Fire Rescue Victoria Quarter 1 2024-2025 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter One (Q1) includes FRV's quarterly outcomes measures for Q1 2024-2025 as well as the quarterly results for all quarters of the financial year 2023-24. The quarterly results for 2023-24 are included for information only.

In total, FRV's Outcomes Framework includes 10 Outcome Statements, 26 indicators and 51 measures (quarterly and annual), for which quarterly measures are reported wherever possible. A total of 23 measures (against 15 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.

As a result of the cyber-attack in December 2022, since Q4 2022-23 FRV used Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) system as an alternative to Australian Incident Reporting System (AIRS) data. AIRS was reintroduced in May 2024, with work underway to transition back to full reporting using AIRS data.

The measures FRV can report on in Q1 using AIRS data are:

- Number and rate of preventable structure files (1.1.1a)

- Number of preventable residential structure fires attended by FRV:

    o   by the time of the day (1.1.1b)

    o   by common causes and locations (1.1.1c)

- Proportion of preventable residential structure fires attended by FRV by time of day contained to room of origin (2.1.1b)

- Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires (1.1.3a)

- Number of Incidents other than structure fires and other non-fire related incidents within FRV districts (1.3.3)

- No. of structure fires incidents within FRV district (1.3.4)

- Percentage of response times for structure fires, and emergency response times within benchmark (2.1.3a)

FRV continues to use TZV CAD data to report on two measures:

- The number of properties with six or more false alarms (1.2.3)

- The number of incidents attended outside of FRV districts (3.4.1b)

Transition to full reporting is almost complete, with only three measures outstanding, where TZV CAD data is unavailable:

- Number of preventable structure fires in higher risk buildings (1.2.1)

- Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers (1.2.2)

- Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires for individual buildings classifications - houses, hostels and apartments (subcategories of 1.1.3a)

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
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]					**501 / 11.15**
1.1.1b	**No of preventable residential structure fires attended by Fire Rescue Victoria by time of day**					
	• 1am - 7am					**52**
	• 7am - 1pm					**122**
	• 1pm - 7pm					**182**
	• 7pm - 1am					**145**
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					**182**
	• Accidental fires in other household rooms					**91**
	• Accidental fires from smoker's materials					**49**
	• Electrical distribution equipment malfunction					**45**
	• Household appliance malfunction					**37**
	• Other					**97**
1.1.2	**Increase in fire-safe behaviours and escape plans in homes**					
1.1.2a	No. of sessions of Fire Ed and risk reduction programs delivered to the community[ii]	218	264	96	140	**207**
1.1.3	**Increase in homes with working smoke alarms**					
1.1.3a	Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires[iii]					**84%**

i Preventable residential structure fires relate to incident data recorded in AIRS classifications A23 and A20. Rates are calculated by FRV on estimated resident population of 2024 for FRV District only (n= 4,492,064). Rate is reported as fires per 100,000 residents.

ii The number of Fire Ed and risk reduction programs delivered in Q1 2024-25 is in line with planned program of delivery during July-September.

iii The number of residential structure fires were identified using AIRS classifications A23 and A20. The subcategories Houses, Hostels and Apartments reported previously cannot be reported due to missing data related to building codes, therefore a total percentage has been reported.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
1.2	**OUTCOMES STATEMENT:** A WELL-REGULATED BUILT ENVIRONMENT					
1.2.3	**Decrease in unwanted false alarms to reduce unnecessary emergency responses**					
	No. of properties with six or more false alarms[iv] on different days (rolling 12 months)					
	• 6-10	131	183	246	183	**291**
	• 11-20	32	55	80	49	**72**
	• >20	9	14	23	18	**24**
	Total	**172**	**252**	**349**	**250**	387
1.2.4	**Increase in understanding of and compliance with essential safety measures**					
	No. of sites/properties under Fire Equipment Services (FES) routine service schedule to maintain fire protection equipment and suppression systems and essential safety measures in the built environment[v]					**17,879**
1.3	**OUTCOMES STATEMENT:** ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES					
1.3.1	**Increase in understanding of risk of fire and other hazards**					
	Number of engagements with Local Government Areas by the Community Safety team[vi]	99	74	69	98	**68**
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)[vii]	1,063	1,824	897	1,416	**1,954**

[iv] 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 for the quarter span 12 months, and therefore is impacted by the TZV industrial action from 18 December 2023 to 23 April 2024 resulting in the arbitrary reporting of false alarms. The 12 months rolling results reported for Q1 2023-24 were also impacted by FRV industrial action (22 October 2022 – 20 April 2023 and 12 August 2023 – 13 October 2023). Hence, the reported results are not appropriate for comparison with previous quarters.

[v] The data is collected using Uptick, an alternate to FireCode, which FRV has been unable to use since the cyber-attack. As of Q1 2024-25, data for this measure is reported using Uptick.

[vi] Fluctuations between quarters is expected due to meeting schedules.

[vii] People engaged by 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 impact of the cyber-attack in December 2022 was reflected in the data reported during the financial year 2023-24, with a significant impact on data reported in Q1 2023-2024. The increase in reported data in Q1 2024-25 compared to the previous quarters is attributed to streamlining of the work around processes post cyber-attack.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
1.3.3	**Decrease in preventable non-structure fires and other hazard related incidents**					
	No. of Incidents other than structure fires and other non-fire related incidents within FRV districts [viii]					
	• False Alarms and False Calls	2,013	4,223	2,424	4,446	**5,097**
	• Good Intent Calls	1,438	1,889	3,024	2,329	**2,077**
	• Emergency Medical Response	1,511	1,535	1,446	1,521	**1,370**
	• Hazardous Conditions (not a fire)					**1,187**
	• Motor Vehicle Accidents					**1,636**
	• Service Calls					**592**
	• Rescues and Other Medical Assistance					**521**
	• Non-Structure Fires	1,503	1,824	2,346	1,520	**1,517**
	• Other	7,246	5,834	7,549	5,224	**902**
	Total	**13,711**	**15,305**	**16,789**	**15,040**	**14,899**
1.3.4	**Decrease in structure fires**					
	No. of structure fires incidents within FRV district[ix]	960	1,004	1,113	1,113	**959**
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**					
2.1.1b	Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin[x]					
	• 1am - 7am					**57%**
	• 7am - 1pm					**86%**
	• 1pm - 7pm					**87%**
	• 7pm - 1am					**87%**

[viii] Number of incidents other than structure fires relates to data categorisation of type of event (i.e., non-structure fire or other) in AIRS. Previously, due to the use of TZV CAD incident types post cyber-attack, some event types were combined and reported under "Other". The total number of incidents reported under the category 'Other' is less compared to the previous reporting periods, as the incident categories Hazardous conditions, Motor Vehicle Accidents, Service Calls, Rescue and Other Medical Assistance are reported separately in this quarter. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial actions, therefore reported Q1 2024-25 results are not appropriate for comparison with previous quarters.

[ix] Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS.

[x] The proportion of preventable residential structure fires contained to the room of origin is lower between the hours of 1am and 7am. Anecdotally, this is due to people being asleep during these hours which reduces the likelihood of detecting a fire quickly. This results in delays in notifying 000, therefore delaying response, which can impact containment.

Outcome Statement / Indicator/ Measure description	2023-2024				2024-2025
	Q1	Q2	Q3	Q4	Q1
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[xi]**					
• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	84.72%	87.29%	83.66%	88.40%	**87.42%**
• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.87%	95.71%	95.33%	**95.58%**
• Percentage of response to road rescue responses within 13.5 minutes (target 90%)					**100%**
2.1.3b Total operational fleet availability[xii]	87%	85%	90.3%	84%	**87%**
3.1 **OUTCOMES STATEMENT**: PRORITISED FIREFIGHTER SAFETY AND WELLBEING					
3.1.1 **Increase in support and maintenance of firefighters' physical and psychological health**					
3.1.1a Lost Time Injury[xiii] Severity Rate per 1000 FTE	8.87	9.07	9.01	6.96	**7.75**
3.1.1b Number of injuries and near misses per 1000 FTE[xiv]	82.55	88.03	94.58	81.91	**103.83**
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)**					
3.2.1a **All Operational firefighters turnover**	2.73%	3.04%	2.58%	2.36%	**2.06%**
• Operational women firefighters turnover	0.51%	2.05%	2.02%	1.99%	**1.87%**
• Operational men firefighters turnover	2.86%	3.09%	2.61%	2.38%	**2.07%**
3.2.1b Number of women firefighters in leadership roles[xv]	25	25	25	25	**24**
3.2.1c Proportion of women and men in operational leadership roles[xvi]					
• Women in operational leadership roles (proportion of all women Operational Staff)[xvii]	12.56%	12.69%	11.79%	11.96%	**11.32%**
• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.94%	28.05%	26.98%	27.72%	**27.29%**

[xi] AIRS classifications are used to identify structure fires, emergency medical response and road accident rescue incidents.

[xii] Data reported for all of 2023-24 reflects 'Metro' only appliances due to CFA protected industrial action for most of the financial year.

[xiii] 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. The slight increase of 0.9 in Q1 2024-25 when compared to the previous reporting period Q4 2023-24 is attributed to the number of reports received after the 7th alarm Derrimut fire incident in July 2024 as well as a significant increase in 'non-injury' psychological exposure reports. These latter reports are a positive trend that allows for proactive peer support and other measures, if required.

[xiv] "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. The increase in number of injuries and misses in Q1 2024-25 compared to Q4 2023-24 is attributed to the increase in injury reports received after the 7th alarm Derrimut fire incident.

[xv] The slight decrease in the number of women firefighters in leadership roles for Q1 2024-25 compared to Q4 2023-24 was due to the retirement of one woman firefighter after 19 years of service.

[xvi] Operational Leadership roles are defined as positions from Station Officer to Deputy Commissioner.

[xvii] The slight decrease in data reported for Q1 2024-25 when compared to Q4 2023-24 is due to the retirement of one woman firefighter in a leadership role during the reporting period.

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025
		Q1	Q2	Q3	Q4	Q1
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**					
3.4.1b	No. of structure fire incidents and other non-fire related incidents outside FRV district[xviii]					
	• Structure Fires	177	190	207	212	**243**
	• Non-Structure Fires	298	429	439	344	**291**
	• Emergency Medical Response	184	164	160	186	**185**
	• False Alarms and False Calls	18	61	66	57	**61**
	• Good intent calls	21	40	50	49	**42**
	• Other	1,064	1,209	1,252	1,184	**1,096**
	Total	**1,762**	**2,093**	**2,174**	**2,032**	**1,918**
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[xix]	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	**100% (21 visits)**

[xviii] As AIRS data is not available for incidents outside of FRV districts, FRV has used data obtained from the TZV CAD system to provide the result. Due to the use of CAD incident types, some event types (i.e., hazardous conditions, motor vehicle accidents, service calls and rescues and other medical assistance) have been combined and these calls are aggregated and reported as "Other".
[xix] During Q1 2024-25, the target of 21 station visits was met. A range of topics discussed at visits included harmonisation, uniform/PPE, training, communications, vehicles and equipment, community safety and engagement, rostering, safety and welfare.