

Fire Rescue Victoria Quarter 3, 2023-2024 Progress Report

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
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	96 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	183	246
	• 11-20	144	121	62	59	32	55	80
	• >20	64	44	17	13	9	14	23
	Total	688	552	315	255	172	252	349
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	69 ⁱⁱⁱ
1.3.2	Increase in local preparedness and mitigation activities related to fire and natural hazards							
	No. of people engaged by Fire Equipment Services (FES) ^{iv}	2,127				1,063	1,824	897

ⁱ 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.

ⁱⁱ 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.

ⁱⁱⁱ 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.

^{iv} 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 ^v							
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 ^{vi}
	• Other	3874	8825	10237	5351	7246	5834	7549 ^{vii}
	Total	12,963	14,886	14,846	13,598	13,711	15,305	16,789
1.3.4	Decrease in structure fires ^{viii}							
	No. of structure fires incidents within FRV district	907	988	876	955	960	1004	1113
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 (target 90%)	88.13%	86.06%	79.13%	81.13%	84.72%	87.29%	83.66% ^x
	• 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 ^{xi}	89.0%	90.6%	91.0%		87%	85%	90%

^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 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.

^{vi} 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.

^{vii} 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.

^{viii} 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.

^{ix} 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.

^x 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.

^{xi} 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
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	Lost Time Injury ^{xii} Severity Rate per 1000 FTE	9.11	7.51	8.22	5.45	8.87	9.07	9.01
3.1.1b	No. injuries and near misses per 1000 FTE ^{xiii}	80.64	50.38	68.4	45.18	82.55	88.03	94.58
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 women and men firefighters (rolling 12 months)							
	All Operational firefighters turnover ^{xiv}	2.82%		2.77%	2.89%	2.73%	3.04%	2.58%
	• Operational women firefighters turnover	0%		0.52%	0.53%	0.51%	2.05%	2.02%
	• Operational men firefighters turnover	2.97%		2.86%	3.02%	2.86%	3.09%	2.61%
3.2.1b	No. of women firefighters in leadership roles	27		27	26	25	25	25
3.2.1c	Proportion of women and men in operational leadership roles ^{xv} (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%	11.79%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.97%		27.17%	28.04%	26.94%	28.05%	26.98%

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.

^{xii} 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.

^{xiii} "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.

^{xiv} 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).

^{xv} 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
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
3.4.1b	No. of Incidents outside FRV district^{xvi}							
	• 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
	Total	1597	1928	1938	1716	1773	2112	2199^{xvii}
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% (21 visits)	100% ^{xviii} (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%	100%

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

^{xvii} 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.

^{xviii} 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.