

1.2 The community is educated, engaged and empowered to manage its fire risk

	Yearly Baseline	Qtrly Baseline	Actual	Result
1.2.1 - Increase in the number of community members engaging with CFA <small>Desired result: Higher</small>	125,319	55,235	93,268	✓
Commentary In Q2, CFA focused on helping communities prepare for the fire season through strong event based engagement and the delivery of the Get Fire Ready initiative. This work emphasised property preparation, fire planning and the use of the VicEmergency app, using a mix of mainstream and social media alongside extensive community events. Much of this engagement was delivered by CFA volunteers, who provided tailored advice on local fire risks. Alongside seasonal preparedness, CFA continued to support fire safety through planning workshops, property advice visits and home fire safety activities, strengthening community awareness, preparedness and resilience ahead of the fire season.				

2.1 Fires are prevented

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.1.1 - Decrease in the number of preventable residential structure fires <small>Desired result: Lower</small>	821	189	172	✓
Commentary This result is lower than the quarterly baseline, representing a positive outcome for the community.				
2.1.2 - Decrease in the number of vegetation fires <small>Desired result: Lower</small>	3,844	1,211	542	✓
Commentary This result is significantly lower than the quarterly baseline, representing a positive outcome for the community.		Like for like year baseline (FYE 05, 08, 09, 14, 25)		

2.2 Fires are suppressed quickly and effectively

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.2.1 - Increase in percentage of structure fires contained to room of origin <small>Desired result: Higher</small>	65.4%	59.1%	69.3%	✓
Commentary This result is above the quarterly baseline, representing a positive outcome for the community.				
2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares <small>Desired result: Higher</small>	96.2%	95.4%	98.0%	✓
Commentary This result is above the quarterly baseline, representing a positive outcome for the community.		Like for like year baseline (FYE 05, 08, 09, 14, 25)		
2.2.3 - Decrease median time spent suppressing structure fires (time spent on scene of incident) <small>Desired result: Lower</small>	30m 6s	44m 47s	39m 37s	✓
Commentary This result is lower than the quarterly baseline, representing a positive outcome for the community.				
2.2.4 - Decrease in median time to control vegetation fires <small>Desired result: Lower</small>	12m 14s	13m 0s	15m 54s	✗
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. Whilst ideally time to control vegetation fires is minimised, this result should also be taken in context with the vegetation fire outcomes (decrease in number of vegetation fires and increase in percentage of vegetation fires contained to 5 hectares) which have improved compared to quarterly baseline, indicating an overall positive community outcome.		Like for like year baseline (FYE 05, 08, 09, 14, 25)		

2.3 Fires are less harmful to the community

	Yearly Baseline	Qtrly Baseline	Actual	Result
2.3.1 - Decrease in fire-related fatalities <small>Desired result: Lower</small>	9	2	2	
Commentary Sadly in Q2, one single residential fire occurred resulting in two fire related fatalities. 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 <small>Desired result: Lower</small>				
Commentary This metric is based on data supplied by Ambulance Victoria in partnership with the Monash University Accident Research Centre. Data for Q2 is currently unavailable and will be reported once it becomes available.		Insufficient data to calculate baseline		
2.3.3 - Decrease in severity of fire-related injuries <small>Desired result: Lower</small>				
Commentary This metric is based on data supplied by Ambulance Victoria in partnership with the Monash University Accident Research Centre. Data for Q2 is currently unavailable and will be reported once it becomes available.		Insufficient data to calculate baseline		
2.3.5 - Decrease in complete structure loss due to a structure fire <small>Desired result: Lower</small>	13.7%	12.6%	5.9%	✓
Commentary Performance for Q2 is lower than the quarterly baseline, representing a positive outcome for the community.				
2.3.6 - Increase in homes with operational smoke alarms <small>Desired result: Higher</small>	853	117	111	➔
Commentary CFA members improved the safety of 111 households via checking, maintaining, and installing smoke alarms, with dedicated campaigns in South East and North East Regions, balancing service delivery with a high volume of seasonal bushfire and grassfire-focused engagement. Over 70% of visits were at the request of the household, with many of the remainder referred by local community networks. Half of the alarms were installed in bedrooms, in line with CFA recommendations.		(4 year baseline) FYE 2022, 2023, 2024, 2025		

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

	Target	Actual	Result
2.4.1 - Road accident rescue response times meeting benchmark <small>Desired result: Higher</small>	90.0%	95.0%	✓
Commentary Q2 data shows that 45 incidents were attended by accredited road accident rescue (RAR) brigades, with 43 of these meeting CFA response time benchmarks, resulting in an overall performance of 95%. This represents a positive result for the community and exceeds the sector target of 90%.			

3.1 Our workplace is safe

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.1.1 - Increase in hazard reporting <small>Desired result: Higher</small>	317	81	73	✗
Commentary In Q2, hazard reports slightly decreased compared to the quarterly baseline. Data from comparable periods shows variability in reporting patterns, suggesting that while levels fluctuate, they remain within expected ranges consistent with historical trends.				
3.1.2 - Decrease in Workplace Injuries (volunteer operational activity) <small>Desired result: Lower</small>	251.3	64.6	39.9	✓
Commentary Four volunteers experienced lost time injuries during emergency response activities this quarter. Considering the level of operational activity, the overall number remains low relative to demand which is a positive result.				
3.1.5 - Decrease in unplanned absences <small>Desired result: Lower</small>	13.8	3.4	3.5	➔
Commentary Performance during Q2 remained steady, consistent with the quarterly baseline.				

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

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.2.1 - Increase in women volunteers in operational roles <small>Desired result: Higher</small>	14.9%	15.2%	16.0%	✓
Commentary The Q2 result is favourable against both quarterly and annual baselines, demonstrating a positive and sustained upward trend.				
3.2.2 - Increase in women volunteers in leadership roles <small>Desired result: Higher</small>	16.2%	17.6%	18.8%	✓
Commentary The Q2 result is favourable against both quarterly and annual baselines, demonstrating a positive and sustained upward trend.				
3.2.3 - Increase in women staff in senior roles <small>Desired result: Higher</small>	45.6%	46.3%	50.2%	✓
Commentary This result reflects improvement on historical baselines, and quarter-on-quarter and shows a current balance across genders in staff senior roles.				
3.2.4 - Increase in volunteers under 40 <small>Desired result: Higher</small>	29.0%	28.6%	28.2%	➔
Commentary Performance during Q2 remains steady, consistent with the quarterly baseline.				

3.3 We uphold the CFA values and are held accountable for our behaviour

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.3.3 - Increase in satisfaction with the handling and outcomes of complaints <small>Desired result: Higher</small>			48.0%	
Commentary This result is based on feedback from CFA's complaint satisfaction data, which offers insights into how effectively issues are managed and resolved. A new survey for volunteers was introduced in January 2025 and trends are still developing; no definitive patterns have emerged at this point in time.		Insufficient data to calculate baseline		

3.4 Our volunteers and staff are empowered and supported to successfully fulfil their role

	Yearly Baseline	Qtrly Baseline	Actual	Result
3.4.32 - Increase in staff engagement - All Staff Briefing survey <small>Desired result: Higher</small>	6.5	6.4	8.0	✓
Commentary Only one All Staff Briefing was held in Q2; however, the feedback was positive, as reflected by the result.		(4 year baseline) FYE 2022, 2023, 2024, 2025		
3.4.7 - Increase delivery of operational training to CFA volunteers <small>Desired result: Higher</small>			5,652	
Commentary This quarter saw a significant increase in results, partly due to a high number of volunteers completing the General Firefighting (GFF) Program (568 participants). Our ongoing focus remains on supporting members to engage in and complete training opportunities.		Insufficient data to calculate baseline		
3.4.8 - Average time of members to complete the General Firefighting (GFF) Program <small>Desired result: Higher</small>			88.0%	
Commentary GFFV2 training has been in place for 12 months, we are seeing a more realistic distribution of completion times, with some members taking longer than six months to finish. We have an ongoing focus on providing support to help members complete their training.		Insufficient data to calculate baseline		
3.4.9 - Utilisation of volunteer instructors <small>Desired result: Higher</small>			46.2%	
Commentary Focus continues on increasing the utilisation of our volunteer instructors, with a slight uplift compared to the previous quarter.		Insufficient data to calculate baseline		

4.1 We are financially sustainable, and our resource allocation decisions are transparent and achieve the greatest possible impacts

	Yearly Baseline	Qtrly Baseline	Actual	Result
4.1.1 - Timely delivery of major programs and projects <small>Desired result: Higher</small>	53.0%	55.0%	38.0%	✗
Commentary Challenges continue to be experienced with inconsistencies in project delivery practices, controls, and monitoring across portfolios. However, the Project Management Framework review is progressing as planned and remains on track for completion this year. Once finalised, a comprehensive roadmap will be developed to drive improvements in project maturity, delivery consistency, and governance across CFA projects.		(3 year baseline)		

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				
Commentary FSOC met once in Q2 with a focus on reviewing and updating the actions log and reviewing the terms of reference for currency.				Note: This Indicator is commentary only.

4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and Emergency Management Reform

	Yearly Baseline	Qtrly Baseline	Actual	Result
4.4.1 - Increase in the number of After Action Reviews <small>Desired result: Higher</small>	45	5	7	✓
Commentary There was a slight uptick in the number of completed After Action Reviews (AARs) in Q2, overall the results remain relatively consistent and above the quarterly baseline.		(4 year baseline) FYE 2022, 2023, 2024, 2025		

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 02/02/2026
Date