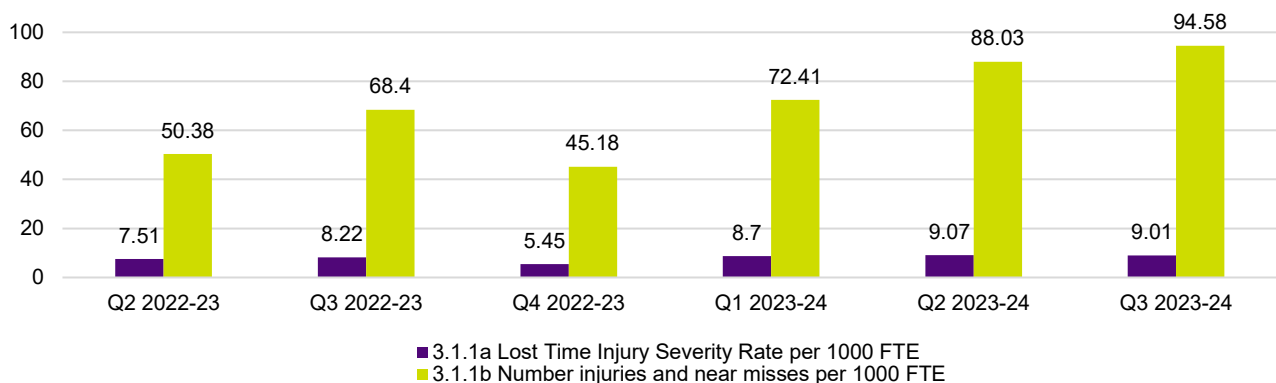
As identified in section 1.2 Maturing Outcomes Frameworks above, FRV has reduced the measures being reported against under the indicator 3.1.1. FRV now only report on the following two measures.

Measure ‘3.1.1a Lost time injury severity rate per 1000 FTE’, FRV recorded a result of 9.01 this quarter, representing a similar result to Q2 2023-24 (Figure 5).

Measure ‘3.1.1b: Number of injuries and near misses per 1000 FTE’, FRV recorded a result of 94.59 this quarter compared to 88.03 in Q2 2023-24 (Figure 5). This is the highest recorded result for this measure. FRV report that the increase of injuries from over Q1 and Q2 2023-24 are in part related to psychological exposure reports which are now classified as incidents/injuries rather than hazards.

**Figure 5:** 3.1.1: Increase in support and maintenance of firefighters’ physical and psychological health.

- 3.1.1a Lost time injury Severity Rate per 1000 FTE
- 3.1.1b Number of injuries and near misses per 1000 FTE



### 2.2.3 FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent) (measure 2.1.3a)

For the fourteenth consecutive quarter, FRV did not meet its target of 90 per cent. This quarter, FRV responded to 83.66 per cent of structure fire incidents within 7.7 minutes (FRV measure 2.1.3a) (Figure 6).

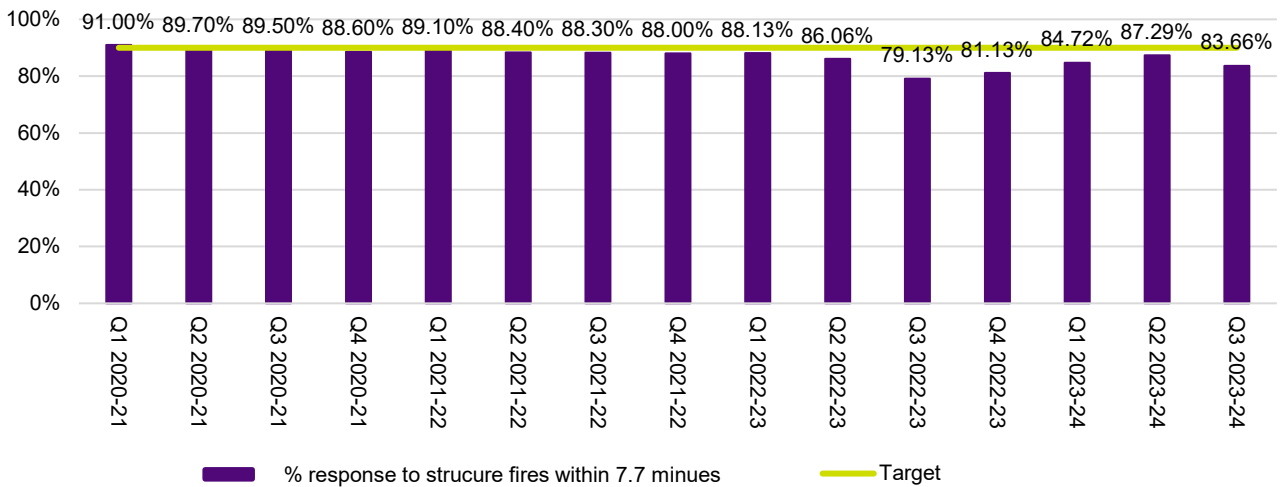
FRV report attending to a higher number of structure fire incidents in Q3 compared to the previous quarter. In Q3, FRV responded to 1113 structure fires incidents within FRV districts, an increase of 109 since Q2, and 211 structure fire incidents outside of FRV districts, an increase of 18 since Q2.

FRV report that with increased demand, and an increased number of responses to events outside FRV districts (see FRV measure 3.4.1), the level of operational availability (appliance at station, ready to respond) was reduced in certain areas requiring some crews to travel further to reach incidents where the local station is otherwise occupied.

Data note:

As AIRS is unavailable, 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.

**Figure 6: 2.1.3a Percentage of response to structure fire incidents within 7.7 minutes (target 90 per cent)**





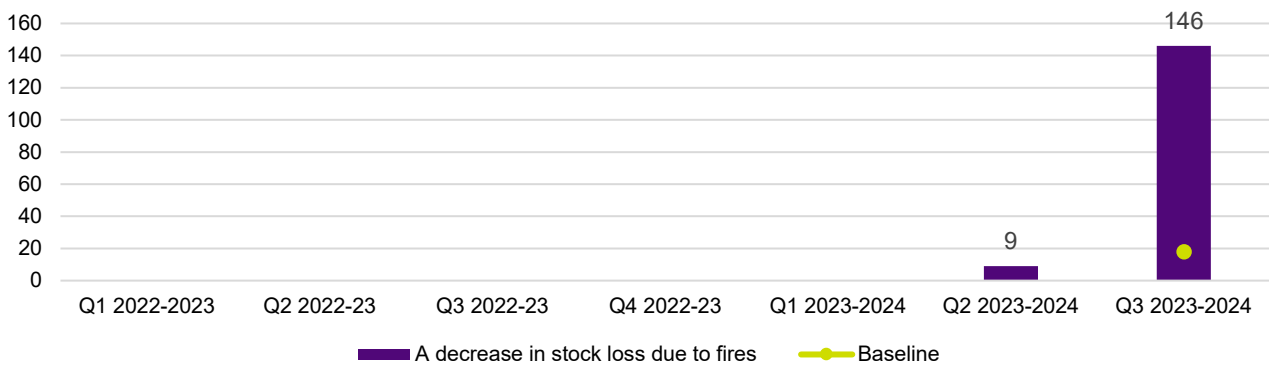
## 2.3 Significant change from the previous quarter (positive or negative)

### 2.3.1 CFA: Decrease in stock loss due to fires (indicator 2.3.4)

CFA recorded a significant change for stock loss in Q3 and did not meet baseline this quarter.

CFA reported 146 for stock lost this quarter compared to nine the previous quarter (Figure 7). This is an increase of 137 for the quarter. CFA reports that this increase was driven by one significant grass and scrub fire that impacted 2,000 hectares of private property.

Figure 7: 2.3.4: A decrease in stock loss due to fires



### 2.3.2 FRV: Number of incidents other than structure fires and other non-fire related incidents within FRV districts: non-structure fires (measure 1.3.3)

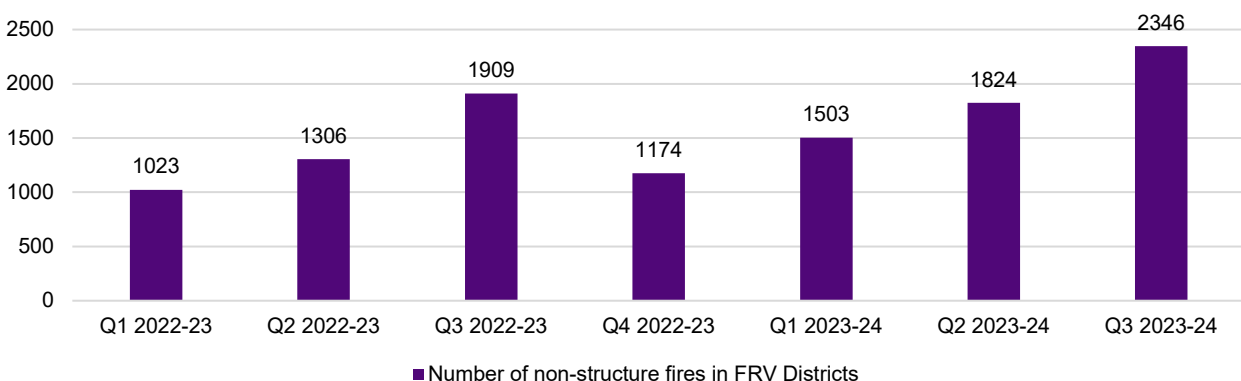
FRV recorded a significant change in the number of non-structure fire incidents in FRV Districts.

FRV reported 2346 non-structure fire incidents this quarter compared to 1824 in Q2, which is an increase of 522 incidents (Figure 8). FRV report that this is consistent with seasonal variability. FRV note that these incidents are attributed to grass and scrub fires in regional areas as well as bin/dumpster fires and passenger vehicle fires in non-regional areas.

Data note:

As AIRS is not available, FRV has used data obtained from TZV CAD to provide this result.

Figure 8: 1.3.3: Number of incidents other than structure fires and other non-fire related incidents within FRV districts: non-structure fires



## 3. Reader guide

### Definitions

Acronym	Title
AIRS	Australian Incident Reporting System
CAD	Computer Aided Dispatch
CFA	Country Fire Authority
EMR	Emergency Medical Response
FES	Fire Equipment Services
FRV	Fire Rescue Victoria
FRV Act	Fire Rescue Victoria Act 1958
FSIM	Fire Services Implementation Monitor
FTE	Full Time Equivalent
FY	Financial year
TZV	Triple Zero Victoria

### 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 together in this document, they are listed in alphabetical order.

### Comparison between agencies' performance against published outcomes frameworks

Comparisons between the agencies should not be made as the outcomes frameworks necessarily vary based on the CFA and FRV's respective strategic and operational priorities and data.

## 4. Appendix A: CFA Q3 2023-24 outcomes progress report

### CFA outcomes framework

This is CFA's Year Three outcomes framework progress report for Q3 2023-24. The CFA progress report includes quarterly year-on-year baselines, which is the average of five years of data (unless otherwise specified) and an annual baseline, which is a five-year average (unless otherwise specified).



cfa.vic.gov.au

## 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.

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
	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.

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
	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.

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
	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.

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
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		



## 5. Appendix B: FRV Q3 2023-24 outcomes progress report

### FRV outcomes framework

In Q3 2023-24, FRV reported on 18 quarterly measures (against 12 indicators). Quarterly data impacted by the cyber-attack in December 2022 has not been included in the progress report for six indicators and ten measures. Annual data is not included in this report and as a result not all indicators and measures are numbered sequentially.

# Fire Rescue Victoria Quarter 3, 2023-2024 Progress Report

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## Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Three (Q3) includes the results of FRV's quarterly outcomes measures for Q3 2023/24 as well as the quarterly results for the previous quarters 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 and it is expected to be restored for reporting from 1 August 2024 (that is, data will be entered into AIRS from the beginning of the 2024/25 financial year).

In the interim, since Q4 2022/23 FRV has obtained data from the Triple Zero Victoria (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

In total, FRV's Outcomes Framework includes ten Outcome Statements, 26 indicators and 48 measures (quarterly and annual), for which quarterly measures are reported wherever possible. A total of 18 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		2022-2023				2023-24		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>1.1</b>	<b>OUTCOMES STATEMENT: SAFER HOMES</b>							
<b>1.1.2</b>	<b>Increase in fire-safe behaviours and escape plans in homes</b>							
1.1.2a	No. of sessions of FireEd and risk reduction programs delivered to the community	169			151	218	264	96 <sup>i</sup>
<b>1.2.3</b>	<b>Decrease in unwanted false alarms to reduce unnecessary emergency responses</b>							
	<b>No. of properties with six or more false alarms<sup>ii</sup> on different days (rolling 12 months):</b>							
	• 6-10	480	387	236	183	131	183	246
	• 11-20	144	121	62	59	32	55	80
	• >20	64	44	17	13	9	14	23
	<b>Total</b>	<b>688</b>	<b>552</b>	<b>315</b>	<b>255</b>	<b>172</b>	<b>252</b>	<b>349</b>
<b>1.3</b>	<b>OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES</b>							
<b>1.3.1</b>	<b>Increase in understanding of risk of fire and other hazards</b>							
	No. of engagements with Local Government Areas by the Community Safety team	88			83	99	74	69 <sup>iii</sup>
<b>1.3.2</b>	<b>Increase in local preparedness and mitigation activities related to fire and natural hazards</b>							
	No. of people engaged by Fire Equipment Services (FES) <sup>iv</sup>	2,127				1,063	1,824	897

<sup>i</sup> The number of risk reduction programs delivered is consistent with historical Q3 results. FireEd sessions are primarily delivered in Q1 and Q2 (school terms 2 and 3). Based on the historical patterns, the reported Q3 data meets the overall expected numbers of FireEd sessions delivered. Considering seasonal variation in output delivery, a move to 12 month rolling, quarterly reporting is under consideration.

<sup>ii</sup> False Alarms are based on incident data recorded in Triple Zero Victoria’s (TZV) Computer Aided Dispatch (CAD) system for false alarms on different days. The false alarms reported are impacted by the ongoing TZV industrial action since 18 December 2023 resulting in the arbitrary coding of false alarms. Hence, the reported results are not appropriate for comparison with previous quarters. Also, the multiple industrial actions in the last 12 months (27 October 2022 to 20 April 2023; 12 August 2023 to 13 October 2023, 18 December 2023 to date) impacts the rolling 12-month figures reported for these periods.

<sup>iii</sup> The slight decrease in number of engagements when compared to Q2 FY 2023/24 is due to a limited number of meetings convened by local governments in January. The total number of engagements are on track.

<sup>iv</sup> People engaged by Fire Equipment Services includes people attending Emergency Management training, participating in evacuation drills, attending presentations, seminars, webinars (but not online recordings). The Q3 results are impacted by seasonal factors, including holiday periods. Historically, the months of January and February are considered as ‘slow’ months.

## Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents <sup>v</sup>							
1.3.3	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	2424
	• Good Intent Calls	1603	1230	1052	1774	1438	1889	3024
	• Emergency Medical Response	1884	1778	1538	1561	1511	1535	1446
	• Non-Structure Fires	1023	1306	1909	1174	1503	1824	2346 <sup>vi</sup>
	• Other	3874	8825	10237	5351	7246	5834	7549 <sup>vii</sup>
	<b>Total</b>	<b>12,963</b>	<b>14,886</b>	<b>14,846</b>	<b>13,598</b>	<b>13,711</b>	<b>15,305</b>	<b>16,789</b>
1.3.4	Decrease in structure fires <sup>viii</sup>							
	No. of structure fires incidents within FRV district	907	988	876	955	960	1004	1113
2.1	<b>OUTCOMES STATEMENT: A BEST- PRACTICE EMERGENCY RESPONSE</b>							
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 <sup>ix</sup>							
	• 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%	83.66% <sup>x</sup>
	• 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%	95.71%
2.1.3b	Total operational fleet availability <sup>xi</sup>	89.0%	90.6%	91.0%		87%	85%	90%

<sup>v</sup> 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 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 & reported as "Other". Due to the ongoing TZV's industrial action since 18 December 2023, false alarm calls are arbitrary coded which has impacted the reporting of the results of the incident categories 'False Alarms and False Calls', 'Good Intent Calls' and 'Others'. The multiple industrial actions in last 12 months (27 October 2022 to 20 April 2023; 12 August 2023 to 13 October 2023, 18 December 2023 to date) also impact the rolling 12-month figures of these incidents.

<sup>vi</sup> While the results for the sub-categories in 1.3.3 cannot be validated in the absence of AIRS, the increase in number of non-structure fire related incidents in Q3 FY 2023/24 compared to the previous quarter is consistent with a seasonal trend, with incidents occurring more during the months of January to March. Historically, these incidents are attributed to the prevalence of grass and scrub fires in the regional areas as well as bin/dumpster fires and passenger vehicle fires in non-regional areas. The percentage increase from Q2 to Q3 23/24 is 28.6%, which is less than the percentage increase from Q2 and Q3 22/23.

<sup>vii</sup> The increase in 'Other' incidents (1.3.3) is likely the result of arbitrary coding of false alarms since TZV's protected industrial action on 18 December 2023. As a result, the reported false alarms, false calls and good intent calls should not be compared with previous quarters.

<sup>viii</sup> Number of structure fire incidents relates to data categorisation of type of event (i.e., structural fire) in the TZV CAD system. As AIRS is not available, FRV has used data obtained from the TZV CAD system to provide the result.

<sup>ix</sup> 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. FRV is also unable to report on the response time for road crash rescue incidents.

<sup>x</sup> The overall volume of incidents is higher in Q3 compared to the previous quarter. With increased demand, and increased number of responses to events outside FRV districts (see 3.4.1) the level of availability is reduced, and FRV crews may have needed to travel further to reach structure fire incidents where the local station is otherwise occupied. However, it is worth noting that FRV has a degree of reservation regarding the accuracy of events classified as structure fire incidents. A more precise identification of the type of incident is only possible with a return of the AIRS system.

<sup>xi</sup> Data reported for Q1, Q2 and Q3 FY 2023/24 reflects 'Metro' only appliances. Due to ongoing CFA protected industrial action since the end of March 2023, the ability of FRV to report on fleet availability is limited as the

### Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>3.1</b>	<b>OUTCOMES STATEMENT: PRIORITISED FIREFIGHTER SAFETY AND WELLBEING</b>							
<b>3.1.1</b>	<b>Increase in support and maintenance of firefighters' physical and psychological health</b>							
3.1.1a	Lost Time Injury <sup>xii</sup> Severity Rate per 1000 FTE	9.11	7.51	8.22	5.45	8.87	9.07	<b>9.01</b>
3.1.1b	No. injuries and near misses per 1000 FTE <sup>xiii</sup>	80.64	50.38	68.4	45.18	82.55	88.03	<b>94.58</b>
<b>3.2</b>	<b>OUTCOMES STATEMENT: A DIVERSE AND INCLUSIVE ORGANISATION</b>							
<b>3.2.1</b>	<b>Increase in number of women firefighters in all ranks, including leadership cohorts, with bold but achievable targets</b>							
<b>3.2.1a</b>	<b>Operational turnover for women and men firefighters (rolling 12 months)</b>							
	All Operational firefighters turnover <sup>xiv</sup>	2.82%		2.77%	2.89%	2.73%	3.04%	<b>2.58%</b>
	• Operational women firefighters turnover	0%		0.52%	0.53%	0.51%	2.05%	<b>2.02%</b>
	• Operational men firefighters turnover	2.97%		2.86%	3.02%	2.86%	3.09%	<b>2.61%</b>
3.2.1b	No. of women firefighters in leadership roles	27		27	26	25	25	<b>25</b>
3.2.1c	Proportion of women and men in operational leadership roles <sup>xv</sup> (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%	<b>11.79%</b>
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%		27.17%	28.04%	26.94%	28.05%	<b>26.98%</b>

information on fleet availability of regional appliances is not readily available for reporting. Whilst FRV cannot access total fleet availability in the regions for formal reporting, the industrial action does not impact FRV's access to fleet and continues to meet regularly with CFA and have daily discussions regarding fleet availability.

<sup>xii</sup> Lost Time Injury Severity Rate per 1000 FTE 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.

<sup>xiii</sup> "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.

When compared to Q2 2023/24, there is an overall increase of 31 (7.4%) in total injuries and near misses reported in Q3 2023/24. The increase of injuries over recent quarters in the current financial year are in part related to psychological exposure reports which are now classified as incidents/injuries rather than hazards.

<sup>xiv</sup> The decrease in turnover of operational fighters is the result of an overall increase in the number of operational men and women firefighters due to new recruits, including 10 women firefighters joining FRV during the period (January 2024 to March 2024).

<sup>xv</sup> Operational Leadership roles are defined as positions from Station Officer to Deputy Commissioner. The decrease in proportion of men and women in leadership roles is the result of an increase in the overall number of operational men and women firefighters.

## Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly

Outcomes Statement / Indicator / Measure Description		2022-23				2023-24		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>3.4</b>	<b>OUTCOMES STATEMENT: A SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE ORGANISATION AND RESPECTED PARTNER</b>							
<b>3.4.1</b>	<b>Increase in collaboration, consultation and advocacy with Country Fire Authority and other sector stakeholders to continually improve community safety and emergency management</b>							
<b>3.4.1a</b>	Total number of service level deeds of agreements (SLDAs) finalised with CFA since FRV establishment (as at end of the quarter)					3	3	3
<b>3.4.1b</b>	<b>No. of Incidents outside FRV district<sup>xvi</sup></b>							
	• Structure Fires	187	165	198	178	183	193	211
	• Non-Structure Fires	190	242	420	256	298	430	446
	• Emergency Medical Response	196	226	192	173	184	164	160
	• False Alarms and False Calls	64	29	1	58	18	61	66
	• Good intent calls	36	21	14	43	21	40	50
	• Other	924	1245	1113	1008	1069	1224	1266
	<b>Total</b>	<b>1597</b>	<b>1928</b>	<b>1938</b>	<b>1716</b>	<b>1773</b>	<b>2112</b>	<b>2199<sup>xvii</sup></b>
<b>3.4.3</b>	<b>Increase in strategic thinking and planning to ensure Fire Rescue Victoria can respond to emerging challenges</b>							
	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% (21 visits)	100% <sup>xviii</sup> (21 visits)
<b>3.4.4</b>	<b>Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations</b>							
	Percentage of registered risks reviewed quarterly as per mandatory requirement in the government risk management framework	100%	100%	100%	100%	100%	100%	100%

<sup>xvi</sup> The business rules for the measure of incidents outside FRV district are the same as within FRV district.

<sup>xvii</sup> 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.

<sup>xviii</sup> During Quarter 3 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, Assistant Chief Fire Officers and Commanders. Visits provide touchpoints between staff and leaders and open channels to discuss topical themes for staff. During the period January to March 2024, 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, rostering, and resourcing.