

**1.1 The community has confidence in our advice and services**

**1.1.1 - Maintain high levels of community trust in the CFA**  
Desired result: Higher

Yearly Baseline	Actual	Result

**Commentary**  
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

**1.1.2 - Increase in the community's trust in CFA advice and service delivery**  
Desired result: Higher

Yearly Baseline	Actual	Result

**Commentary**  
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

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

**1.2.2 - Increase in the direct engagement number of community members engaging with CFA from high fire risk communities**  
Desired result: Higher

Yearly Baseline	Actual	Result
	98.0%	

**Commentary**  
Communities at higher risk include people living, working or visiting bushfire-prone areas and people who at higher risk due to personal circumstances such as disability, age, cultural background. With few exceptions this year, CFA community engagement activities have been designed for these communities and delivered according to local assessment of landscape risk and community profiles.

**1.2.3 - Increase in the community knowledge of fire risk**  
Desired result: Higher

Yearly Baseline	Actual	Result

**Commentary**  
Results from CFA's annual post-season survey are not yet available. Results are expected to be received, and reported on in Q1 2024-25.

**2.1 Fires are prevented**

**2.1.3 - Increase in vegetation management activities on private, council and water authority managed land & roadsides and rail corridors**  
Desired result: Higher

Yearly Baseline	Actual	Result
210 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	294	✓

**Commentary**  
Overall 294 vegetation management treatments were delivered across the year, covering 6258.84 hectares. 243 planned burns were undertaken (5527ha) and 51 Non-Burn Fuel Treatments were undertaken (731ha). This represents a significant program of work, with the result well above baseline.

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

**3.2.5 - Increase in participation in CFA run inclusion & diversity networks and groups**  
Desired result: Higher

Yearly Baseline	Actual	Result
103 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	112	✓

**Commentary**  
There has been an increase in participation in CFA run inclusion and diversity networks and groups which is a positive result. The Gender Equality Working Group has been disbanded and will be replaced with Advisory Groups for all under represented Groups in line with the CFA Diversity and Inclusion strategy, and will support a future increase in participation.

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

**3.3.1 - Increase in volunteer satisfaction with the handling of people management issues and conflict resolution**  
Desired result: Higher

Yearly Baseline	Actual	Result

**Commentary**  
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

**3.3.2 - Decrease in staff experiencing negative behaviours**  
Desired result: Lower

Yearly Baseline	Actual	Result
11.1% <small>(3 Year Baseline) FYE incl 2021, 2022, 2023</small>	10.0%	✓

**Commentary**  
CFA has seen a decrease in negative behaviours reported through the annual People Matter Survey, which is a positive outcome. Negative behaviours measured are bullying, violence or aggression, discrimination, and sexual harassment.

**3.4 Our volunteers and staff are empowered and supported to successfully fulfil their role**

**3.4.1 - Improvement in Volunteer Welfare and Efficiency Level (VoWEL)**  
Desired result: Lower

Yearly Baseline	Actual	Result

**Commentary**  
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

**3.4.2 - Increase in volunteer satisfaction**  
Desired result: Higher

Yearly Baseline	Actual	Result

**Commentary**  
The results of the 2023 VFBV Welfare and Efficiency Survey are not yet available. All indicators drawing from the survey will be reported on once results have been received.

**3.4.31 - Increase in staff engagement part 1 People Matter Survey**  
Desired result: Higher

Yearly Baseline	Actual	Result
63.3 <small>(3 Year Baseline) FYE incl 2021, 2022, 2023</small>	65	✓

**Commentary**  
The 2024 People Matter survey closed in June with an increased engagement score 65 compared to 63 from the 2023 survey.

**3.4.4 - Maintain overall training satisfaction at 4 or above (out of 5)**  
Desired result: Higher

Yearly Baseline	Actual	Result
4.68 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	4.66	➔

**Commentary**  
CFA is maintaining performance and exceeding its target to maintain overall training satisfaction at a rating of 4 or above.

**3.4.5 - Maintain overall digital learning satisfaction at 4 or above (out of 5)**  
Desired result: Higher

Yearly Baseline	Actual	Result
4.20	4.28	✓

**Commentary**  
CFA is maintaining performance, and exceeding the target for maintaining overall digital learning satisfaction at 4 or above (out of 5).

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

**4.2.1 - Increase in the number of volunteers involved in Corporate Governance arrangements at regions and districts**  
Desired result: Higher

Yearly Baseline	Actual	Result
858 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	2,175	✓

**Commentary**  
CFA has seen a significant increase in volunteers involved in corporate governance arrangements in regions and districts which is a positive result. With our volunteers at the centre of what we do and who we are, it is critical that they are involved in these arrangements.

**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 outcomes**

**4.3.2 - Increase in the number of joint FRV/ CFA training and exercises in co-located brigades**  
Desired result: Higher

Yearly Baseline	Actual	Result
44 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	36	✗

**Commentary**  
Performance for this metric is in line with CFA expectations. There are a range of challenges which have limited the ability of some districts to undertake exercising and training with Fire Rescue Victoria in co-located brigades.

**4.3.3 - Increase/ Baseline in the number of CFA personnel participating in AFAC working groups.**  
Desired result: Higher

Yearly Baseline	Actual	Result
54 <small>(2 Year Baseline) FYE incl 2022, 2023</small>	65	✓

**Commentary**  
CFA has 43 representatives on primary AFAC Committees/Groups and 22 representatives on Sub/Technical/Reference Groups, noting individuals may represent CFA in multiple committees/groups. The count includes representation on a number of sub-groups which weren't captured last year, and as such CFA's representation on AFAC groups remains relatively stable.

**4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and Emergency Management Reform**

**4.4.2 - Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.**  
Desired result: Lower

Yearly Baseline	Actual	Result

**Commentary**  
The data for this metric (2023-24) is not currently available. This is collated as part of CFA's annual National Greenhouse and Energy Reporting Scheme (NGERS) reporting. Data is expected to be available in October 2024, and incorporated in Q2 (2024-25) Outcomes Framework reporting.

**Result Legend**

- ✓ Performance met target: Met or exceeded target
- ➔ Performance in line with target: Within 5% of target
- ✗ Performance below target: Greater than 5% variance from target

**Approval**

Approved by:  
**Jason Heffernan**  
Chief Officer

Signed ..... Date .....01/08/2024.....