

Quarter 3 2024-25

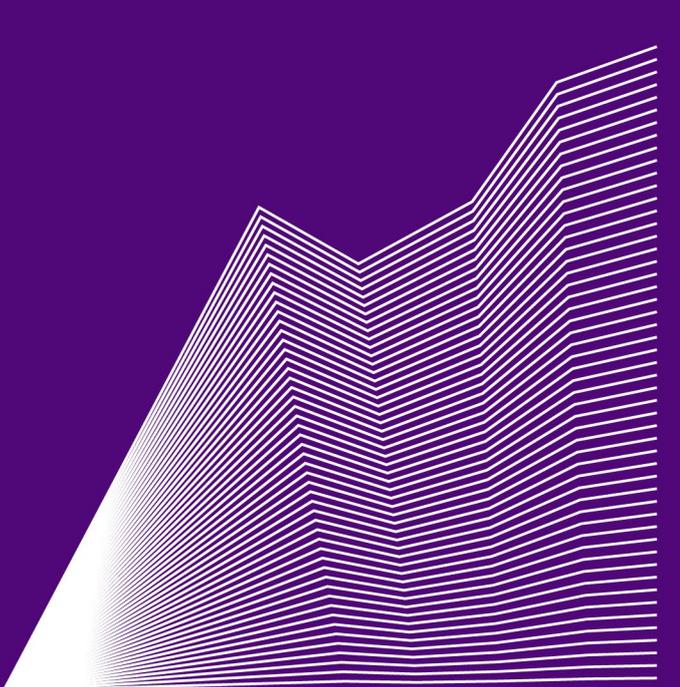
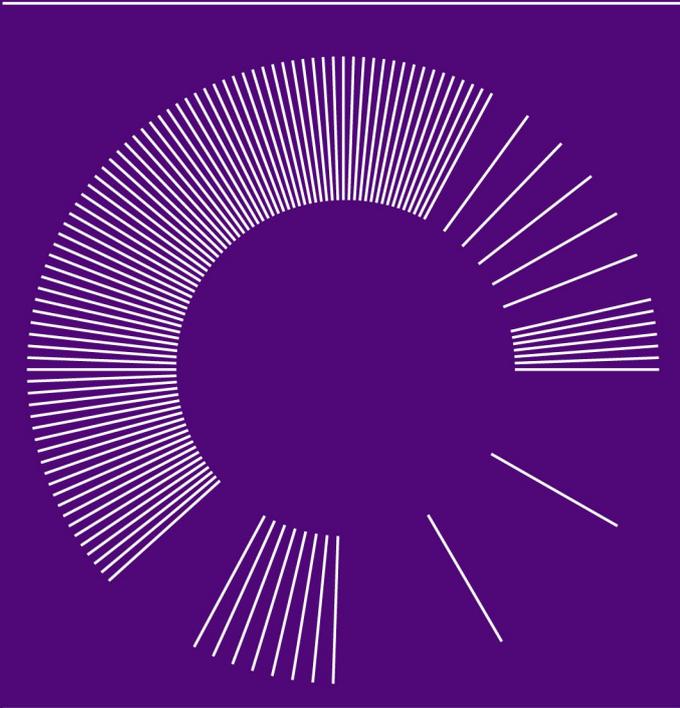


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Summary

The Fire Services Outcomes Framework Progress Report is prepared and published in accordance with the Fire Services Implementation Monitor's (FSIM) functions under section 141 of the *Fire Rescue Victoria Act 1958* (Vic). It includes results and commentary from the FSIM on select results from the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks for the third quarter of the 2024-25 financial year.

The FSIM publishes these quarterly reports on its website at vic.gov.au/fsim-publications.

In this quarter, the CFA reported on 24 indicators (see **Appendix A**) and FRV reported on 25 measures (see **Appendix B**).

CFA indicators and FRV measures short-listed for reporting

The FSIM has reported on select results based on the following criteria:

- **Demonstrates a notable achievement:**
 - CFA: Increase in percentage of structure fires contained to room of origin (**indicator 2.2.1**).
 - CFA: Road accident rescue response times meeting benchmark (**indicator 2.4.1**).
 - FRV: Percentage of response to emergency medical response (EMR) within 9.2 minutes (target 90%) (**measure 2.1.3a**).
- **Continuing off-track trend over repeated quarters:**
 - FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90%) (**measure 2.1.3a**).
- **Significant change from the previous quarter (positive or negative change outcome):**
 - CFA: A decrease in workplace injuries (volunteer operational activity) (**indicator 3.1.2**) – the quarter 3 (Q3) result demonstrated a significant increase against the quarter 2 (Q2) result for this indicator, which reflects a negative change outcome. Note that for this indicator, the CFA deems a lower result as desirable.
 - CFA: Increase delivery of operational training to CFA volunteers (**indicator 3.4.7**) – the Q3 result demonstrated a significant decrease against the Q2 result for this indicator, which reflects a negative change outcome. Note that for this indicator, the CFA deems a higher result as desirable.
 - FRV: Number of people engaged by Fire Equipment Services (FES) (**measure 1.3.2**) – the Q3 result demonstrated a significant decrease against the Q2 result for this measure, which reflects a negative change outcome.
 - FRV: Total operational fleet availability (**measure 2.1.3b**) – the Q3 result demonstrated a decrease against the Q2 result for this measure, which reflects a negative change outcome.

Reporting on select outcomes framework results

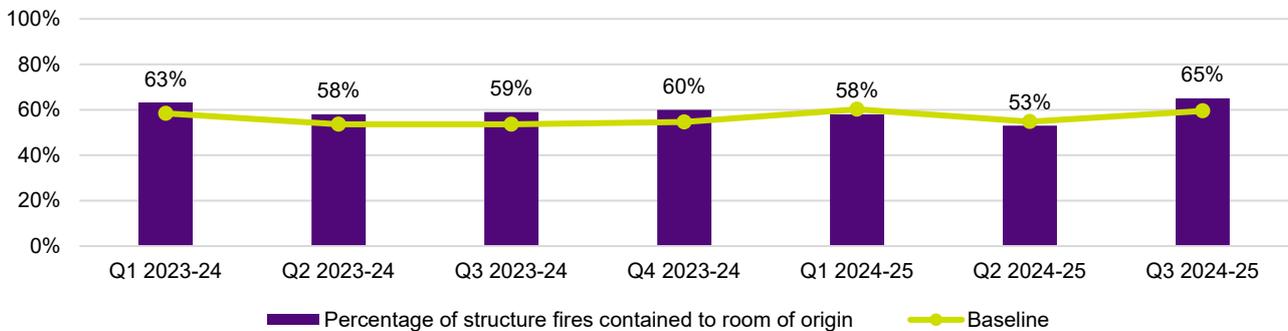
Demonstrates a notable achievement

CFA: Increase in percentage of structure fires contained to room of origin

In this quarter, the CFA reported a notable increase in the percentage of structure fires contained to room of origin with a result of 65%. This is a 5.5% increase from the quarterly baseline and a 23% increase compared to the previous quarter's result of 53% (Figure 1).

The FSIM considers this to be a notable achievement because this quarter's result is also the highest recorded result for this indicator since reporting commenced in quarter 1 (Q1) 2020-21.

Figure 1: Increase in percentage of structure fires contained to room of origin



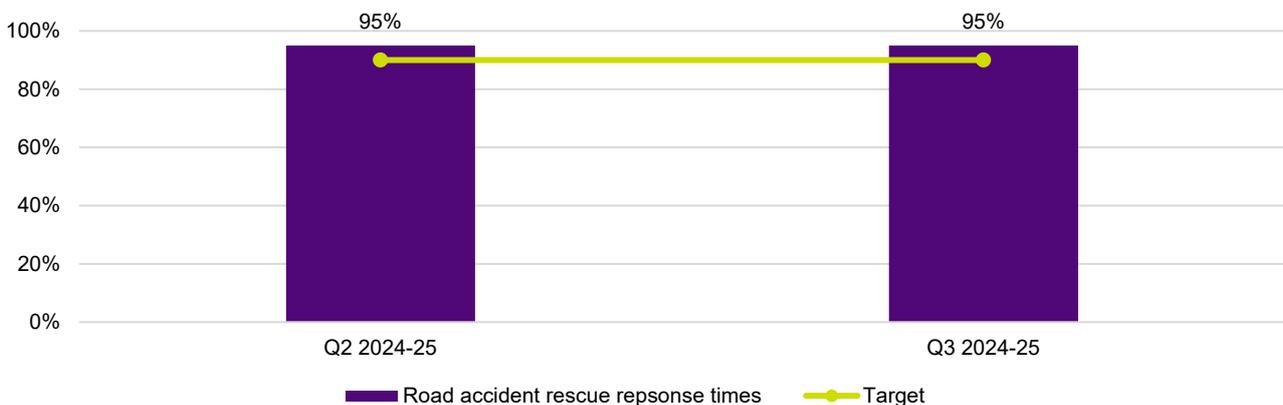
CFA: Road accident rescue response times meeting benchmark

The CFA first reported on this indicator in Q2 2024-25. Since reporting commenced, the CFA has exceeded its target for road accident rescue response times meeting benchmark.

The CFA reported a result of 95% this quarter, which is 5% higher than its target of 90% (Figure 2).

The CFA advised that accredited Road Accident Rescue brigades attended 198 incidents this quarter, with 188 of these incidents meeting the CFA response time benchmarks (20 minutes for urban areas and 40 minutes for rural areas).

Figure 2: Road accident rescue response times meeting benchmark

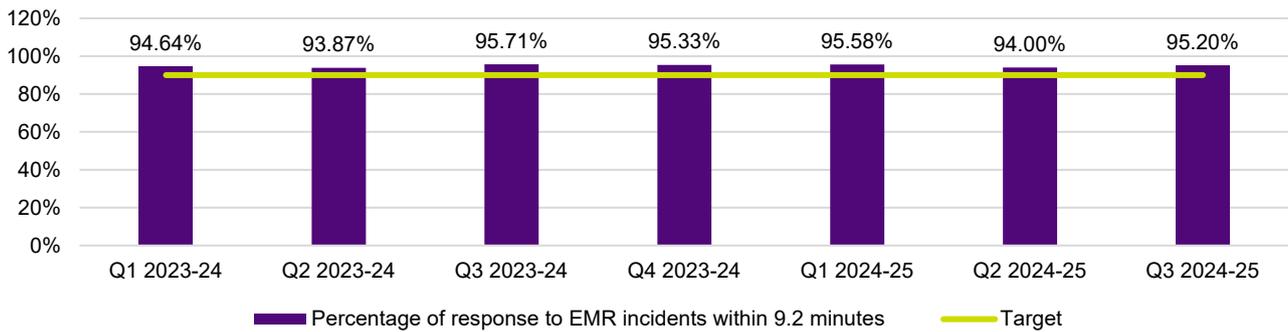


FRV: Percentage of response to EMR within 9.2 minutes (target 90%)

FRV has consistently exceeded its 90% target for responding to EMR incidents within 9.2 minutes each quarter. FRV recorded a result of 95.2% this quarter, which is 5.2% higher than its target (**Figure 3**).

FRV attributes its continued ability to exceed benchmarks for EMR response times to the presence of EMR-qualified firefighters on appropriately equipped FRV appliances, at station locations that are positioned in relation to the road network to enable a response over the great majority of the FRV district within the 9.2 minute benchmark.

Figure 3: Percentage of response to EMR within 9.2 minutes (target 90%)

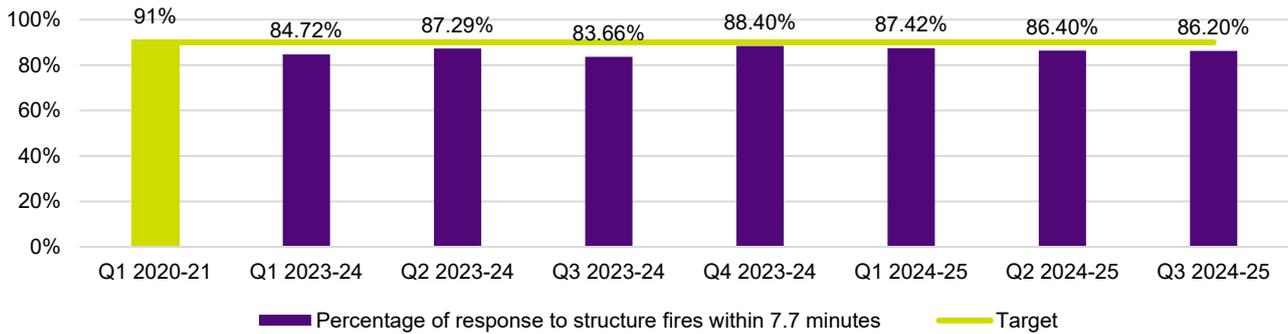


Continuing off-track trend over repeated quarters

FRV: Percentage of response to structure fire incidents within 7.7 minutes

For the eighteenth consecutive quarter, FRV did not meet its target for responding to structure fire incidents. FRV reported a result of 86.2% this quarter, which is 3.8% below its target of 90% (Figure 4). FRV last met this target in Q1 2020-21.

Figure 4: Percentage of response to structure fire incidents within 7.7 minutes (target 90%)



Significant change from the previous quarter

CFA: A decrease in workplace injuries (volunteer operational activity)

This indicator considers the emergency lost time injury frequency rate and the CFA deems a lower result as desirable.

The CFA reported an increase in workplace injuries (volunteer operational activity) this quarter, from 61 in Q2, to 91.4 in Q3. While this is an increase of 49.8% from the Q2 result, it is also 6.4% higher than the CFA's Q3 baseline of 85.9, reflecting the seasonal nature of this measure.

The CFA advised it experienced an increase in operational activity during this period, with 16 lost time injuries reported this quarter (**Figure 5**).

Figure 5: A decrease in workplace injuries (volunteer operational activity)



CFA: Increase delivery of operational training to CFA volunteers

The CFA recorded a decrease in the delivery of operational training to CFA volunteers, from 3,537 in Q2, to 2,208 in Q3. This is a decrease of 37.6% from the Q2 result (**Figure 6**).

The CFA advises that this result, which is lower than the level of training completed in Q2, is as expected given quarter 3 is the peak operational period within the fire season.

Figure 6: Increase delivery of operational training to CFA volunteers

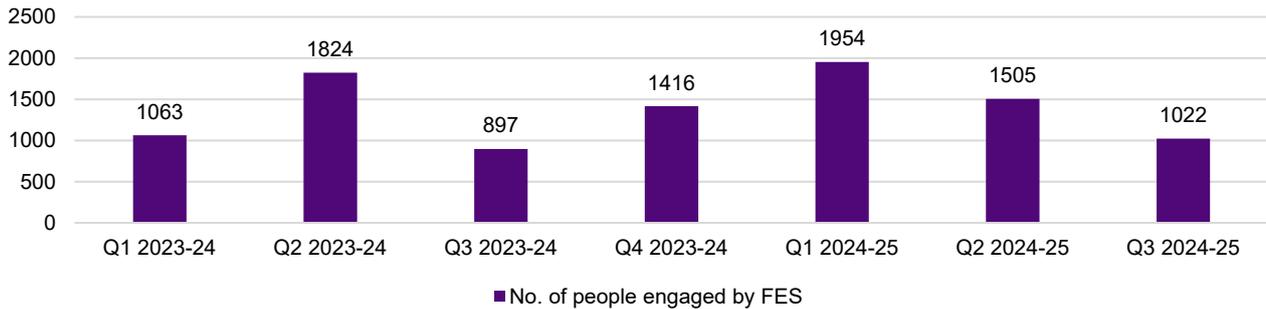


FRV: Number of people engaged by FES

FRV reported a decrease in the number of people engaged by FES from 1,505 in the previous quarter to 1,022 this quarter. This is a decrease of 47.3% (Figure 7).

FRV attributes the decrease to seasonal factors. It also notes that more established work around processes in the 2024-25 financial year have led to a higher overall number of engagements in Q3 compared to the same period in 2023-24. FRV advises that the cumulative number of engagements in 2024-25 also exceeds that of the previous financial year, 2023-24.

Figure 7: Number of people engaged by FES

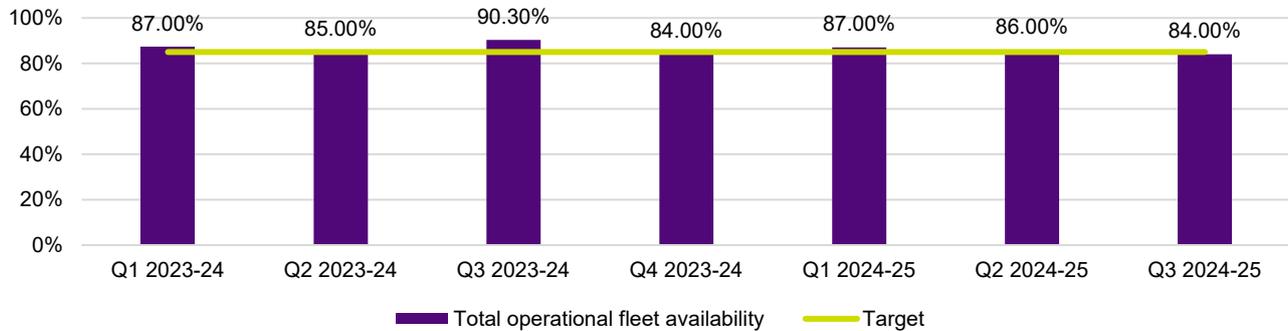


FRV: Total operational fleet availability

FRV did not meet its target for total operational fleet availability this quarter, reporting a result of 84%. This is 1% below the target of 85% and slightly lower than the results from the previous 2 quarters (Figure 8).

FRV attributes the decrease in total operational fleet availability this quarter to various seasonal factors.

Figure 8: Total operational fleet availability



Data note

FRV reports that 2024-25 data is not comparable to 2023-24 data as 2024-25 data includes both metro and regional areas, and 2023-24 data only reflects metro appliances due to CFA protected industrial action.

Reader guide

Definitions

Acronym	Title
AIRS	Australian Incident Reporting System
CFA	Country Fire Authority
EMR	Emergency medical response
FES	Fire Equipment Services
FRV	Fire Rescue Victoria
FSIM	Fire Services Implementation Monitor

Reference to fire services agencies

References to the fire services in this document relate specifically to the CFA and FRV.

Comparison between agencies' performance against published outcomes frameworks

Comparisons between the agencies should not be made as the outcomes frameworks necessarily vary based on the CFA and FRV's respective strategic and operational priorities and data.

Appendix A: CFA's outcomes progress report

Overview

This is the CFA's outcomes progress report for Q3 2024-25.

This progress report includes results against the CFA's quarterly outcome metrics.

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

Appendix B: FRV's outcomes progress report

Overview

This is FRV's outcomes progress report for Q3 2024-25.

This progress report includes results against FRV's quarterly outcome metrics.

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 ^{iv}						164	157
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)						76%	78%
	• Class 5, 6, 9 (offices, retail, public buildings)						77%	80%
	• Class 7, 8 (car parks, warehouses, factories)						73%	72%
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 when compared to Q2 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) ^{ix}	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}	12.56%	12.69%	11.79%	11.96%	11.32%	13.27%	12.90%
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	26.94%	28.05%	26.98%	27.72%	27.29%	27.76%	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)					

^{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.

^{xx} 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.