

Fire Rescue Victoria Quarter 3 2024-2025 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter three (Q3) includes FRV's quarterly outcomes measures for Q3 2024-2025 as well as quarterly results for the previous quarters and 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). A total of 25 measures (against 17 indicators) are reported in this quarterly 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. Although AIRS was reintroduced in May 2024, FRV continues to use Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) data for the following two measures:

- The number of properties with six or more false alarms (1.2.3)
- The number of incidents attended outside of FRV district (3.4.1b)

As the number of properties with six or more false alarms are reported for a 12-month rolling period, FRV has continued to use TVZ data for this metric. This ensures reliable compatibility over the 12-month period.

TZV data is a more accurate source for reporting incidents FRV attends outside the FRV district, as AIRS does not capture all such incidents.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024					2024-2025		
		Q1	Q2	Q3	Q4		Q1	Q2	Q3
1.1	OUTCOMES STATEMENT: SAFER HOMES								
1.1.1	Decrease in preventable fires in homesⁱ								
1.1.1a	No. and rate of preventable residential structure fires ⁱⁱ						501 / 11.15	552 / 12.9	521 / 11.42
1.1.1b	No of preventable residential structure fires attended by Fire Rescue Victoria by time of day								
	• 1am - 7am						52	61	71
	• 7am - 1pm						122	143	111
	• 1pm - 7pm						182	213	179
	• 7pm - 1am						145	135	160
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	213	166
	• Accidental fires in other household rooms						91	73	71
	• Accidental fires from smoker's materials						49	82	71
	• Electrical distribution equipment malfunction						45	50	46
	• Household appliance malfunction						37	51	63
	• Other						97	83	104
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 ⁱⁱⁱ	218	264	96	140		207	132	130
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								
	• Buildings (Class 1-4)						84%	80%	77%
	o Houses (Class 1a)							84%	81%
	o Hostels (Class 1b)							87%	100%
	o Apartments (Class 2)							75%	72%

ⁱ Preventable residential structure fires relate to incident data recorded in AIRS classifications A23, E5 and K37. The scope is structure fires in houses, hostels and apartments ("residential" for the purpose of this report), excluding suspicious fires.

ⁱⁱ Rates are calculated by FRV on estimated resident population of 2025 for FRV District only (n= 4,560,782). Rate is reported as fires per 100,000 residents.

ⁱⁱⁱ There is an increase in the number of Fire Ed and risk reduction programs delivered in Q3 2024-25 compared to Q3 2023-24. This is due to improved reporting of sessions delivered and an active campaign to improve both the number of sessions delivered and reported. A total of 5,073 people were reported to have attended the 130 sessions in Q3.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
1.2	OUTCOMES STATEMENT: A WELL-REGULATED BUILT ENVIRONMENT							
1.2.1	Decrease in preventable fires in higher-risk buildings							
	No. of preventable structure fires in higher-risk buildings ^v							
1.2.2	Decrease in impact from fire due to early detection and suppression systems							
	Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers^v							
	• Class 5-9 building (all listed below)							
	• Class 5, 6, 9 (offices, retail, public buildings)						76%	78%
	• Class 7, 8 (car parks, warehouses, factories)						77%	80%
1.2.3	Decrease in unwanted false alarms to reduce unnecessary emergency responses							
	No. of properties with six or more false alarms on different days (rolling 12 months)^{vi}							
	• 6-10	131	183	246	183	291	410	535
	• 11-20	32	55	80	49	72	122	185
	• >20	9	14	23	18	24	35	61
	Total	172	252	349	250	387	567	781
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 ^{vii}					17,879	17,123	16,468
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 ^{viii}	99	74	69	98	68	107	99

^{iv} 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-storey 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.

^v Non-residential buildings based on incident data recorded in AIRS for classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

^{vi} 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, as AIRS data is not available for a 12-month reporting period. The increase in Q3 2024-25 data is attributed to more accurate reporting as a result of an end to multiple industrial action. 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 which resulted in the arbitrary reporting of false alarms. The 12 months rolling results reported for Q3 2023-24 were also impacted by other multiple industrial action (22 October 2022 – 20 April 2023, 12 August 2023 – 13 October 2023 and 18 December 2023 to 23 April 2024). Hence, the reported results are not appropriate for comparison with previous quarters.

^{vii} The decrease in total number reported in Q3 2024-25 is attributed to the improvements to the accuracy of recording and reporting of servicing sites, which previously had included some duplications.

^{viii} The reported data includes engagement activities related to community development such as Municipal Emergency Management Planning meetings and other engagement activities undertaken as part of improving fire safety in the built environment (e.g., Victorian Municipal Building Surveyors Group, Waste Intelligence Network engagements). The slight decrease in total number of engagement activities is attributed to variances in the number of meetings scheduled by Councils during the reporting period.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
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) ^x	1,063	1,824	897	1,416	1,954	1,505	1,022
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^x							
	• False Alarms and False Calls	2,013	4,223	2,424	4,446	5,097	5,796	5,514
	• Good Intent Calls	1,438	1,889	3,024	2,329	2,077	2,334	2,484
	• Emergency Medical Response	1,511	1,535	1,446	1,521	1,370	1,421	1,282
	• Hazardous Conditions (not a fire)					1,187	1,283	1,334
	• Motor Vehicle Accidents					1,636	1,873	1,694
	• Service Calls					592	632	637
	• Rescues and Other Medical Assistance					521	652	599
	• Non-Structure Fires	1,503	1,824	2,346	1,520	1,517	2,529	2,611
	• Other	7,246	5,834	7,549	5,224	902	901	968
	Total	13,711	15,305	16,789	15,040	14,899	17,442	17,123
1.3.4	Decrease in structure fires							
	No. of structure fires incidents within FRV district ^{xi}	960	1,004	1,113	1,113	959	1078	1004
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 ^{xii}							
	• 1am - 7am					57%	75%	63%
	• 7am - 1pm					86%	84%	79%
	• 1pm - 7pm					87%	83%	85%
	• 7pm - 1am					87%	87%	83%

^{ix} 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 decrease in the reported data in Q3 2024-25 compared to Q2 2024-25 is attributed to seasonal factors. More established work around processes compared to 2023-24 has increased the overall number of engagements in Q3 2024-25 compared to the same reporting period in 2023-24. The cumulative total of the number of engagements in 2024-25 is higher when compared to the previous financial year 2023-24.

^x 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 reporting periods in 2023-24, as the incident categories Hazardous conditions, Motor Vehicle Accidents, Service Calls, Rescue and Other Medical Assistance have been reported separately since Q1 2024-25. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial action, therefore reported Q3 2024-25 results are not appropriate for comparison with previous quarters. The increase in 'Non-structure Fires' in Q3 2024-25 compared to previous reporting periods is due to seasonal trends (warmer and drier weather).

^{xi} Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS.

^{xii} The proportion of preventable residential structure fires contained to the room of origin is lower between the hours of 1 am and 7 am. 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.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
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 ^{xiii}							
	Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	84.72%	87.29%	83.66%	88.40%	87.42%	86.40%	86.20%
	Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	94.64%	93.87%	95.71%	95.33%	95.58%	94.0%	95.20%
	Percentage of response to road rescue responses within 13.5 minutes (target 90%)					89.40%	82.50%	87%
2.1.3b	Total operational fleet availability ^{xiv}	87%	85%	90.3%	84%	87%	86%	84%
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 ^{xv} Severity Rate per 1000 FTE	8.87	9.07	9.01	6.96	7.75	7.28	tbc
3.1.1b	Number of injuries and near misses per 1000 FTE ^{xvi}	82.55	88.03	94.58	81.91	103.83	113.05	104.93
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 ^{xvii}	2.73%	3.04%	2.58%	2.36%	2.06%	2.15%	2.13%
	Operational women firefighters turnover	0.51%	2.05%	2.02%	1.99%	1.87%	1.41%	1.43%
	Operational men firefighters turnover	2.86%	3.09%	2.61%	2.38%	2.07%	2.19%	2.17%
3.2.1b	Number of women firefighters in leadership roles	25	25	25	25	24	28	28
3.2.1c	Proportion of women and men in operational leadership roles ^{xviii}							

^{xiii} AIRS classifications are used to identify structure fires, emergency medical response and road accident rescue incidents.

^{xiv} Total operational fleet availability reported in Q3 2024-25 is slightly less when compared to the previous 2 quarters. Various seasonal factors impacted fleet availability. The data reported for 2024-25 reflects both metro and regional areas. Data reported for 2023-24 reflects 'Metro' only appliances due to CFA protected industrial action for most of the financial year. Hence, data reported for 2024-25 cannot be compared to the data reported for 2023-24.

^{xv} Lost Time Injury Severity Rate per 1000 FTE is calculated based on the number of injuries reported in FRVSafe within the reporting period categorised as Lost Time Injuries (one or more working days/shifts lost). It is expressed in terms of 1000 FTE. Data is unavailable for Q3 2024-25 owing to challenges with analysing data from the reporting system. Reporting for Q3 2024-25 will be provided together with Q4 2024-25 data.

^{xvi} "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.

^{xvii} Operational turnover remains steady.

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

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly

Outcome Statement / Indicator/ Measure description		2023-2024				2024-2025		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
	- Women in operational leadership roles (proportion of all women Operational Staff)^{xix} - Men in operational leadership roles (as a proportion of all men Operational Staff)	12.56%	12.69%	11.79%	11.96%	11.32%	13.27%	12.90%
	26.94%	28.05%	26.98%	27.72%	27.29%			27.37%
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^{xx}							
	Structure Fires	177	190	207	212	243	223	230
	Non-Structure Fires	298	429	439	344	291	457	541
	Emergency Medical Response	184	164	160	186	185	176	200
	False Alarms and False Calls	18	61	66	57	61	87	62
	Good intent calls	21	40	50	49	42	45	34
	Other	1,064	1,209	1,252	1,184	1,096	1,304	1,262
	Total	1,762	2,093	2,174	2,032	1,918	2,292	2,329
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 ^{xxi}	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)

^{xix} The slight decrease in the proportion of women in leadership roles in Q3 2024-25 compared to Q2 2024-25 is due to the increase in the total number of women firefighters. There were six new women recruits during the reporting period. As TZV data is a more accurate source for reporting incidents FRV attends outside the FRV district, TZV data is used for this metric. AIRS does not capture all incidents outside the FRV district. Due to the use of TZV 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".

^{xxi} During Q3 2024-25, the target of 21 station visits was met. A range of topics discussed at visits included harmonisation, uniform and Personal Protective Clothing, training, communications, vehicles and equipment, community safety and engagement, rostering, safety and welfare.