

Fire Rescue Victoria Quarter 4 + Annual, 2023-2024 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Four (Q4) includes quarterly and annual results and an overview of FRV's outcomes performance during the financial year (FY) 2023-24. The annual results of previous financial years 2021-22 and 2022-23 are included in this report.

The cyber-attack experienced by FRV in December 2022 continued to impact on FRV's information and computer technology systems and FRV's access to the Australian Incident Reporting System (AIRS) in 2023-24. As such, FRV cannot provide the results on several operational measures as they are dependent on fields captured by the AIRS system. AIRS has recently been restored and it is expected that data will be available for reporting from Q1 2024-25.

For 2023-24 (and since Q4 2022-23) FRV 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

FRV's Outcomes Framework includes ten Outcome Statements, 26 indicators and 51 measures (quarterly and annual). In this report, 41 measures (against 26 indicators) are reported. Three new annual measures (1.1.2b, 2.1.3e and 2.1.3f) are included in this report, and where applicable, year-on-year (YoY) status has been included against each measure. In summary, of the 26 indicators, YoY results demonstrate a positive trend for eight indicators (thirty-one percent), three indicators (12 percent) reveal minimal or no changes, and four indicators (15 percent) suggest that further work is needed to achieve desired outcomes. FRV was unable to identify trends for indicators that are reported using either qualitative measures (five) or

is reliant on unavailable data as a result of the cyber-incident. Cells shaded in pink represent missing data due to the impact of the cyber-attack in December 2022.

Domain One - Prevention and Preparedness

FRV's prevention and preparedness approach to mitigate fire incidents is reflected in three outcome statements, namely, (1) Safer Homes, (2) A Well-Regulated Built Environment and (3) Enabled, Empowered and Resilient Local Communities.

Outcome – Safer Homes (1.1)

A total of eight measures (against three indicators) measure FRV's progress in achieving Outcome 1.1. In this report, FRV reports on four measures (three for 1.1.2 and one for 1.1.3), of which one measure (1.1.2b) is reported for the first time, which includes 2022-23 data. FRV is unable to report on data pertaining to structure fires due to the unavailability of AIRS. There is a 124% increase in the number of FireEd sessions and risks reduction programs delivered to the community in 2023-24 compared to 2022-23. The increase in annual numbers for FireEd and risk reduction programs is attributed to a steady increase in delivery of risk reduction programs, with some of the increase attributed to improvements in data collection. The 35 percent increase in the number of people completing the online eLearning Fire Safety module and the 40 percent increase in unique visits to FRV's Home Fire Safety webpage, compared to 2022-23, reflects the positive impact of FRV's campaigns and programs to increase fire safe behaviour and awareness. The increase in the proportion of people installing or testing smoke alarms (1.1.3b) also strengthens the positive behavioral impact FRV has in supporting the community to mitigate fire risks. Overall, the YoY status for indicators 1.1.2 and 1.1.3 demonstrates FRV's progress in attaining its outcome of Safer Homes.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
1.1	OUTCOMES STATEMENT: SAFER HOMES								
1.1.1	Decrease in preventable fires in homes								
1.1.1a	No. and rate of preventable residential structure fires ⁱ	1,828/10.7							●
1.1.1b	No. of preventable residential structure fires attended by Fire Rescue Victoria by time of day								
	• 1am - 7am	181							●
	• 7am - 1pm	429							●
	• 1pm - 7pm	729							●
	• 7pm - 1am	489							●
1.1.1c	No. of preventable residential structure fires attended by Fire Rescue Victoria in Fire Rescue Victoria Fire District by common causes and locations								
	• Accidental cooking or kitchen related fires	757							●
	• Accidental fires in other household rooms	214							●
	• Accidental fires from smoker’s materials	204							●
	• Electrical distribution equipment malfunction	179							●
	• Household appliance malfunction	207							●
	• Other	267							●
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 ⁱⁱ	223	320	218	264	96	140	718	●
1.1.2b	No. of people completed online FRV/CFA eLearning Fire Safety modules	N/A	1,924					2,600	●
1.1.2c	No. of unique visits to Home Fire Safety webpages ⁱⁱⁱ	N/A	34,223 visits					47,898 Visits	●

ⁱ Preventable residential structure fires relate to ^ Incident data recorded in AIRS – Structure fires in residential buildings (Class 1-4, 10a/b).

ⁱⁱ FireEd sessions are primarily delivered in Q1 and Q2 (school terms 2 and 3). The increase in annual numbers for FireEd and risk reduction programs is attributed to a steady increase in delivery of risk reduction programs, with some of the increase attributed to improvements in data collection.

ⁱⁱⁱ Data includes the number of times users had visited FRV’s Home Fire Safety webpage. Due to the changes made to FRV’s website analytics tool, FRV is unable to report on user details. The data reported for 2022-23 has been updated to provide a consistent comparison to 2023-24. The increase in website traffic indicates a higher-level of engagement with website content during the smoke alarm campaign.

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
1.1.3	Increase in homes with working smoke alarms								
1.1.3a	Percentage of residential structure fires^{iv} with smoke alarms as a proportion of all residential structure fires:								
	• Buildings (Class 1-4)	87%							●
	• Houses (Class 1a)	82%							●
	• Hostels (Class 1b)	94%							●
	• Apartments (Class 2)	91%							●
1.1.3b	FRV-CFA smoke alarm campaign evaluation findings^v								
	• Proportion of people who had tested or would test, existing smoke alarms because of seeing or hearing FRV advertisements	N/A	46%					50%	●
	• Proportion of people who had either bought/installed new smoke alarms because of seeing or hearing FRV advertisements	N/A	24%					22%	●
	• Proportion of people who either plan to buy bought/installed new smoke alarms but had not seen or heard the advertisements	N/A	27%					25%	●
	• Proportion of people who reported having a smoke alarm/detector installed already	N/A	44%					55%	●

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

Outcome – A Well Regulated Built Environment (1.2)

A total of four measures against four indicators are used to measure FRV’s performance towards Outcome 1.2, of which FRV is able report only on one indicator (1.2.3) in this report. The reported 12-month false alarms results of 2023-24 have been impacted by multiple industrial actions (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) while that of 2022-23 was impacted by an industrial action from 27 October 2022 to 20 April 2023, resulting in arbitrary coding of false alarms for the duration of industrial actions. Hence, the decrease in the number of properties that had six or more false alarms in 2022-23 and 2023-24 compared to 2021-22. Accordingly, FRV is unable to identify any trend in progressing towards achieving Outcome 1.2.

^{iv} Structure fires relates to incident data recorded in AIRS – Structure fires in residential buildings (Class 1-4, 10a/b). Rates are calculated by Fire Rescue Victoria Business Intelligence on estimated resident population in 2021 for Fire Rescue Victoria Fire District only (n= 4,287,316). Rate is reported as fires per 100,000 residents.

^v The results are based on post campaign market research for the annual FRV/CFA smoke alarm campaign. FRV, together with CFA will undertake a comprehensive campaign evaluation before developing a new campaign concept for 2025.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
1.2.1	Decrease in preventable fires in higher-risk buildings								
	No. of preventable structure fires in higher-risk buildings ^{vi}	577							●
1.2.2	Decrease in impact from fire due to early detection and suppression systems								
	Percentage of structure fires in non-residential buildings^{vii} with smoke alarms or sprinklers								
	Class 5-9 building (all listed below)	60%							●
	• Class 5, 6, 9 (offices, retail, public buildings)	66%							●
	• Class 7, 8 (car parks, warehouses, factories)	50%							●
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses								
	No. of properties with six or more false alarms^{viii} on different days (rolling 12 months):								
	• 6-10	464	183	131	183	246	183	183	●
	• 11-20	123	59	32	55	80	49	49	●
	• >20	59	13	9	14	23	18	18	●
	Total	646	255	172	252	349	250	250	●
1.2.4	Increase in understanding of and compliance with essential safety measures								
	No. of services provided by Fire Equipment Services (FES) to maintain fire protection equipment and essential safety measures in the built environment ^{ix}	110,650							●

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{vi} Higher Risk Buildings are defined as Class 1b to 9. Class 1b to 9 buildings are more regulated in terms of fire safety standards than Class 1a residential buildings (houses), often because they are larger, multi-story and/or have the potential to impact on more people and property. As Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools. Incident data recorded in AIRS.

^{vii} Non-residential buildings based on incident data recorded in AIRS. Classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

^{viii} 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 TZV industrial action from 18 December 2023 to 23 April 2024 resulting in the arbitrary coding of false alarms. The multiple industrial actions (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) impacts the rolling 12-month figures reported for 2023-24 while the reported results of 2022-23 were impacted by the industrial action from 27 October 2022 to 20 April 2023.

^{ix} Fire Equipment Services includes all completed site visits including both scheduled and unscheduled services; includes all services to fire protection equipment (first attack equipment, fixed systems, passive systems and essential safety measures; excludes emergency management training and consulting services.

Outcome – Enabled, Empowered and Resilient Local Communities (1.3)

A total of four measures (against four indicators) are used to report on FRV’s progress towards Outcome 1.3. The 94 percent increase in the total number of local government engagements (1.3.1) reported during 2023-24 compared to previous years is attributed to improved and systematic reporting processes. However, the cyber-incident in December 2022 has significantly impacted FRV’s capacity to proactively source new business opportunities to train employees, resulting in lower number of engagements by Fire Equipment Services (FES). There has been a slight increase (8 percent) in the total number of incidents attended by FRV during 2023-24 when compared to 2022-23. The multiple industrial actions during the reporting period (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024), resulted in the arbitrary coding of false alarms, thereby impacting the results of incidents reported under the sub-categories ‘False Alarms and ‘False Calls’, ‘Good intent calls’ and ‘Others’. However, the industrial actions had no impact on the reporting of *total* number of incidents attended during 2022-23 and 2023-24. The total number of structure fire incidents also has increased (12 percent) in 2023-24 compared to 2022-23. Despite active efforts by FRV to prevent fires, the number of incidents continues to rise. This is largely driven by factors beyond the control of FRV, such as population growth, increased dwelling density, and the wider adoption of lithium-ion batteries for electrical vehicles, all of which contribute to a heightened demand for FRV’s services.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
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 ^x	81	171	99	74	69	98	333	●
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) ^{xi}	7,107	5,603	1,063	1,824	897	1,416	5,200	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^x The increase in number of engagements in Q4 when compared to Q3 2023-24 is seasonal. Historically, maximum number of meetings convened by local governments are during the months April to October. The newly developed systematic process of recording engagement activities during 2023-24 has resulted in the increase of reported engagements, compared to the previous financial year.

^{xi} People engaged by Fire Equipment Services (FES) consists of people attending Emergency Management training, including fire blanket and extinguisher user training at the Blackburn complex, participating in evacuation drills, attending presentations, seminars and webinars (excluding online recordings). The increase in Q4 results, compared to Q3, is attributed to the seasonal factors as the months of January and February are considered as ‘slow’ months. Since the cyber-incident in December 2022, the lack of system access (FireCode) created extensive manual work arounds leaving FRV personnel limited capacity to proactively engage with stakeholders. This has resulted in a lower number of engagements by FES, which had impacted the number of overall engagements throughout 2023-24.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
1.3.3	Decrease in preventable non-structure fires and other hazard related incidents^{xii}								
	No. of Incidents other than structure fires and other non-fire related incidents within FRV districts^{xiii}								
	• False Alarms and False Calls	17,781	10,174	2,013	4,223	2,424	4,446	13,106	●
	• Good Intent Calls	7,319	5,659	1,438	1,889	3,024	2,329	8,680	●
	• Emergency Medical Response	6,494	6,761	1,511	1,535	1,446	1,521	6,013	●
	• Non-Structure Fires	5,804	5,412	1,503	1,824	2,346	1,520	7,193	●
	• Other	15,362	28,287	7,246	5,834	7,549	5,224	25,853	●
	Total	52,760	56,293	13,711	15,305	16,789	15,040	60,845	●
1.3.4	Decrease in structure fires^{xiv}								
	No. of structure fires incidents within FRV district	3,496	3,726	960	1,004	1,113	1,113	4,190	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xii} 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 was able to provide data on 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”.

^{xiii} Due to the TZV’s industrial action from 18 December 2023 to 23 April 2024, false alarm calls were 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 (12 August 2023 to 13 October 2023, 18 December 2023 to 23 April 2024) also impact the rolling 12-month figures of these incidents. In Q4 2023-24, there was a slight decrease in the overall total number of incidents attended when compared to the previous quarters of Q2 and Q3, attributed to the decrease in the number of non-structure fires (including bush, grass and scrub fires). However, there has been an 8 percent increase in the number of incidents attended in 2023-24 compared to 2022-23.

^{xiv} 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.

Domain Two - Response and Recovery

FRV's approach to response and recovery is measured via three outcome statements, namely A Best-Practice Emergency Response (2.1), Saving Lives (2.2) and Helping Recover (2.3). In this report, FRV reports on 11 measures (including two new measures) against three indicators of Outcome 2.1, one qualitative measure against one indicator for Outcome 2.2 and one measure against one indicator for Outcome 2.3.

There has been a slight increase in the number of preventable fire-related fatalities during the year 2023-24 (13) compared to 2022-23 (9). In 2021-22 there were 12 preventable fatalities, proportionate to 2023-24. The interoperability capabilities, reflected in the number of FRV staff trained to contribute towards State Emergency Management remained consistent in 2023-24.

During the reporting period, FRV's response times for EMR has constantly achieved the benchmark of 9.2 minutes above the target of 90 percent. FRV has improved (2.28 percent) its response times to structure fire within the benchmark of 7.7 compared to the previous reporting year. In 2023-24, FRV's reporting on the availability of fleet was limited to 'metro' regions due to the CFA protected industrial action from the end of March 2023 to March 2024, as well as FRV protected industrial action. Therefore, 2023-24 results cannot be compared to 2022-23.

The two reported additional measures (2.1.3e and 2.1.3f) on skills acquisition training reveal that there has been an increase in contact hours and number of operational staff who had taken skills acquisition training in 2023-24 compared to 2022-23. The decrease in the percentage of staff requiring skills maintenance and core skills maintenance (both specialist capability and core skills - 2.1.3c and 2.1.3d) since 2021-22 reflects the reduced demand (need) for training. FRV is working towards identifying the mandatory minimum number of skills maintenance training days in its Capability Framework. Overall, when comparing all metrics, FRV's progress towards achieving Outcome 2.1 in 2023-24 remains steady.

FRV continued to deliver training and new equipment, and enhanced processes and protocols to improve the delivery of medical response that directly leads to better patient outcomes. During the reporting period, there has been a 32 percent increase, compared to 2022-23, in number of staff engaged in community recovery activities following a disaster or emergency incident. The YoY status of measures related to indicators 2.2.1 and 2.3.1 show a positive trend in achieving the indented outcomes of saving lives and helping communities in recovery.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
2.1	OUTCOMES STATEMENT: A BEST PRACTICE EMERGENCY RESPONSE								
2.1.1	Decrease in negative impact on life and property from fire and other emergency incidents								
2.1.1a	No. of (preventable) fire-related fatalities (Fire Rescue Victoria Fire Investigations Unit) ^{xv}	12	9					13	●
2.1.1b	Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin								
	• 1am - 7am	76%							●
	• 7am - 1pm	90%							●
	• 1pm - 7pm	88%							●
	• 7pm - 1am	88%							●
2.1.2	Increase in interoperability capabilities and seamless multi-agency responses								
2.1.2a	No. of Level 3 Incident controllers	38	38					38	●
2.1.2b	No. of employees trained to contribute to State Emergency Management arrangements:								●
	• Total no. Operational employees	737	613					608	●
	• Total no. Corporate employees	70	66					66	●
	Total All Staff	807	679					674	●
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^{xvi}								
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	88%	83.67%	84.72%	87.29%	83.66%	88.4%	86.03%	●
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	93.7%	93.30%	94.64%	93.87%	95.71%	95.33%	94.88%	●
	• Percentage of response to Road rescue responses within 13.5 minutes	84%							

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xv} A preventable fire fatality is defined as a death occurring in any fire that was started accidentally. A non-preventable fire fatality is a fatality resulting from a deliberately lit fire. There has been slight increase in the number of preventable fire-related fatalities during 2023-24 when compared to 2022-23, however the number of fatalities is proportional with 2021-22.

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

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
2.1.3b	Total operational fleet availability ^{xvii}	88%	90.2%	87%	85%	90.3%	84%	87%	●
2.1.3c	Percentage of specialist capability staff (Technical Operations skills maintenance completed)	83%						76%	●
2.1.3d	Percentage of staff with core skills maintenance drill completed (YTD)	86.7%						69.7%	●
2.1.3e	Total number of yearly skills acquisition contact hours (YTD)	N/A	249,386 hours					379,615 hours	●
2.1.3f	Total number of FRV participants that have undertaken acquisition training (YTD)	4,176	8,424					9,832	●
2.2	OUTCOMES STATEMENT: SAVING LIVES								
2.2.1	Increase in firefighters with contemporary emergency medical response skills and equipment to assist people during emergencies								
	Delivery of programs and protocols for better patient outcome	N/A	EMR training delivered in regional areas					Refer Footnote xviii	●
2.3	OUTCOMES STATEMENT: HELPING RECOVER								
2.3.1	Increase in the timeliness and effectiveness of community recovery following a disaster or emergency incidents								
	No. of FRV staff engaged alongside SES in community recovery activities following a disaster or emergency incidents	N/A	314					415	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xvii} Data reported for 2023-24 reflects 'Metro' only appliances. Due to CFA protected industrial action from the end of March 2023 to March 2024, as well as FRV protected industrial action, the ability of FRV to report on fleet availability was limited. Whilst FRV could not access total fleet availability data in the regions for formal reporting, the industrial action did not impact FRV's access to fleet and FRV continued to meet regularly with CFA to have daily discussions regarding fleet availability. FRV requires 85% availability to ensure all fire stations are equipped to fully respond to incidents. The other 15% comprises of service exchange fleet used to support the main fleet such as emergency strike teams (for use within Victoria and interstate) and community engagement activities. The 15% also includes vehicles out of commission for training, repairs and service.

^{xviii} During 2023-24, FRV delivered over 22,000 training interactions across the EMR workforce, delivered new equipment and enhanced processes and protocols. This has ensured FRV that FRV has the foundation of skills and competencies to deliver high quality medical response. FRV increased its capacity to respond to incidents with numerous casualties by introducing modern mass-casualty equipment and training. In conjunction with Ambulance Victoria, FRV also introduced a suite of new Clinical Practice Protocols (CCP's) to ensure FRV is delivering the most current medical care to patients, directly leading to better patient outcomes.

Domain Three – Organisational Excellence

FRV’s vision for Organisational Excellence is reflected in four outcomes statements, namely Prioritised Firefighter Safety and Wellbeing (3.1), A Diverse and Inclusive Organisation (3.2), A Data-driven and Innovative Organisation (3.3) and A Socially and Environmentally Responsible Organisation and Respected Partner (3.4).

Outcome – Prioritised Firefighter Safety and Wellbeing (3.1)

The impact of FRV’s initiatives in prioritising safety and wellbeing of firefighters are reported using two measures (against one indicator). This declined from four to two measures, as two were not considered relevant measures due to the complexity of the business rules (an increase in the support and maintenance of firefighters’ physical and psychological health). FRV is currently undertaking a review of Health Safety and Wellbeing indicators and performance metrics, concurrently with FRV’s Outcomes Framework review. The increase in the number of injuries and near misses is attributed to the reclassification of exposure reports, as incidents/injuries now include psychological exposure rather than hazards. This is reflected in the slight increase in loss time due to injuries. Overall, the YoY status, according to current reporting measures, indicates the need to continue to prioritise the safety and wellbeing of firefighters.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.1

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
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 ^{xix} Severity Rate per 1000 FTE	N/A	7.57	8.87	9.07	9.01	6.96	8.48	●
3.1.1b	Number of injuries and near misses per 1000 FTE ^{xx}	N/A	61.06	82.55	88.03	94.58	81.91	86.77	●

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{xix} 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. In Q4 2023-24, there was a decrease in combined injuries and near miss reports. This resulted in a decrease in the metric to 81.91 in Q4 from 94.58 in Q3 2023-24.

^{xx} "Injuries" includes any reported incident requiring First Aid Treatment or Medical Treatment 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. Overall, in Q4, a downward trend could be observed for both lost time and number of injuries and near misses.

When compared to 2022-23, there is an increase in total injuries and near misses reported in 2023-24. The increase of injuries in the current financial year are in part related to psychological exposure reports which are now classified as incidents/injuries rather than hazards. In addition, an increase in incident/near miss reporting can be seen as a positive indicator (the more minor incidents and near misses are reported, the more controls can be put in place before incidents become more serious).

Outcome – A Diverse and Inclusive Organisation (3.2)

Nine measures (including two qualitative measures) are reported against the three indicators (six for Indicator 3.2.1, one for 3.2.2 and two for 3.2.3) for Outcome 3.2. During 2023-24, FRV reported on three measures on a quarterly basis. There has been a slight decrease (0.53 percent) of overall turnover of operational firefighters and a marginal increase (1.46 percent) in operational women firefighters which is attributed to the retirement of a female operational women firefighter in a leadership role. As a result of this retirement there has been a reduction of one in the number of women firefighters in leadership roles (3.2.1b). FRV has been successful in recruiting more women firefighters during 2023-24 when compared to 2022-23 (19 and 7 respectively). As there was no firefighter recruitment in 2023-24, the number of recruits reported were selected during the recruitment process held in the first half of 2023 (3.2.1e). The overall gender and age disparity among operational, corporate and technical employees remains consistent in 2023-24 when compared to 2022-23 (3.2.3a). FRV continued to deliver initiatives and implement programs identified in its Reconciliation Action Plan (RAP) and finalised and endorsed its Diversity Equity and Inclusion Strategy during the reporting financial year. Overall YoY status of the reported measures demonstrates FRV’s progress towards a diverse and inclusive organisation.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
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								
3.2.1	Operational turnover for men and women firefighters (rolling 12 months) ^{xxi}								
3.2.1a	All Operational firefighters turnover	N/A	2.89%	2.73%	3.04%	2.58%	2.36%	2.36%	●
	• Operational women firefighters turnover ^{xxii}	N/A	0.53%	0.51%	2.05%	2.02%	1.99%	1.99%	●
	• Operational men firefighters turnover	N/A	3.02%	2.86%	3.09%	2.61%	2.38%	2.38%	●
3.2.1b	Number of women firefighters in leadership roles	N/A	26	25	25	25	25	25	●
3.2.1c	Proportion of women and men in operational leadership roles ^{xxiii}								
	• Women in operational leadership roles (proportion of all women Operational Staff)	N/A	13.54%	12.56%	12.69%	11.79%	11.96%	11.96%	●
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	N/A	28.04%	26.94%	28.05%	26.98%	27.72%	27.72%	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xxi} Operational Leadership roles are defined as positions from Station Officer to Deputy Commissioner.

^{xxii} The increase by 1.46% in 2023-24 compared to 2022-23 is due to the retirement of one woman firefighter in a leadership role in Q1 2023-24.

^{xxiii} Operational Leadership roles are defined as positions from Station Officer to Deputy Commissioner.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
3.2.1d	Women firefighter applicants as a proportion of all applicants (no. & %)xxiv	768 applicants 14.2%	683 applicants 16.2%					Not applicable	
3.2.1e	Women firefighter recruits as a proportion of all recruits (no. & %)xxv	9 recruits 5.1%	7 recruits 11.7%					19 recruits 8.1%	●
3.2.1f	Successful recruitment and retention of women firefighters	9 recruits 0 exits 100% retention	7 recruits 0 exits 100% retention					19 recruits 0 exits 100% retention	●
3.2.2	Increase in acknowledgement and understanding of Aboriginal and Torres Strait Islander peoples and cultures in Fire Rescue Victoria's workforce and workplace								
	Reconciliation Action Plan (RAP) update	Draft RAP endorsed	RAP launched and implementation commenced					Refer Footnote xxvi	●
3.2.3	Increase in diversity and inclusion capacity to better meet the needs of all Victorians, including culturally and linguistically diverse people, people with disability, and LGBTIQ people								
3.2.3a	Workforce profile: operational/corporate by age and other Diversity and Inclusion indicators								
	Gender								
	• Operational Employees (no)								
	o Women	N/A	203					213	●
	o Men	N/A	3,742					3,769	●
	Total	N/A	3,945					3,982	●
	• Corporate and Technical Employees (no)								
	o Women	N/A	437					424	●
	o Men	N/A	415					449	●
	o Others	N/A	12					9	●
	Total	N/A	864					882	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

xxiv No recruitment occurred during 2023-24. The number of recruits reported where selected during the recruitment process held in the first half of 2023.

xxv Compared to 2022-23, more women were successfully recruited in 2023-24 though the proportion of women recruits compared to male counterparts remained slightly lower than 2022-23 but higher than 2021-22.

xxvi RAP Implementation Group was established, awareness raising activities were delivered as part of Reconciliation and NAIDOC Week and aboriginal artwork was embedded across worksites. Status of the initiatives identified in RAP: 51% complete, 34% in-progress and 15% yet to commence.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
	Age								
	• 15-24	N/A	34					33	●
	• 25-34	N/A	917					904	●
	• 35-44	N/A	1,532					1,656	●
	• 45-54	N/A	1,084					1,074	●
	• 55-64	N/A	1,031					954	●
	• 65+	N/A	211					243	●
	Total	N/A	4,809					4,864	
3.2.3b	Diversity, Equity and Inclusion Framework and Action Plan (DEI Strategy) progress	Draft DEI Strategy Approved	DEI Strategy endorsed and presented for consultation					DEI Strategy updated and endorsed	●

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

Outcome – A Data Driven and Innovative Organisation (3.3)

A total of four measures (two quantitative and two qualitative) against two indicators are used to report on FRV’s progress towards being a data-driven and innovative organisation. FRV is able to report on three out of four measures reported against two indicators for Outcome 3.3. Due to the unavailability of FireCode, FRV is unable to report on the Net Promoter Score (NPS), collected from Fire Equipment Services (FES) client satisfaction survey. FRV intends to report on NPS from next financial year either using FireCode or another interim tool. Compared to 2022-23, the 10 percent decrease in the number of doctrines updated is attributed to delays in consultation processes (3.3.1).

FRV has continued to collaborate, support research and advocate for fire safety with industry and research partners (3.3.2). Examples include research collaboration on child fire safety and burns prevention, partnering with stakeholders (Victorian Burns Prevention Partnership) and advocacy to improve Australian Standards. Overall, FRV continues to work towards achieving Outcome 3.3.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.3

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
3.3	OUTCOMES STATEMENT: A DATA-DRIVEN AND INNOVATIVE ORGANISATION								
3.3.1	Increase in use of and participation in research, data analytics and evaluation to support evidence-based decision making and improvements to community and firefighter safety								
3.3.1a	Fire Equipment Services (FES) Net Promoter Score (NPS) ^{xxvii} client satisfaction score (rolling 12-mth)	66%							●
3.3.1b	Report on roll-out of data-centric projects or tools to improve usage of data analytics and evaluation	N/A	SLP endorsed and ERDP completed					Refer Footnote xxviii	●
3.3.1c	Number of doctrines updated ^{xxix}	N/A	105					94	●
3.3.2	Increase in use of and participation in research and development, in collaboration with industry and sector partners								
	Report on collaboration and research activities with industry and sector partners	N/A	Fire safety advocacy activities					Refer Footnote xxx	●

● **Positive trend YoY**

(Based on YoY comparison from previous years)

● **No / minimal change YoY**

(Based on YoY comparison from previous years)

● **Negative trend YoY**

(Based on YoY comparison from previous years)

● **YoY not available/applicable**

^{xxvii} Net Promoter Score (NPS) is based on the following data collection approach:

- A Client Satisfaction Survey sent to all Fire Equipment Services clients who have received a service in the month prior (exception being clients who receive monthly services only being surveyed every six months)
- Clients may request to be removed from future surveys (opt out)
- NPS question requires a response on a rating scale of 1-10 (1-6 considered “detractors”, 7-8 considered “passives”, 9-10 considered “promoters”) with the “NPS” calculated as “(promoters – detractors) divided by total responses” resulting in a range from -100 to +100

^{xxviii} FRV uplifted development and deployment of Power BI products for response performance analysis and reporting, which has enabled FRV to better visualise data and share insights across the organisation. FRV also developed a web application mapping tool to search for addresses for historical incidents. This application is utilised by FRV’s Community Resilience Department.

^{xxix} Doctrines are reviewed and updated periodically. The slight decrease in number of doctrines reviewed during 2023-24, compared to 2022-23, is attributed to delays in consultation processes.

^{xxx} In 2023-24 FRV sponsored a research project to support FRV’s work in updating the Early Fire Safe program. The child fire safety and burns prevention data from Maternal and Child Health Nurses and parents of pre-school aged children were collected and analysed. In addition, FRV together with CFA, The Alfred Hospital, The Royal Children’s Hospital, Kidsafe Australia and Energy Safe Victoria participated in Victorian Burns Prevention Partnership (VBPP) initiatives. FRV continued to advocate fire safety for decreasing injury and fatalities from petrol-related thermal burn. In 2023-24, FRV advocated for changes to Australian Standards to adopt international standards and update AS/NZS 2906:2001 (Fuel Containers) and AS1940 (The Storage and handling of flammable and combustible liquids).

Outcome – A Socially and Environmentally Responsible Organisation and Respected Partner (3.4)

Six measures (one qualitative and five quantitative) are reported against the four indicators of Outcome 3.4, of which four measures are reported on a quarterly basis. FRV reports YoY status for five quantitative measures.

FRV continued to collaborate with sector stakeholders to improve community safety and emergency management. In 2023-24, there has been a 12 percent increase in FRV attending to emergency incidents outside of the FRV district. During 2023-24, there has been an 8 percent decrease in FRV’s overall employee turnover rate (with a decrease of 15.8% among operational employees). FRV has maintained the number of station and work site visits during this financial year and continues to meet mandatory risk management legislative and regulatory requirements (3.4.4a). FRV’s indirect greenhouse gas emissions have slightly declined by 2.9 percent when compared to 2022-23 (3.4.4b). Overall, YoY status of the reported measures demonstrates that FRV is progressing steadily towards achieving Outcome 3.4.

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
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	Progress of service delivery plans (formerly SLAs) with CFA		Progress status provided	3	3	3	3	Refer Footnote xxxi	●
3.4.1b	No. of structure fire incidents and other non-fire related incidents outside FRV district ^{xxxii}								
	• Structure Fires		728	177	190	207	212	788	●
	• Non-Structure Fires		1,108	298	429	439	344	1,510	●
	• Emergency Medical Response		787	184	164	160	186	694	●
	• False Alarms and False Calls		152	18	61	66	57	202	●
	• Good intent calls		114	21	40	50	49	160	●
	• Other		4,290	1,064	1,209	1,252	1,184	4,709	●
	Total		7,179	1,762	2,093	2,174	2,032	8,061	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xxxii} Following the Fire Services Reform Strategic Executive Committee’s review of the Year Two to Five Fire Services Reform Implementation Plan, FRV and CFA agreed to develop Service Delivery Plans (SDPs) under the Overarching Service Level Agreement and Deed of Agreement (SLDA). FRV commenced working with CFA to transition SLDA schedules to SDPs. An FRV/CFA shared template has been developed for this transition to progress.

^{xxxii} Data for Q1, Q2 and Q3 has been updated as FRV noted some minor discrepancies when finalising annual figures.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
3.4.2	Increase in workforce and asset planning to ensure sufficient resources now and into the future								
3.4.2a	Workforce turnover by age, gender and operational / corporate staff								
	No. of Fire Rescue Victoria employees exiting, including end of fixed term arrangements over a rolling 12-month period	253	221					210	●
	All Fire Rescue Victoria employees turnover rate (%)	5.76%	4.96%					4.61%	●
	Operational employee departures (no.)								
	Total	104	107					90	●
	Women	2	1					4	●
	Men	102	106					86	●
	• 25-34 years	1	2					3	●
	• 35-44 years	11	5					7	●
	• 45-54 years	6	10					5	●
	• 55-64 years	55	67					54	●
	• 65+ years	31	23					21	●
	Corporate/Technical employee departures								
	Total	149	114					120	●
	Women	84	55					68	●
	Men	64	57					49	●
	Non-disclosed gender status	1	2					3	●
	• <25 years	0	3					5	●
	• 25-34 years	5	33					32	●
	• 35-44 years	43	20					32	●
	• 45-54 years	39	32					26	●
	• 55-64 years	19	13					17	●
	• 65+ years	6	13					8	●
	• Non-disclosed age	37	0					0	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

Fire Rescue Victoria’s Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024				2023-2024 Annual	Status YoY
				Q1	Q2	Q3	Q4		
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 (YTD) ^{xxxiii}	100%	100% (84 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (84 visits)	●
3.4.4	Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations								
3.4.4a	Percentage of registered risks reviewed as per mandatory requirement in the government risk management framework	100%	100%	100%	100%	100%	100%	100%	●
3.4.4b	Decrease in carbon footprint with sustainable practices ^{xxxiv}								
	• Total direct greenhouse gas emissions (Tonnes CO ₂ -e)	6,066.17	8,227.35					9,182.47	●
	• Total indirect greenhouse gas emissions (Tonnes CO ₂ -e)	8,514.40	8,702.18					8,446.27	●

● Positive trend YoY

(Based on YoY comparison from previous years)

● No / minimal change YoY

(Based on YoY comparison from previous years)

● Negative trend YoY

(Based on YoY comparison from previous years)

● YoY not available/applicable

^{xxxiii} During 2023-24, there were a total of 273 station/worksite visits senior executive leaders, including the target of 84 scheduled stations visits. The most common topics covered were infrastructure, training, management, and health.

^{xxxiv} The slight decrease of 2.9% in indirect greenhouse gas emission during 2023-24, compared to 2022-23, is attributed to the ongoing energy efficiency upgrades. FRV continues to implement and extend energy efficiency solutions and measures to reduce the greenhouse gas emissions, such as:

- progressive roll-out of the Siemens Building Management System (BMS) to the new and Division B fire stations.
- progressive replacement of lighting with LEDs across FRV sites.
- reassessing, scaling and replacement of heating, ventilation and air conditioners (HVACs) and hot water systems.
- preferencing high energy efficiency rated products when purchasing new and replacing dated electric appliances and devices.
- establishing the power savings display and sleep settings as the default in desktop computers and laptops