

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

Yearly Baseline	Qtrly Baseline	Actual	Result
112,209	15,958	18,656	✓

Desired result: Higher

Commentary
In Q1, CFA service delivery maintained a regular seasonal focus on home fire safety, with over 2,500 community members reached through e-learning modules, home visits and dedicated workshops and information sessions, including over 20 sessions for new parents run in partnership with local council and health services. CFA Brigades were active in their communities, providing fire safety information at markets and festivals across Victoria, and visiting schools and early learning centres to engage over 5,000 children on basic fire safety.

2.1 Fires are prevented

2.1.1 - Decrease in the number of house fires

Yearly Baseline	Qtrly Baseline	Actual	Result
800	227	234	➔

Desired result: Lower

Commentary
The number of house fires remains consistent with the quarterly baseline for Q1.

2.1.2 - Decrease in the number of grass and scrub fires

Yearly Baseline	Qtrly Baseline	Actual	Result
2,570 <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	271	422	✗

Desired result: Lower

Commentary
The increase in the number of grass and scrub fires observed in Q1 are likely attributed to the fuel load and weather conditions. This saw a higher number of fuel reduction burns that became uncontrolled. Over 40% of grass and scrub fires this quarter were a result of uncontrolled private burn-offs.

2.2 Fires are suppressed quickly and effectively

2.2.1 - Increase in percentage of structure fires contained to room of origin

Yearly Baseline	Qtrly Baseline	Actual	Result
56.6%	60.2%	58.0%	➔

Desired result: Higher

Commentary
The number of house fires remains consistent with the quarterly baseline for Q1.

2.2.2 - Increase in percentage of grass and scrub fires contained to 5 hectares

Yearly Baseline	Qtrly Baseline	Actual	Result
94.8% <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	99.1%	98.3%	➔

Desired result: Higher

Commentary
CFA maintained its performance, achieving an outcome consistent with the quarterly baseline, despite the significant increase in the number of grass and scrub fires this quarter.

2.2.3 - Decrease average time spent suppressing structure fires (time spent on scene of incident)

Yearly Baseline	Qtrly Baseline	Actual	Result
64m 22s	52m 42s	58m 55s	✗

Desired result: Lower

Commentary
Whilst this figure slightly exceeds the quarterly baseline, this is not considered a significant variation in the context of operational activities for a structure fire. This result is below the yearly baseline and structure fire suppression is generally not influenced by seasonal factors.

2.2.4 - Decrease in average time to control bushfires

Yearly Baseline	Qtrly Baseline	Actual	Result
45m 28s <small>(4 Year Baseline inc. FYE 2017,2021,2022,2023)</small>	28m 49s	33m 38s	✗

Desired result: Lower

Commentary
Whilst the Q1 result is slightly above the quarterly baseline, it is not viewed as a significant variation, as it still falls below the yearly baseline. Various internal and external factors, such as climate and rainfall, can affect the time required to control bushfires, making it challenging to attribute specific factors to the result this quarter.

2.3 Fires are less harmful to the community

2.3.1 - Decrease in fire-related fatalities

Yearly Baseline	Qtrly Baseline	Actual
11	4	2

Desired result: Lower

Commentary
Incidents occurred within residential properties and involved single fatalities.

2.3.2 - Decrease in rate of fire-related injuries

Yearly Baseline	Qtrly Baseline	Actual
Insufficient data to calculate baseline		

Desired result: Lower

Commentary
This metric utilises data from Ambulance Victoria, provided through a partnership between the CFA and the Monash University Accident Research Centre. Due to external delays data for the Q4 and Q1 reporting periods are not currently available, a baseline will be established once new data is available

2.3.3 - Decrease in severity of fire-related injuries

Yearly Baseline	Qtrly Baseline	Actual
Insufficient data to calculate baseline		

Desired result: Lower

Commentary
This metric utilises data from Ambulance Victoria, provided through a partnership between the CFA and the Monash University Accident Research Centre. Due to external delays data for the Q4 and Q1 reporting periods are not currently available, a baseline will be established once new data is available

2.3.4 - Decrease in stock loss due to fires

Yearly Baseline	Qtrly Baseline	Actual	Result
1,106	0	0	✓

Desired result: Lower

Commentary
There was no stock loss from fire in Q1, representing a positive result for the community.

2.3.5 - Decrease in complete structures loss due to a structure fire

Yearly Baseline	Qtrly Baseline	Actual	Result
15.4%	14.0%	10.0%	✓

Desired result: Lower

Commentary
Performance for Q1 is lower than the quarterly baseline, exceeding CFA's target, representing a positive outcome for the community

2.3.6 - Increase of homes with operational smoke alarms

Yearly Baseline	Qtrly Baseline	Actual	Result
791	226	325	✓

Desired result: Higher

Commentary
CFA members visited over 300 homes across Victoria in Q1, with 305 receiving one or more new smoke alarms. These visits were predominantly at the request of the household, with several coming via a referral from a local community services organisation. In addition to smoke alarm installation or maintenance, these visits are an opportunity for the CFA member to pass on important messages about home fire safety.

3.1 Our workplace is safe

3.1.1 - Increase in hazard reporting

Yearly Baseline	Qtrly Baseline	Actual	Result
373	79	103	✓

Desired result: Higher

Commentary
The result this quarter represents a 14% increase on Q1 2023/24 and an 18% increase on the previous quarter, a positive result.

3.1.2 - Decrease in Workplace Injuries (Staff and volunteers)

Yearly Baseline	Qtrly Baseline	Actual	Result
297.4	63.4	58.9	✓

Desired result: Lower

Commentary
The result is in line with baseline target threshold

3.1.5 - Decrease in unplanned absences

Yearly Baseline	Qtrly Baseline	Actual	Result
15.8 <small>(4 Year Baseline inc. FYE 2020,2021,2022,2023)</small>	2.5	3.44	✗

Desired result: Lower

Commentary
In Qtr 1, the actual is slightly higher than the quarterly baseline, however there is a decrease in unplanned absences when compared to Qtr 1 2024. The higher actual for Qtr 1 2025 can likely be attributed to the winter season.

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

3.2.1 - Increase in women/female volunteers in operational roles

Yearly Baseline	Qtrly Baseline	Actual	Result
15.1%	15.0%	15.6%	✓

Desired result: Higher

Commentary
Performance for Q1 is higher than the quarterly baseline, representing a positive outcome.

3.2.2 - Increase in women/female volunteers in leadership roles

Yearly Baseline	Qtrly Baseline	Actual	Result
17.1%	17.1%	18.5%	✓

Desired result: Higher

Commentary
Performance for Q1 is higher than the quarterly baseline, representing a positive outcome.

3.2.3 - Increase in women/female staff in senior roles

Yearly Baseline	Qtrly Baseline	Actual	Result
45.4%	45.4%	49.1%	✓

Desired result: Higher

Commentary
Performance for Q1 saw a slight increase in the percentage of females in senior roles from 47.2% to 49.1%. This is within historical fluctuations.

3.2.4 - Increase in volunteers under 40

Yearly Baseline	Qtrly Baseline	Actual	Result
28.8%	28.8%	28.3%	➔

Desired result: Higher

Commentary
Performance for Q1 is in line with the quarterly baseline

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

3.3.3 - Increase in satisfaction with the handling and outcomes of complaints

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			

Desired result: Higher

Commentary
There is no data to report for this metric. Participation in the survey is not mandated, and no completed surveys were returned during Q1

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

3.4.32 - Increase in staff engagement - All Staff Briefing survey

Yearly Baseline	Qtrly Baseline	Actual	Result
6.40	6.7	6.70	✓

Desired result: Higher

Commentary
Two All Staff Briefings were held in Q1, with a new platform engaged for the sessions.

3.4.6 - Increase in the number of training courses completed by CFA members

Yearly Baseline	Qtrly Baseline	Actual	Result
5.4	2.1	2.2	✓

Desired result: Higher

Commentary
This metric reports on the average number of training courses undertaken by members who have been involved in training across the quarter, and this is influenced by several factors including seasonal fluctuation and the availability of volunteers to attend training. The Q1 results show improvement against baseline.

4.1 Our investment decisions are transparent and achieve the greatest possible impacts

4.1.1 - Timely delivery of major programs and projects

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			67.7%

Desired result: Higher

Commentary
Since the introduction of project stage-gating in late June, improvement in this measure has been observed. CFA continues to focus on ensuring regular progress updates to ensure data remains accurate and reliable.

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

4.3.1 - Fire Services Operation Committee (FSOC) workplan delivered

Note: This Indicator is commentary only.

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline			

Desired result: Higher

Commentary
FSOC met once in Quarter 1 with FSOC being provided a joint direction from the Commissioner and Chief Officer with a new Work Plan for the Committee that must be delivered with regular reporting expectations. The workplan is heavily focussed on the strategic objectives of FSOC with a number of key deliverables aligning to these objectives. FSOC also discussed concerns with decontamination procedures not aligning between the agencies and other process/policy discrepancies which will need to be worked through. Sub-Committees continue to meet regularly.

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

4.4.1 - Increase in the number of After Action Reviews

Yearly Baseline	Qtrly Baseline	Actual	Result
48	8	4	✗

Desired result: Higher

Commentary
The number of formal AARs is linked to the complexity, severity and frequency of significant incidents. The slight decrease in AARs received in Q1 is not considered a significant variance, given this period is outside of CFA's peak operational period and is consistent with previous comparable quarters, and activity.

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 Hefferman
Chief Officer

Signed Date :31/10/2024.

Disclaimer: All baselines unless specified are 5 year baselines.

Data as at: 23/10/2024 16:38

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
94.0%	94.0%	✓

Commentary

There remains a very high level of community trust in CFA amongst responders to the survey. This reflects the ongoing support for CFA in bushfire prone locations in Victoria. NB A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations.

1.1.2 - Increase in the community's trust in CFA advice and service delivery

Desired result: Higher

Yearly Baseline	Actual	Result
8.65	9	✓

Commentary

The mean rating for belief that CFA 'gives good advice about bushfire' has increased by 0.5 with similar increases for other aspects of knowledgeability. NB. A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations.

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

1.2.3 - Increase in the community knowledge of fire risk

Desired result: Higher

Yearly Baseline	Actual	Result
47.1%	21.0%	✗

Commentary

A change in the sample methodology for the 2024 survey increased the proportion of respondents who lived a greater distance from bushland in the high-risk locations. This broadened the bushfire risk environments that respondents are exposed to and explains the observed differences in the results for risk perception questions. As with previous years, the findings are still reflective of a quiet bushfire season when bushfire is less of a top-of-mind issue. They also reinforce the overall pattern of people in high bushfire risk areas tending to underestimate bushfire risk in their local area, while still acknowledging the risk in the broader landscape.

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: Lower

Yearly Baseline	Actual	Result
1.8	1.50	✓

Commentary

The results for the 2023 VFBV Welfare and Efficiency Survey indicate a better alignment between expectations and performance resulting in a good outcome.

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 (VoIWEL)

Desired result: Lower

Yearly Baseline	Actual	Result
2.2	2.10	✓

Commentary

The results of 2023 VFBV Welfare and Efficiency Survey were released in October 2024. The overall score has moved by 0.1 from 2.2. to 2.1 (a positive result).

3.4.2 - Increase in volunteer satisfaction

Desired result: Higher

Yearly Baseline	Actual	Result
73.6%	75.0%	✓

Commentary

This metric considers 2023 VFBV Welfare and Efficiency Survey results, specifically the answer to the question: Overall, how satisfied are you with your role as volunteer. The result is consistent with the 5 year baseline and shows improvement when compared to the last year's result (74%).

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 ..31/10/2024..

Disclaimer: All baselines unless specified are 5 year baselines.

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