Fire Rescue Victoria Quarter 4 + Annual, 2024-25 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Four (Q4) includes quarterly and annual results and an overview of FRV's outcomes performance during the financial year (FY) 2024-25. The annual results of previous financial years 2021-22, 2022-23 and 2023-24 are included for information.

FRV's Outcomes Framework includes 10 Outcome Statements, 26 indicators and 51 measures (quarterly and annual). A total of 50 measures (against 26 indicators) are reported, and where applicable, year-on-year (YoY) status has been included against each measure. In summary, of the 26 indicators, YoY results demonstrate a positive trend for six indicators (23%), six indicators (23%) reveal minimal or no changes, and three indicators (12%) suggest that further work is needed to achieve desired outcomes. FRV was unable to identify a trend for 11 indicators that are reported using either qualitative measures or is reliant on data that cannot be compared with the previous reporting period, 2023-24. The YoY results also reveal FRV has progressed positively towards achieving three (30%) of its intended outcomes (1.3, 2.3, 3.4) and maintains its performance for two (20%) of the outcomes (2.1 and 3.2). FRV is unable to report on the progress towards achieving other intended outcomes as the trends for the indicators of the respective outcomes (1.1, 1.2, 2.2, 3.1 and 3.3) are not reported.

The overall performance of indicators over the period of 2021-2025 demonstrates FRV has been successful in achieving five (50%) of the intended outcomes (1.1, 1.3, 2.1, 2.3 and 3.4), maintains its performance for one of the outcomes (3.2).

Cells shaded in pink in the previous financial years represent missing data due to the impact of the cyber-attack in December 2022. As a result of the cyber-attack, 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 TZV 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)

FRV has continued to use TVZ data for the false alarm measures as they are reported for a 12-month rolling period, and this ensures reliable compatibility over the 12-month period. TZV data is also a more accurate source for reporting incidents FRV attends outside the FRV district, as AIRS does not capture all such incidents.

Domain One - Prevention and Preparedness

FRV's prevention and preparedness approach to mitigate fire incidents is reflected in three outcome statements, namely, (1) Safer Homes, (2) A Well-Regulated Built Environment and (3) Enabled, Empowered and Resilient Local Communities.

Outcome – Safer Homes (1.1)

A total of eight measures (against three indicators) measure FRV's progress in achieving Outcome 1.1. In this report, FRV reports on eight measures (three for 1.1.1, three for 1.1.2 and two for 1.1.3), either in a quarterly or annual capacity. FRV is unable to report on YoY status for measures pertaining to residential structure fires as these were not reported in FY 2022-23 and FY 2023-24 due to the unavailability of AIRS. There is a slight decrease (8%) in the number of FireEd sessions and risk reduction programs delivered to the community in 2024-25 compared to 2023-24. The decrease in annual numbers for FireEd and risk reduction programs is attributed to the transitioning of the reporting system, which was reported in Q2 2024-25. The access to online eLearning module was limited for a period due to internal IT maintenance during 2024-25, which contributed to a decrease in the number of people completing the online eLearning Fire Safety module (22%). The number of unique visits to FRV's Home Fire Safety webpage has also decreased (22%) in 2024-25 compared to 2023-24. The proportion of people reported have bought or installed a smoke alarm increased whereas the proportion of people having tested or plan to test smoke alarms or reported already having smoke alarms are slightly less compared to 2023-24 (1.1.3b). Although the YoY status for indicators 1.1.2 and 1.1.3 reflects a decrease, , overall the trend for these indicators , demonstrates FRV has made positive progress in achieving its outcomes of Safer Homes for the four-year period (FY 2021-22 to FY 2024-25).

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.1	**OUTCOMES STATEMENT:** SAFER HOMES									
1.1.1	**Decrease in preventable fires in homes**[i]									
1.1.1a	No. and rate of preventable residential structure fires[ii]	1,828 /10.7			501 / 11.15	552 / 12.9	521/ 11.42	**551/ 12.27**	2125/ 11.94	●
1.1.1b	**No of preventable residential structure fires attended by Fire Rescue Victoria by time of day**									
	• 1am – 7am	181			52	61	71	**72**	256	●
	• 7am – 1pm	429			122	143	111	**143**	519	●
	• 1pm – 7pm	729			182	213	179	**191**	765	●
	• 7pm – 1am	489			145	135	160	**145**	585	●
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	757			182	213	166	**205**	766	●
	• Accidental fires in other household rooms	214			91	73	71	**77**	312	●
	• Accidental fires from smoker's materials	204			49	82	71	**64**	266	●
	• Electrical distribution equipment malfunction	179			45	50	46	**54**	195	●
	• Household appliance malfunction	207			37	51	63	**48**	199	●
	• Other	267			97	83	104	**103**	387	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

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[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 fire.

[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.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.1.2	Increase in fire-safe behaviours and escape plans in homes									
1.1.2a	No. of sessions of FireEd and risk reduction programs delivered to the community[iii]	223	320	718	207	132	130	191	660	●
1.1.2b	No. of people completed online FRV/CFA eLearning Fire Safety modules[iv]	N/A	1,924	2,600					2,022	●
1.1.2c	No. of unique visits to Home Fire Safety webpages[v]	N/A	34,223 visits	47,898 visits					37,327 visits	●
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)	87%			84%	80%	77%	79%	80%	●
	○ Houses (Class 1a)	82%				84%	81%	81%	82%	●
	○ Hostels (Class 1b)	94%				87%	100%	100%	95.7%	●
	○ Apartments (Class 2)	91%				75%	72%	74%	73.7%	●
1.1.3b	FRV-CFA smoke alarm campaign evaluation findings									
	• Proportion of people who had tested or would test, existing smoke alarms because of seeing or hearing FRV advertisements	N/A	46%	50%					42%	●
	• Proportion of people who had either bought/installed new smoke alarms because of seeing or hearing FRV advertisements	N/A	24%	22%					28%	●
	• Proportion of people who either plan to buy bought/installed new smoke alarms but had not seen or heard the advertisements	N/A	27%	25%					21%	●
	• Proportion of people who reported having a smoke alarm/detector installed already	N/A	44%	55%					53%	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[iii]The slight decrease (8%) in the annual numbers compared to FY 2023-24 is attributed to the under reporting of the metrics in Q2 2023-24, due to transitioning to an electronic reporting process. There is an increase in number of FireEd and risk reduction programs delivered in Q4 2024-25 compared to Q3 2024-25 and this is due to the improvement in reporting of the number of sessions delivered. A total of 10,545 people were reported to have attended the sessions in Q4 2024-25.

[iv] During the FY 2024-25, the eLearning modules were not accessible for a period due to internal IT maintenance, which has affected the total number of people completing the modules.

[v] Data includes the number of times users had visited FRV's Home Fire Safety webpage. Throughout the FY 2024-25 there were no campaigns that specifically directed people to the Home Fire Safety webpage, which may be the reason why there was a reduction in visits to the site.

Outcome – A Well Regulated Built Environment (1.2)

A total of four measures against four indicators are used to measure FRV's performance towards Outcome 1.2. FRV is unable to report on YoY status for any of these measures as three of the four measures were not reported in previous years, while false alarms reported in FY 2022-23 and FY 2023-24 were impacted by multiple industrial action resulting in arbitrary coding of false alarms. The measures pertaining to structure fires (1.2.1 and 1.2.2) were not reported in FY 2022-23 and FY 2023-24 due to the unavailability of AIRS. The false alarms (1.2.3) reported for 2024-25 is more accurate compared to previous years (FY 2022-23 and FY 2023-14) as result of an end to multiple industrial action. During the industrial actions there was arbitrary reporting of false alarms. FRV was unable to report on sites/properties serviced by Fire Equipment Services (FES) due to lack of access to the FireCode system since the cyber incident, therefore trend is unavailable.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.2.1	Decrease in preventable fires in higher-risk buildings									
	No. of preventable structure fires in higher-risk buildings[vi]	577				164	157	139	460	●
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[vii]									
	Class 5-9 building (all listed below)	60%				76%	78%	65%	73%	●
	• Class 5, 6, 9 (offices, retail, public buildings)	66%				77%	80%	70%	75.7%	●
	• Class 7, 8 (car parks, warehouses, factories)	50%				73%	72%	53%	66%	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[vi] 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-story 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. Incident data recorded in AIRS.

[vii] Non-residential buildings based on incident data recorded in AIRS. Classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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) [viii]									
	• 6–10	464	183	183	291	410	535	516	516	●
	• 11–20	123	59	49	72	122	185	202	202	●
	• >20	59	13	18	24	35	61	65	65	●
	Total	646	255	250	387	567	781	783	783	●
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 building [ix]	110,650			17,879	17,123	16,468	15,728	15,728	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[viii] 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 total number of false alarms reported in Q4 2024-25 is similar to Q3 2024-25 data. There was multiple industrial actions 12 August 2023 to 13 October 2023 and 18 December 2023 to 23 April 2024, impacting on the rolling 12-month reporting period in Q4 2023-24, and resulting in the inability to compare these Q4 results with previous quarter.

[ix] The business rules for this measure have changed - In previous year(s), FY 2021-22, number of services provided by FES, all completed site visits including both scheduled and unscheduled services were reported whereas from Q1 2024-25, FRV reports on the number of sites/properties serviced. The decline in total customer sites since Q1 is being further investigated to understand the root cause and if the changes over time reflect expected variation, or a concerning trend.

Outcome – Enabled, Empowered and Resilient Local Communities (1.3)

A total of four measures (against four indicators) are used to report on FRV's progress towards Outcome 1.3. The 20% increase in the total number of local government engagements (1.3.1) reported during 2024-25 compared to previous year is attributed to improved and systematic reporting processes, including engagements untaken as part of improving fire safety in the built environment. The overall number of engagements by FES (1.3.2) has increased (16%) in 2024-25 compared to previous years, 2022-23 and 2023-24. Whilst considerable variation in components of non-structure fire and other non-fire related incidents attended by FRV within FRV districts (1.1.3), the overall increase is 7% during 2024-25 when compared to 2023-24. The total number of structure fire incidents reported for 2024-25 has slightly decreased compared to 2023-24. The YoY status of the measures related to indicators 1.3.1 and 1.3.2 reveal a positive trend, while the measure related to indicator 1.3.4 remains steady for 2024-25. The overall trend of the indicators (three of four) reported for Outcome 1.3 demonstrates FRV has been successful in its efforts in strengthening community resilience during 2024-25 and has progressed in towards achieving the outcome of Enabled, Empowered and Resilient Local Communities.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.3	OUTCOMES STATEMENT: ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES									
1.3.1	Increase in understanding of risk of fire and other hazards									
	No. of engagements with Local Government Areas by the Community Safety team[x]	81	171	333	68	107	99	127	401	●
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)[xi]	7,107	5,603	5,200	1,954	1,505	1,022	1,548	6,029	●

● **Positive trend** YoY ● **No / minimal change** YoY ● **Negative trend** YoY ● **YoY not available / applicable**

(Based on YoY comparison from previous years) (Based on YoY comparison from previous years) (Based on YoY comparison from previous years)

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[x] The increase in number of engagements to Q4 2024-25 when compared to Q3 2024-25 is attributed to seasonal variation. The data reported during 2024-25, now 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., Waste Intelligence Network engagements, Building Regulations Advisory Committees). These activities have resulted in the increase of reported engagements, compared to the previous financial year.

[xi] People engaged by Fire Equipment Services (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 increase in Q4 2024-25 results, compared to Q3 2024-25, is attributed to the seasonal factors as the months of January and February are considered as 'slow' months. The number of overall engagements in 2024-25 has increased compared to the previous years, 2022-23 and 2023-24.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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[xii]									
	• False Alarms and False Calls	17,976	10,174	13,106	5,104	5,799	5,517	5,200	21,620	●
	• Good Intent Calls	7,535	5,659	8,680	2,082	2,344	2,493	2,516	9,435	●
	• Emergency Medical Response	6,607	6,761	6,013	1,480	1,513	1,395	1,405	5,793	●
	• Hazardous conditions (not a fire)	4,905			1,262	1,330	1,412	1,373	5,377	●
	• Motor Vehicle Accidents	5,065			1,703	1,926	1,776	1,829	7,234	●
	• Service Calls	2,603			615	666	672	545	2,498	●
	• Rescues and Other Medical Assistance	2,096			546	685	646	545	2,422	●
	• Non-Structure Fires	5,841	5,412	7,193	1,605	2,642	2,734	1,887	8,868	●
	• Other	194	28,287	25,853	454	484	429	536	1,903	●
	Total	52,822	56,293	60,845	14,851	17,851	17,074	15,836	65,150	●
1.3.4	Decrease in structure fires [xiii]									
	No. of structure fires incidents within FRV district	3,496	3,726	4,190	1,007	1,111	1053	1056	4,227	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[xii] 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. Annual data for FY 2021-22 is based on AIRS reported as in FRV Q1 2022-23 Outcomes Framework Report. AIRS data is retrospectively reviewed for accuracy and therefore the data reported for previous quarters (Q1 2024-25 to Q3 2024-25) has been updated to reflect the more accurate data. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial actions, therefore reported Q4 2024-25 results of false alarms are not appropriate for comparison with previous quarters. The decrease in 'Non-structure Fires' in Q4 2024-25 compared to previous reporting periods is due to seasonal trends (winter weather).
[xiii] Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS. AIRS data is retrospectively reviewed for accuracy and therefore the data reported for previous quarters (Q1 2024-25 to Q3 2024-25) has been updated to reflect the more accurate data.

Domain Two - Response and Recovery

FRV's approach to response and recovery is measured via three outcome statements, namely A Best-Practice Emergency Response (2.1), Saving Lives (2.2) and Helping Recover (2.3). In this report, FRV reports on 12 measures (of which five were reported on quarterly basis) against three indicators of Outcome 2.1, one qualitative measure against one indicator for Outcome 2.2 and one measure against one indicator for Outcome 2.3.

The increase in the number of preventable fire-related fatalities (to 22) during the year 2024-25 compared to previous years, is a YoY variability with no clear evidence to suggest that the increase represents a rising trend or emergence of a new risk (2.1.1a). FRV is unable to report on YoY status for the proportion of residential structure fires contained to room of origin (2.1.1b) as these were not reported in FY 2022-23 and FY 2023-24 due to the unavailability of AIRS. The interoperability capabilities, reflected in the number of FRV employees trained to contribute towards State Emergency Management (2.1.2b) remains similar to previous years.

During the reporting period, structure fire response times showed a slight year-on-year improvement, rising from 86.03% in 2023–24 to 87.2% in 2024–25, moving closer to the 90% benchmark. FRV's response times for Emergency Medical Response (EMR) has constantly achieved the benchmark of 9.2 minutes above the target of 90%, which implies the YoY status remains positive. FRV's response times to road rescue within the benchmark of 13.5 minutes has increased (4.5 percentile) compared to last reportable data in 2021-22.

FRV is unable to report of the YoY status on the availability of fleet as it was limited to 'metro' regions for 2023-24 due to protected industrial action. Therefore, 2024-25 results cannot be compared to 2023-24. While there was a decrease by five percentiles in the specialist capability staff completing skills maintenance (2.1.3c), this is being actively addressed through improved training delivery outside of shift hours, aiming to boost future completion rates. The percentage of completing core skills maintenance drills increased to nine percentiles, reflecting a targeted response to previously identified operational skills gaps.

Although total yearly skills acquisition contact hours (2.1.3e) and total participants in training decreased from previous year (2023-24), this aligns with strategic workforce planning and operational requirements. The data reflects an increase in core operational metrics like core skills maintenance drills, compared to 2023-24. Core and specialist capabilities are being actively managed for a responsive and adaptive approach to workforce development.

FRV continued to deliver training and new equipment, and enhanced processes and protocols to strengthen the delivery of EMR (2.2.1), including trauma and mass casualty events, which that directly leads to better patient outcomes. During the reporting period, there was an increase (9%) in number of staff engaged in community disaster recovery activities following a disaster or emergency incident (2.3.1), compared to 2023-24, and this is attributed to a range factors, including the scale and length of significant disaster events that occurred during 2024-25. The YoY status of measures related to indicators 2.2.1 and 2.3.1 show a positive trend in achieving the intended outcomes of saving lives and helping communities in recovery. The overall performance of all the metrics of the Outcomes 2.1, 2.2, 2.3 over the period of 2021-2025 reveals a positive trend in FRV's approach to response and recovery.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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									
2.1.1a	No. of preventable fire-related fatalities (Fire Rescue Victoria Fire Investigations Unit)[xiv]	12	9	13					22	🔴
2.1.1b	Proportion of preventable residential structure fires attended by Fire Rescue Victoria by time of day contained to room of origin[xv]									
	• 1am - 7am	76%			57%	75%	63%	65%	65%	🟣
	• 7am - 1pm	90%			86%	84%	79%	78%	81.8%	🟣
	• 1pm - 7pm	88%			87%	83%	85%	88%	85.6%	🟣
	• 7pm - 1am	88%			87%	87%	83%	88%	86.3%	🟣
2.1.2	Increase in interoperability capabilities and seamless multi-agency responses									
2.1.2a	No. of Level 3 Incident controllers[xvi]	38	38	38					36	🟠
2.1.2b	No. of employees trained to contribute to State emergency management arrangements[xvii]:									
	• Total no. Operational employees	737	613	608					600	🟠
	• Total no. Corporate employees	70	66	66					61	🔴
	Total All Staff	807	679	674					661	🟠

🟢 **Positive trend** YoY 　　　　🟠 **No / minimal change** YoY 　　　　🔴 **Negative trend** YoY 　　　　🟣 **YoY not available / applicable**

(Based on YoY comparison from previous years) 　　(Based on YoY comparison from previous years) 　　(Based on YoY comparison from previous years)

[xiv] A preventable fire fatality is defined as a death occurring in any fire that was started accidently. More than half of the number of preventable fire-related fatalities during 2024-25 were identified as caused by smoking materials, particularly cigarettes, as a possible or probable ignition source. There is currently no clear evidence to suggest that the increase represents a rising trend or emergence of a new risk.

[xv] The proportion of preventable residential structure fires contained to the room of origin is consistently lower between the hours of 1 am and 7 am, than other times of the day. This may be 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.

[xvi] The decrease in number of level 3 Incident Controllers is attributed to departure of an accredited employee from the organisation and another employees accreditation has lapsed.

[xvii] The slight decrease (2%) in overall number of trained employees for contributing towards State's emergency management arrangements is attributed to employee turnover.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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 xviii									
	• Percentage of response to structure fire incidents within 7.7 minutes (target 90%)	88%	83.67%	86.03%	87.6%	87.1%	86.0%	88.2%	87.2%	🟠
	• Percentage of response to EMR (emergency medical response) within 9.2 minutes (target 90%)	93.7%	93.30%	94.88%	95.4%	94.2%	95.1%	94.3%	94.8%	🟢
	• Percentage of response to Road rescue responses within 13.5 minutes	84%			89.6%	82.9%	85.9%	81.3%	84.9%	🟣
2.1.3b	Total operational fleet availability xix	88%	90.2%	87%	87%	86%	84%	86%	86%	🟣
2.1.3c	Percentage of specialist capability staff (Technical Operations skills maintenance completed) xx	83%		76%					71%	🔴
2.1.3d	Percentage of staff with core skills maintenance drill completed (YTD) xxi	86.7%		69.7%					77.78%	🟢
2.1.3e	Total number of yearly skills acquisition contact hours (YTD) xxii	N/A	249,386 hours	379,615 hours					256,420 hours	🔴
2.1.3f	Total number of FRV participants that have undertaken acquisition training (YTD)	4,176	8,424	9,832					8,937	🔴

🟢 **Positive trend** YoY
(Based on YoY comparison from previous years)

🟠 **No / minimal change** YoY
(Based on YoY comparison from previous years)

🔴 **Negative trend** YoY
(Based on YoY comparison from previous years)

🟣 **YoY not available / applicable**

xviii AIRS classifications are used to identify structure fires, EMR and road accident rescue incidents. FRV has updated its data process system by adopting to a more reliable process to clean and manage data, which results in more accurate and reliable results. For example, where there are multiple vehicles "on scene" the enhanced data process accurately captures time stamp for first on scene. The results for previous quarters (Q1 2024-25 to Q3 2024-25) has been updated in this report to reflect the more accurate data.

xix During 2024-25, for most year, the total operational fleet availability remained steady around 86%, which is above the target of 85%. 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.

xx The decrease in specialist skills maintenance completed is attributed to the challenges in completing recertification training process without any interruption during their 'on shift' hours. FRV aims to eliminate the challenge by delivering training in dedicated training hours outside of their normal shift hours.

xxi The increase in the proportion of core skills maintenance drill is attributed to the increase scheduled core skills maintenance drills to address the identified operational skills gaps.

xxii The number of acquisition training hours and required number of participants are determined by workforce planning priorities and operational requirements.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Domain 2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025					2024-2025 Annual	Status YoY
2.2	**OUTCOMES STATEMENT:** SAVING LIVES										
2.2.1	**Increase in firefighters with contemporary emergency medical response skills and equipment to assist people during emergencies**										
	Delivery of programs and protocols for better patient outcome	N/A	EMR training delivered in regional areas	EMR processes and protocols enhanced.						**Refer Footnote xxiii**	●
2.3	**OUTCOMES STATEMENT:** HELPING RECOVER										
2.3.1	**Increase in the timeliness and effectiveness of community recovery following a disaster or emergency incidents**										
	No. of FRV staff engaged in major disaster recovery activities[xxiv]	N/A	314	415						454	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

Domain Three – Organisational Excellence

FRV's vision for Organisational Excellence is reflected in four outcomes statements, namely Prioritised Firefighter Safety and Wellbeing (3.1), A Diverse and Inclusive Organisation (3.2), A Data-driven and Innovative Organisation (3.3) and A Socially and Environmentally Responsible Organisation and Respected Partner (3.4).

Outcome – Prioritised Firefighter Safety and Wellbeing (3.1)

The impact of FRV's initiatives in prioritising safety and wellbeing of firefighters are reported using two measures (against one indicator). During the reporting period 2024-25, the measures pertaining to workplace injuries increased from the previous reporting period 2023-24. Inaccurate processing of these measures was identified, and subsequent reporting enhancements have been implemented. Therefore, the YoY results are not appropriate for comparison. FRV will continue its work to identify FRV's progress and enhancements towards this outcome.

[xxiii]. FRV has implemented trauma and mass casualty capabilities that complement the EMR program and better serve communities in medical emergencies and added additional mass trauma kits to FRV Rescue appliances.
[xxiv] The reported data includes both operational and corporate personnels involved at all levels, including response, coordination and preparedness.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.1

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
3.1	**OUTCOMES STATEMENT:** PRIORITISED FIREFIGHTER SAFETY AND WELLBEING									
3.1.1	**Increase in support and maintenance of firefighters' physical and psychological health**									
3.1.1a	Lost Time Injury Severity Rate per 1000 FTE[xxv]	N/A	7.57	8.48	22.78	23.79	20.90	**14.44**	**20.48**	●
3.1.1b	Number of injuries and near misses per 1000 FTE[xxvi]	N/A	61.06	86.77	103.83	113.05	104.93	**120.87**	**110.78**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

Outcome – A Diverse and Inclusive Organisation (3.2)

Nine measures (including two qualitative measures) are reported against the three indicators (six for indicator 3.2.1, one for 3.2.2 and two for 3.2.3) for Outcome 3.2. During 2024-25, FRV reported on three measures on a quarterly basis. There has been a slight decrease (0.33 percentile) of overall turnover of operational firefighters while the number of women firefighters in leadership roles (3.2.1b) has slightly increased (from 25 to 27). During the reporting period, there has been a slight increase in the proportion of women applicants (3.2.1d) in firefighter recruits. The proportion of women successful in firefighters' recruiting process (12.5%) during 2024-25 has increased (4.4 percentile) compared to 2023-24. The overall gender and age disparity among operational employees remains consistent, while corporate and technical employees has slightly increased (3.65%) in 2024-25 when compared to 2023-24 (3.2.3a). FRV continued to deliver initiatives and implement programs identified in its Reconciliation Action Plan (RAP) with initiatives progressing at a 79% completion and 21% in-progress. FRV also launched its Diversity Equity and Inclusion Strategy during the reporting financial year. Overall, YoY status of the reported measures demonstrates FRV's progress towards a diverse and inclusive organisation remains consistent.

[xxv] 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. FRV identified inaccuracies in the data source which resulted in inaccurate processing of these measures prior to Q4 2024-25. This issue has been resolved and all data for 2024-25 quarters has been updated. Data limitations restricted updates to prior years, and therefore prior YoY data is not comparable.

[xxvi] "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. The increase of injuries and near misses (15.19%) reported in Q4 2024-25 is attributed to the increase in incidents without resulting in a physical injury. This is a positive result as it is the consequence of good safety culture. An increase in reporting allows for identification and early intervention for individuals or teams at risk. The increase in annual average (29.3%) in 2024-25 compared to 2023-24 correlates with a general increase in overall figures throughout the year.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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									
3.2.1a	Operational turnover for men and women firefighters (rolling 12 months)[xxvii]									
	All Operational firefighters turnover	N/A	2.89%	2.36%	2.06%	2.15%	2.13%	2.19%	2.19%	●
	• Operational women firefighters turnover	N/A	0.53%	1.99%	1.87%	1.41%	1.43%	1.44%	1.44%	●
	• Operational men firefighters turnover	N/A	3.02%	2.38%	2.07%	2.19%	2.17%	2.23%	2.23%	●
3.2.1b	Number of women firefighters in leadership roles[xxviii]	N/A	26	25	24	28	28	27	27	●
3.2.1c	Proportion of women and men in operational leadership roles									
	• Women in operational leadership roles (proportion of all women Operational Staff)	N/A	13.54%	11.96%	11.32%	13.27%	12.90%	12.56%	12.56%	●
	• Men in operational leadership roles (as a proportion of all men Operational Staff)	N/A	28.04%	27.72%	27.29%	27.76%	27.37%	27.80%	27.80%	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

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

[xxviii] The slight increase in the number of women firefighters in leadership roles in Q4 2024-25 compared to Q4 2023-24 is due to the promotion of women from the position of Leading Firefighters to Station Officers during the reporting year.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
3.2.1d	Women firefighter applicants as a proportion of all applicants (no. & %)ˣˣⁱˣ	768 applicants 14.2%	683 applicants 16.2%	Not applicable					**671 applicants 16.6%**	🟠
3.2.1e	Women firefighter recruits as a proportion of all recruits (no. & %)ˣˣˣ	9 recruits 5.1%	7 recruits 11.7%	19 recruits 8.1%					**15 recruits 12.5%**	🟢
3.2.1f	Successful recruitment and retention of women firefighters	9 recruits 0 exits 100% retention	7 recruits 0 exits 100% retention	19 recruits 0 exits 100% retention					**15 recruits 0 exits 100% retention**	🟡
3.2.2	**Increase in acknowledgement and understanding of Aboriginal and Torres Strait Islander peoples and cultures in Fire Rescue Victoria's workforce and workplace**									
	Reconciliation Action Plan (RAP) updateˣˣˣⁱ	Draft RAP endorsed	RAP launched and implementation commenced	51% of RAP initiatives completed					79% of RAP initiatives completed	🟣
3.2.3	**Increase in diversity and inclusion capacity to better meet the needs of all Victorians, including culturally and linguistically diverse people, people with disability, and LGBTIQ people**									
3.2.3a	Workforce profile: operational/corporate by age and other Diversity and Inclusion indicators									
	Gender									
	• Operational Employees (no)									
	○ Women	N/A	203	213					**230**	🟡
	○ Men	N/A	3,742	3,769					**3851**	🟣
	Total	**N/A**	**3,945**	**3,982**					**4081**	🟣
	• Corporate and Technical Employees (no)									
	○ Women	N/A	437	424					**413**	🟢
	○ Men	N/A	415	449					**380**	🟣
	○ Others	N/A	12	9					**5**	🔴
	Total	**N/A**	**864**	**882**					**798**	🟣

🟢 **Positive trend** YoY (Based on YoY comparison from previous years) 🟠 **No / minimal change** YoY (Based on YoY comparison from previous years) 🔴 **Negative trend** YoY (Based on YoY comparison from previous years) 🟣 **YoY not available / applicable**

ˣˣⁱˣ There is a steady increase in proportion of women successfully recruited though the overall number of women applicants is slightly decreasing over the years.

ˣˣˣ There is an increase in overall representation of women in recruit firefighters compared to previous years though the number of women recruited are slighly less compared to 2023-24 but higher than 2021-22 and 2022-23.

ˣˣˣⁱ During 2024-24, the implementation of RAP continued. FRV appointed its first Aboriginal Engagement Officer to support the attraction, recruitment and development of Aboriginal and Torres Strait Islander peoples; an Aboriginal Engagement and Cultural Protocol Guide was launched and learning sessions delivered to recognise National Reconciliation Week.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.2 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
	Age									
	• 15-24	N/A	34	33					26	🟠
	• 25-34	N/A	917	904					817	🔴
	• 35-44	N/A	1,532	1,656					1720	🟢
	• 45-54	N/A	1,084	1,074					1117	🟠
	• 55-64	N/A	1,031	954					916	🟠
	• 65+	N/A	211	243					283	🟠
	Total	N/A	4,809	4,864					4879	
3.2.3b	Diversity, Equity and Inclusion Framework and Action Plan (DEI Strategy) progress[xxxii]	Draft DEI Strategy Approved	DEI Strategy endorsed and presented for consultation	DEI Strategy updated and endorsed					DEI Strategy launched and implementation commenced	🟣

🟢 **Positive trend** YoY
(Based on YoY comparison from previous years)

🟠 **No / minimal change** YoY
(Based on YoY comparison from previous years)

🔴 **Negative trend** YoY
(Based on YoY comparison from previous years)

🟣 **YoY not available / applicable**

Outcome – A Data Driven and Innovative Organisation (3.3)

A total of four measures (two quantitative and two qualitative) against two indicators (three for indicator 3.3.1 and one for indicator 3.3.2) are used to identify FRV's progress towards being a data-driven and innovative organisation. FRV is able to report on two out of three measures against indicators 3.3.1 due unavailability of Net Promoter Score (NPS), collected from FES client satisfaction survey since the cyber-incident. FRV has continued to implement products implementing a Project Portfolio Management (PPM) system and strengthening its performance reporting tools to improve its service delivery. The decrease (28.7%) in the number of doctrines updated (3.3.1c) is attributed to changes to employee turnover within the team and the YoY status reveals negative trend.

FRV has continued to collaborate, support research and advocate for fire safety with industry and research partners (3.3.2). Examples include partnering with emergency service organisations to identify and leverage best practice approaches and research collaboration with National Hazards Research Australia (NHRA) project on 'Measuring Success for Fire and Rescue Services'. Overall, FRV continues to work towards achieving Outcome 3.3.

[xxxii] During 2024-25, initiatives delivered include information sessions and events on a range of topics including autism at work and LGBTQIA+ inclusion, developed breastfeeding, family violence and menopause policies, launched 'Women in Firefighting Workshops' and hosted information sessions for women applicants during the firefighter recruitment and selection process.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.3

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
3.3	**OUTCOMES STATEMENT**: A DATA-DRIVEN AND INNOVATIVE ORGANISATION									
3.3.1	**Increase in use of and participation in research, data analytics and evaluation to support evidence-based decision making and improvements to community and firefighter safety**									
3.3.1a	Fire Equipment Services (FES) Net Promoter Score (NPS)[xxxiii] client satisfaction score (rolling 12-mth)	66%								●
3.3.1b	Report on roll-out of data-centric projects or tools to improve usage of data analytics and evaluation	N/A	SLP endorsed and ERDP completed	Enhanced data visualisation					**Refer Footnote xxxiv**	●
3.3.1c	Number of doctrines updated[xxxv]	N/A	105	94					**77**	●
3.3.2	**Increase in use of and participation in research and development, in collaboration with industry and sector partners**									
	Report on collaboration and research activities with industry and sector partners	N/A	Fire safety advocacy activities	Sponsored research project supporting Early Fire Safe program					**Refer Footnote xxxvi**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[xxxiii] FRV has been unable to restart client surveys to report on NPS since the cyber incident. NPS is based on the data collected from a Client Satisfaction Survey sent to all FES clients who have received a service in the month prior (exception being clients who receive monthly services only being surveyed every six months); NPS question requires a response on a rating scale of 1-10 (1-6 considered "detractors", 7-8 considered "passives", 9-10 considered "promoters") with the "NPS" calculated as "(promoters – detractors) divided by total responses" resulting in a range from -100 to +100.

[xxxiv] A Project Portfolio Management (PPM) system and a scalable web application mapping tool are currently being piloted, and we continue to assess their effectiveness and adoption of these products. The PPM has been implemented to enhance the delivery of FRV's capital program. Integrated with Power BI, this centralised platform has strengthened project governance by providing real-time reporting and insights. FRV uplifted development and deployment of Power BI products for response performance analysis and reporting, which includes a new SQL reporting database to power frontline reporting and version 2 of Turnout Time dashboard that provides more flexibility and accommodates more use cases. FRV is also developing a scalable web application mapping tool, designed to support operational decision-making for firefighters.

[xxxv] Doctrines are reviewed and updated periodically, according to the established review period for each policy

[xxxvi] During 2024-25, FRV have engaged with sector partners and other national agencies including Australian Defence Force and the Defence Science and Technology Group. Examples of engagement activities include supporting the establishment of an internal close personal protection/dignitary protection (CPP/DigPro) capability; partnering to identify and leverage best-practice approaches; undertaking knowledge sharing on risks/threats and mitigation techniques, identifying and securing joint-training and exercise opportunities. FRV continues to collaborate with NHRA on the research project 'Measuring Success for Fire and Rescue Services' which was proposed by FRV, and supported by fire and rescue services across Australia, has progressed with a selection exercise for the research provider taking place during the year.

Outcome – A Socially and Environmentally Responsible Organisation and Respected Partner (3.4)

Six measures (one qualitative and five quantitative) are reported against the four indicators of Outcome 3.4, of which two measures are reported on a quarterly basis. FRV reports YoY status for five quantitative measures.

FRV continued to collaborate with sector stakeholders to improve community safety and emergency management. In 2024-25, there has been an increase (8%) in the number of emergency incidents FRV attended to outside of the FRV district (3.4.1b). During 2024-25, there has been a slight decrease (one percentile) in FRV's overall employee turnover rate compared to 2023-24 (a decrease of 29.2% among corporate and technical employees). FRV has maintained the number of station and work site visits (3.4.3) during this financial year and continues to meet mandatory risk management legislative and regulatory requirements (3.4.4a). FRV's direct greenhouse gas emissions have slightly increased (9%) when compared to 2023-24, while the indirect greenhouse gas emissions remained the same as 2023-24 (3.4.4b). Overall, YoY status of the reported measures demonstrates that FRV is progressing steadily towards achieving Outcome 3.4. The performance of the reported measures over the period of 2021-2025 indicates a positive trend in achieving the intended outcome.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2025 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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**									
3.4.1a	Progress of service delivery plans (formerly SLAs) with CFA	N/A	Progress status provided	SLDA templates developed					**Refer Footnote xxxvii**	●
3.4.1b	No. of structure fire incidents and other non-fire related incidents outside FRV district^xxxviii									
	• Structure Fires	N/A	728	788	243	223	230	**219**	**915**	●
	• Non-Structure Fires	N/A	1,108	1,510	291	457	541	**429**	**1,718**	●
	• Emergency Medical Response	N/A	787	694	185	176	200	**191**	**752**	●
	• False Alarms and False Calls	N/A	152	202	61	87	62	**76**	**286**	●
	• Good Intent Calls	N/A	114	160	42	45	34	**65**	**186**	●
	• Other	N/A	4,290	4,709	1,096	1,304	1,262	**1,217**	**4,879**	●
	Total	**N/A**	**7,179**	**8,061**	**1918**	**2,292**	**2,329**	**2,197**	**8,736**	●

● **Positive trend** YoY   ● **No / minimal change** YoY   ● **Negative trend** YoY   ● **YoY not available / applicable**

(Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)

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xxxvii During 2024-25, FRV and CFA agreed to and finalised three service delivery plans, eight are in the process of being finalised.

xxxviii AIRS does not appropriately capture all incidents outside the FRV district, therefore TZV data is a more accurate source for reporting incidents. 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".

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
3.4.2	**Increase in workforce and asset planning to ensure sufficient resources now and into the future**									
3.4.2	**Workforce turnover by age, gender and operational / corporate staff**									
	No. of Fire Rescue Victoria employees exiting, including end of fixed term arrangements over a rolling 12-month period	253	221	210					175	🟢
	All Fire Rescue Victoria employees turnover rate (%)	5.76%	4.96%	4.61%					3.67%	🟢
	Operational employee departures (no.)									
	Total	**104**	**107**	**90**					**90**	🟡
	Women	2	1	4					3	🟡
	Men	102	106	86					87	🟡
	• 25-34 years	1	2	3					3	🟡
	• 35-44 years	11	5	7					6	🟡
	• 45-54 years	6	10	5					4	🟡
	• 55-64 years	55	67	54					45	🟢
	• 65+ years	31	23	21					32	🟣
	Corporate/Technical employee departures									
	Total	**149**	**114**	**120**					**85**	🟢
	Women	84	55	68					48	🟢
	Men	64	57	49					35	🟢
	Non-disclosed gender status	1	2	3					2	🟢
	• <25 years	0	3	5					0	🟢
	• 25-34 years	5	33	32					25	🟢
	• 35-44 years	43	20	32					18	🟢
	• 45-54 years	39	32	26					15	🟢
	• 55-64 years	19	13	17					18	🟢
	• 65+ years	6	13	8					9	🟢
	• Non-disclosed age	37	0	0					0	🟣

🟢 **Positive trend** YoY
(Based on YoY comparison from previous years)

🟡 **No / minimal change** YoY
(Based on YoY comparison from previous years)

🔴 **Negative trend** YoY
(Based on YoY comparison from previous years)

🟣 **YoY not available / applicable**

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 3.4 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
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 (YTD)[xxxix]	100%	100% (84 visits)	100% (84 visits)	100% (21 visits)	100% (21 visits)	100% (21 visits)	**100% (21 visits)**	**100% (84 visits)**	●
3.4.4	**Improvement in corporate performance, accountability and compliance with legislative and regulatory obligations**									
3.4.4a	Percentage of registered risks reviewed as per mandatory requirement in the government risk management framework	100%	100%	100%					**100%**	●
3.4.4b	Decrease in carbon footprint with sustainable practices[xl]									
	• Total direct greenhouse gas emissions (Tonnes CO_2-e)	6,066.17	8,227.35	9,182.47					**10,011.33**	●
	• Total indirect greenhouse gas emissions (Tonnes CO_2.e)	8,514.40	8,702.18	8,446.27					**8,847.75**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[xxxix] During 2024-25, the target of 84 scheduled stations visits was met. A range of topics discussed at visits included harmonisations, uniform and Personal Protective Clothing, training, communications, vehicles and equipment, community safety and engagement.

[xl] FRV is developing a practical evidence-based Emissions Reduction Plan (ERP) in alignment with Department of Energy, Environment and Climate Action's (DEECA's) Guidance on Portfolio Emissions Reduction Planning. The ERP will guide FRV to achieve the legislated objective of net zero emissions by 2045.