

**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**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
112,209	31,019	38,146	✓

**Commentary**  
CFA members were active across a wide range of community events and locations in Q3, engaging with close to 8,000 people in visits to camping sites, caravan parks, and other tourist hot spots and over 15,000 through seasonal festivals and markets. CFA delivered over 120 Fire Safety Essentials and Fire Safety Planning sessions, concentrated in the south-west and north-east of Victoria, proximate to fire activity, engaging over 2500 community members. Alongside events and workshops, CFA members also engaged with 365 people at their home or property, reaching people at high risk who may not be engaged in mainstream activities.

**2.1 Fires are prevented**

**2.1.1 - Decrease in the number of preventable residential structure fires**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
877	176	170	✓

**Commentary**  
Given the range of factors that can influence this measure, this result falls within the expected range and variance and is considered comparable to the quarterly baseline.

**2.1.2 - Decrease in the number of vegetation fires**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
3,729 <small>(Baseline years FYE 05, 07, 14, 17, 18)</small>	1,318	1,298	✓

**Commentary**  
This result indicates stable performance that is consistent with the quarterly baseline.

**2.2 Fires are suppressed quickly and effectively**

**2.2.1 - Increase in percentage of structure fires contained to room of origin**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
62.7%	59.5%	65.0%	✓

**Commentary**  
The slight increase in this result is comparable to the quarterly baseline. This result is influenced by a variety of factors, such as the complexity and size of the incidents on arrival.

**2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
94.7% <small>(Baseline years FYE 05, 07, 14, 17, 18)</small>	91.7%	91.0%	→

**Commentary**  
This result indicates stable performance that is consistent quarterly baseline.

**2.2.3 - Decrease median time spent suppressing structure fires (time spent on scene of incident)**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
41m 23s <small>Q2 24-2025: Business rule change from Average to Median</small>	37m 18s	39m 40s	✗

**Commentary**  
Various factors can influence the time to suppress structure fires, including the size, construction and occupancy of the structure, and the progression of the fire on arrival. There is little seasonal influence in structure fires, and the Q3 result is comparable with both the quarterly and yearly baselines.

**2.2.4 - Decrease in median time to control vegetation fires**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
12m 58s <small>(Baseline years FYE 05, 07, 14, 17, 18)</small>	13m 55s	23m 40s	✗

**Commentary**  
The time to control vegetation fires can be influenced by a variety of factors, including the scale of the incident, topography and access, weather conditions and type of vegetation involved. The result indicates an upwards trend in the time to control vegetation fires however specific factors influencing this have not been identified at this point. Whilst ideally time on scene is minimised, this result should be taken in context with the fire containment outcome (contained to less than 5 hectares) which remains steady.

**2.3 Fires are less harmful to the community**

**2.3.1 - Decrease in fire-related fatalities**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
11	2	2	

**Commentary**  
Sadly, two incidents occurred involving single fatalities in Q3. In line with the CFA Vision that Victorian communities are prepared for and safe from fire, we continue to aspire to the ultimate outcome of zero injuries and fatalities.

**2.3.2 - Decrease in rate of fire-related injuries**  
Desired result: Lower

Insufficient data to calculate baseline

**Commentary**  
Due to external influences data for Q3 is not available. Will report retrospectively in Q4 (if available)

**2.3.3 - Decrease in severity of fire-related injuries**  
Desired result: Lower

Insufficient data to calculate baseline

**Commentary**  
Due to external influences data for Q3 is not available. Will report retrospectively in Q4 (if available)

**2.3.5 - Decrease in complete structure loss due to a structure fire**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
12.6%	13.5%	10.1%	✓

**Commentary**  
This result indicates stable performance that is consistent with the yearly and quarterly baseline.

**2.3.6 - Increase in homes with operational smoke alarms**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
791	126	94	✗

**Commentary**  
CFA members continued to make good progress toward the annual target (500 homes) in Q3. Over half of the installed alarms were placed in bedrooms, with the remainder installed in living and common areas. This service is primarily delivered by CFA volunteers. Significant fire activity during the quarter required many brigades and CFA staff in community engagement service delivery roles shift focus to operational response, impacting the capacity to coordinate and deliver smoke alarm installations.

**2.4 Our response to non-fire related incidents effectively reduces the adverse impacts on the community**

**2.4.1 - Road accident rescue response times meeting benchmark**  
Desired result: Higher

Target	Actual	Result
90.0%	95.0%	✓

**Commentary**  
Across Q3, 198 incidents were attended by accredited RAR brigades, with 188 of these meeting CFA response time benchmarks and achieving an overall performance of 95%. This represents a positive result for the community and is above the sector target of 90%.

**3.1 Our workplace is safe**

**3.1.1 - Increase in hazard reporting**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
407	99	99	✓

**Commentary**  
Performance for Q3 is in line with the quarterly baseline.

**3.1.2 - Decrease in Workplace Injuries (volunteer operational activity)**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
312.9	85.9	91.4	✗

**Commentary**  
This indicator considers the emergency lost time injury frequency rate. An increase in operational activity was observed in Q3, and 16 lost time injuries were reported during this period.

**3.1.5 - Decrease in unplanned absences**  
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
15.8	4.7	2.8	✓

**Commentary**  
Q3 saw a nominal decrease in unplanned absences. There is a substantial level of seasonal (planned) leave during this period.

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

**3.2.1 - Increase in women volunteers in operational roles**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
15.1%	15.1%	15.8%	✓

**Commentary**  
Q3 performance reflects an improvement against the baseline, highlighting CFA's continued efforts to increase the participation of women volunteers in operational roles.

**3.2.2 - Increase in women volunteers in leadership roles**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
17.1%	17.1%	18.6%	✓

**Commentary**  
Q3 performance has improved against the baseline this quarter, with continued progress in enhancing the representation of women volunteers in leadership positions within CFA.

**3.2.3 - Increase in women staff in senior roles**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
45.4%	45.2%	47.6%	✓

**Commentary**  
Q3 performance reflected a slight increase in the number of women staff in senior roles when compared to baseline.

**3.2.4 - Increase in volunteers under 40**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
28.8%	28.8%	28.4%	→

**Commentary**  
Q3 performance is consistent 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**  
Desired result: Higher

Insufficient data to calculate baseline

**Commentary**  
No survey responses were received during this quarter.

**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**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
6.4	6.4	6.4	✓

**Commentary**  
One all staff event was held in January in Q3 with a result consistent with the quarterly baseline.

**3.4.7 - Increase delivery of operational training to CFA volunteers**  
Desired result: Higher

Insufficient data to calculate baseline

Actual	Result
2,208	

**Commentary**  
This result is lower than the Q2 results due to a reduced volume of training delivered in Q3, which is the peak of fire season.

**3.4.8 - Average time of members to complete GFF**  
Desired result: Higher

Insufficient data to calculate baseline

Actual	Result
100.0%	

**Commentary**  
General Firefighter training V2 commenced delivery in October 2024. All members who commenced this course in October completed their training within the 6 months. We anticipate that this number will fluctuate once a larger volume of participants move through the course.

**3.4.9 - Utilisation of volunteer instructors**  
Desired result: Higher

Insufficient data to calculate baseline

**Commentary**  
Reporting will commence on this indicator in Q4

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

**4.1.1 - Timely delivery of major programs and projects**  
Desired result: Higher

Insufficient data to calculate baseline

Actual	Result
54.8%	

**Commentary**  
The CFA Project Management Framework is currently being reviewed, with a maturity assessment underway. Following the assessment, a roadmap will be developed to outline a structured approach to improve project maturity, delivery, and the monitoring and control of projects at CFA.

**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.

**Commentary**  
FSOC met once in Q3 with a focus on endorsing a number of Interoperability Procedures to proceed to further consultation. A number of meetings were cancelled in this quarter as a result of operational activity.

**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**  
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
48	11	7	✗

**Commentary**  
The number of After Action Reviews (AARs) received in Q3 is consistent with previous comparable quarters. The quantity of AARs is linked to the complexity, severity and frequency of significant incidents, and it is common to experience a lag between the occurrence of an incident and the scheduling of the AAR.

**Result Legend**

- Performance met target:**  
The result meets or exceeds the desired target
- Performance in line with target:**  
Slightly outside target but remains within an acceptable margin of 5%
- Performance below target:**  
The result is 5% or more outside of the desired target

**Approval**

Approved by:  
**Jason Heffernan**  
Chief Officer

Signed ..... Date 22 April 2025