Fire Rescue Victoria Outcomes Framework

Quarter 2 FY 2025-26 Progress Report

Introduction

Fire Rescue Victoria (FRV) Outcomes Framework 2025 sets out how we measure the impact of our work in delivering safer, more resilient communities. Aligned with FRV's Strategic Plan 2022–2032 and the Victorian Government's Emergency Management Sector Outcomes Framework, the new framework reflects our commitment to transparency, continuous improvement, and public accountability.

Measures are aligned to FRV's five strategic pillars, offering a clearer line of sight from activities to outcomes and overall performance.

Progress Report for Quarter Two (Q2)

The Q2 2025–26 Outcomes Framework Progress Report presents FRV's quarterly outcome measures for the reporting period, together with the previous period (Q1 2025–26).

This report includes 48 quarterly measures, out of a total of 50 quarterly measures. FRV is unable to report on two (2) measures due to operational personnel deployment to incident response: measures 1.2 and 1.4, which pertain to the percentage of roles fulfilled in incident management and State Control Centres.

As measures were revised in the new framework, results from prior financial years are not directly comparable and therefore excluded. Annual data is not included in this report, therefore not all measures are numbered sequentially. Overall, the outcomes framework comprises 12 outcome statements and 59 measures across quarterly and annual reporting.

Fire Rescue Victoria Outcomes Framework: Q2 FY 2025-26 Progress Report

Outcome 1

We collaborate with service delivery partners, government and other stakeholders to promote interoperability and build stronger relationships.

Strategic Pillar 1
Partnering effectively for safer communities.

	Measure	2025-26	
		Q1	Q2
1.1	Number of Level 3 Incident Controllers		
	i. Accredited	31	31
	ii. In development	31	31
1.2	Percentage of requests to supply personnel to incident management roles fulfilled[i]	No requests	TBA
1.3	Number of employees trained and current to contribute to state emergency management arrangements[ii]		
	i. Operational	594	603
	ii. Corporate	51	51
	Total	**645**	**654**
1.4	Percentage of requests to supply incident management personnel to State Control Centre fulfilled	No requests	TBA

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[i] Incident and Regional (1.2) and State Control Centres (1.4) data for Q2 2025-26 not available due to operational priorities responding to severe weather events. Reporting will be finalised during Q3, once incident management deployments are reconciled.

[ii] The increase in number of trained operational employees to contribute to state emergency arrangements is attributed to completion of the promotional courses for the Senior Station Officer and Commander.

Fire Rescue Victoria Outcomes Framework: Q2 FY 2025-26 Progress Report

Outcome 2

Our activities recognise and engage with Aboriginal and Torres Strait Islander peoples.

Strategic Pillar 1

Partnering effectively for safer communities.

	Measure	2025-26	
		Q1	Q2
2.1	Internal activities that increase awareness and understanding of Aboriginal and Torres Strait Islander cultures and history		
	i. Number of activities undertaken	3	7
	ii. Percentage of planned activities undertaken	100%	100%
2.2	Number of FRV engagements with Aboriginal and Torres Strait Islander organisations (rolling 12 months)	7	16

Fire Rescue Victoria Outcomes Framework: Q2 FY 2025-26 Progress Report

Outcome 3
Data and information is shared, and we are clear about accountability for overlapping responsibilities.

Strategic Pillar 1
Partnering effectively for safer communities.

	Measure	2025-26	
		Q1	Q2
3.1	i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to)[iii]	100%	94.44%
	ii. Number of Municipal Emergency Management Planning Committee meetings attended	28	34
	iii. Number of other formal engagements with local governments attended by FRV personnel[iv]	77	41
3.2	Percentage of external performance reports required by government and assurance bodies delivered on time (year-to-date)[v]	100%	83.3%
3.3	Number of fires and other non-fire related incidents (excluding Emergency Medical Response) outside FRV district (year-to-date)		
	i. Structure Fires	221	442
	ii. Non-structure Fires	339	779
	iii. False alarms, good intent calls	634	1,381
	iv. Non-fire incidents	656	1,360
	Total	**1,850**	**3,962**
3.4	Number of Emergency Medical Response incidents (year-to-date)	1,869	3,640
3.5	Average percentage of seconded positions filled per week	77%	91%

[iii] FRV attended 34 of 36 Municipal Emergency Management Planning Committee meetings (94.44%) during Q2; two (2) meetings were missed due to competing operational priorities.

[iv] During Q2 there was a reduced number of formal engagements held.

[v] During the financial year, FRV had delivered 5 out of 6 reports on time; one (1) approved extension.

Outcome 4

Our workforce is safe.

Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measure	2025-26	
		Q1	Q2
4.1	Engagement with health monitoring services (rolling 12 months)		
	i. % operational workforce	32.10%	34.70%
	ii. % corporate workforce	9.20%	11.50%
4.2	Engagement with health monitoring services - % return engagements	52%	40.70%
4.3	i. Number of WorkCover claims / per 100 FTE (rolling 12 months)	12.7	12.1
	ii. % of total claims accepted	83.36%	86.24%
	iii. % of total claims rejected	11.60%	11.30%
4.4	Percentage of WorkCover claimants that returned to work within 26 weeks (rolling 12 months)	75.49%	73.61%

Outcome 5

Our workforce is sustainable and connected and has a culture of equity and ethical behaviour.

Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measure	2025-26	
		Q1	Q2
5.1	Workforce profile: operational / corporate by gender		
	i. Operational workforce		
	• Men	94.10%	94.10%
	• Women	5.90%	5.90%
	• Other (non-binary / self-described / prefer not to say)	0%	0%
	ii. Corporate (non-operational) workforce		
	• Men	48.74%	48.66%
	• Women	51.26%	51.34%
	• Other (non-binary / self-described / prefer not to say)	0%	0%

Outcome 5 (cont.)

Our workforce is sustainable and connected and has a culture of equity and ethical behaviour.

Strategic Pillar 2

Creating a culture that supports and connects our people.

Measure	2025-26	
	Q1	Q2
5.2 Workforce profile: operational / corporate by age		
i. Operational workforce		
• 15-24	0.15%	0.10%
• 25-34	13.23%	12.63%
• 35-44	38.33%	38.54%
• 45-54	25.39%	25.89%
• 55-64	17.12%	16.89%
• 65+	5.78%	5.95%
ii. Corporate (non-operational) workforce		
• 15-24	0.70%	0.57%
• 25-34	15.31%	14.99%
• 35-44	26.12%	24.89%
• 45-54	23.17%	23.76%
• 55-64	24.44%	25.18%
• 65+	10.25%	10.61%

Outcome 5 (cont.)

Our workforce is sustainable and connected and has a culture of equity and ethical behaviour.

Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measure	2025-26					
		Q1			**Q2**		
5.3	Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months)[vi]						
	i. Operational workforce	**Men**	**Women**	**Others**	**Men**	**Women**	**Others**
	• 15-24	0%	0%	0%	0%	0%	0%
	• 25-34	0.05%	0%	0%	0.12%	0.02%	0%
	• 35-44	0.22%	0.02%	0%	0.45%	0.02%	0%
	• 45-54	0.05%	0.02%	0%	0.27%	0.02%	0%
	• 55-64	0.97%	0.02%	0%	0.90%	0.02%	0%
	• 65+	0.99%	0.02%	0%	1.00%	0.02%	0%
	ii. Corporate (non-operational) workforce[vii]						
	• 15-24	0.28%	0.14%	0%	0.43%	0.29%	0%
	• 25-34	1.98%	3.25%	0%	2.00%	2.71%	0%
	• 35-44	2.54%	2.68%	0%	3.00%	2.43%	0%
	• 45-54	1.13%	2.82%	0%	1.14%	2.57%	0%
	• 55-64	1.55%	2.26%	0%	1.85%	2.43%	0%
	• 65+	1.41%	0.71%	0%	1.71%	1.00%	0%
5.4	Percentage of women and men in leadership roles[viii]						
	i. % operational workforce	24.94%	0.66%	0%	24.99%	0.67%	0%
	ii. % corporate (non-operational) workforce	6.04%	5.34%	0%	5.52%	5.23%	0%

[vi] FRV identified inaccurate recording of some inter-divisional transfers as terminations, data remediation in progress. The most notable change is men aged 35–54.

[vii] This category covers all employees who are not operational firefighters.

[viii] Operational leadership roles are defined as positions Station Officer and above and for corporate (non-operational) leadership roles defined as FRV7 and above.

Outcome 5 (cont.)

Our workforce is sustainable and connected and has a culture of equity and ethical behaviour.

Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measure	2025-26	
		Q1	Q2
5.6	Percentage of workforce who have completed scheduled workplace values training provided by FRV, by operational / corporate[ix]		
	i. Operational workforce		
	• Leaders	61.78%	62.35%
	• Employees	74.44%	75.54%
	ii. Corporate (non-operational) workforce		
	• Leaders	78.95%	82.89%
	• Employees	66.72%	70.68%

[ix] The Q1 data has been updated during Q2 processing after a calculation correction. As at 31 December 2025, 3,702 employees have completed the workplace values training. The data will generally fluctuate as people move in/out of the organisation or take on/step out of acting leadership roles.

Outcome 6

Our work is innovative, informed by evidence and research, and supported by contemporary and fit for purpose systems.

Strategic Pillar 3

Modernising our organisation to provide better outcomes.

	Measure	2025-26	
		Q1	Q2
6.1	Percentage operational doctrine products reviewed / number that were due for review, over previous 12 months[x]	39%	47%
6.2	Percentage organisational requests for operational doctrine development completed / number of requests received over previous 12 months[xi]	66%	57%
6.3	Percentage IT software systems outside product lifecycle[xii]	2%	3.90%
6.4	Percentage IT hardware outside of warranty period	76%	74.84%
6.5	National collaboration and research meetings attended with industry and sector partners as a proportion of those scheduled[xiii]		
	i. Percentage attended	92%	63%
	ii. Number attended	11	12

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[x] Completion is impacted by the size and complexity of the doctrine.

[xi] The slight decrease in the completion of operational doctrine development in Q2 is attributed to the time required for stakeholder engagement and consultation process.

[xii] Increase in Q2 is due to Windows 10 end of life in October 2025. FRV is in the process of removing Windows 10 from operations.

[xiii] Attendance at meetings during Q2 was lower than Q1 due to conflicting priorities and member availability.

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Outcome 7

We deliver public value and are accountable and transparent in our use of public money.

Strategic Pillar 3

Modernising our organisation to provide better outcomes.

	Measure	2025-26	
		Q1	Q2
7.2	Percentage of goods and services procured under contract as opposed to non-contracted spend on individual purchases[xiv]	76%	70%
7.3	Percentage of strategic contracts actively managed for FRV by a trained and / or competent contract manager[xv]	10%	30%
7.4	Time taken to provide a decision on FOI requests[xvi]		
	i. Number within statutory 30 day period	85.1%	76.3%
	ii. Number within extended statutory 45 day period	9.7%	16.8%
	iii. Number exceeding 45 days	5.2%	6.9%
7.5	Percentage of FRV capital projects[xvii]		
	i. On time	26%	28%
	ii. Within budget tolerances	36%	29%

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xiv The Q2 decrease is in-line with expected periodical expenditure.

xv The Q2 increase reflects an active transition of two (2) contracts to the FRVs contract management framework.

xvi FOI figures in Q1 have been updated after a reconciliation process in Q2 identified a minor discrepancy.

xvii Projects paused due to a strategic/funding decision are excluded. 'On time' = progress ≥90% of schedule alignment; 'within budget' = actual within ±10% of year-to-date budget.

Outcome 8

Our programs and services are community focused, accessible and inclusive.

Strategic Pillar 4

Helping Victorian communities build resilience through education and preparation.

	Measure	2025-26	
		Q1	Q2
8.3	Number of community members attending fire education program sessions delivered by FRV		
	i. Community education programs[xviii]	9,667	8,767
	ii. FES training courses	1,638	1,859
	Total	**11,305**	**10,626**
8.4	Number of unique visits to FRV Home Fire Safety webpages	1,280	1,371
8.5	Community satisfaction with FRV delivery of Essential Safety Measures services (Net Promoter Score)[xix]	33.3	50.0

[xviii] Attendance lower due to fewer community education sessions delivered during school holidays.

[xix] Net Promoter Score range is -100 to +100.

Outcome 9

Regulation of the Victorian built environment reduces the risk and impact of emergencies on community, business and industry and reflects our advocacy.

Strategic Pillar 4

Helping Victorian communities build resilience through education and preparation.

	Measure	2025-26	
		Q1	Q2
9.1	Percentage of fires in buildings Class 2-9 that were able to be suppressed by the initial response (year-to-date)	96%	95%
9.2	Percentage of fires in buildings Class 2-9 that were able to be suppressed by the initial response, where FRV provided fire safety advice in the preceding 12 months (year-to-date)	97%	97%
9.3	Percentage of structure fires in Class 3-9 buildings without		
	i. Smoke alarms	34%	36%
	ii. Sprinklers	64%	65%
9.4	Number of premises with six or more false alarms on different days over 12 months	635	689

Outcome 10

We understand community risk and engage and empower communities to manage it.

Strategic Pillar 4

Helping Victorian communities build resilience through education and preparation.

	Measure	2025-26	
		Q1	Q2
10.1	Number of structure fires in FRV district / per 100,000 population (year-to-date)[xx]		
	i. Residential	14.1	28.9
	ii. Other	4.6	8.8
	Total	**18.7**	**37.7**
10.2	Completions of the Prevent Detect Escape – eLearning module (number)	656	638
10.3	Percentage of residential structure fires with smoke alarm present as a proportion of all residential structure fires (year-to-date)	88%	87%
10.4	Number of non-structure fire incidents and hazmat incidents attended by FRV in FRV district / per 100,000 population (year-to-date)		
	i. Non structure fire incidents	32.3	68.9
	ii. Hazmat	2.1	4.0
	Total	**34.4**	**72.9**
10.5	Number of buildings serviced to maintain fire protection equipment and suppression systems and essential safety measures in the building	15,461	15,435

[xx] The estimated population of 2025 in FRV districts is 4,560,782.

Outcome 11

The community receives a timely, effective response to fires and other emergencies.

Strategic Pillar 5

Delivering excellence across our fire and rescue services.

	Measure	2025-26	
		Q1	Q2
11.1	Percentage of response times within the FRV district within FRV benchmark (year-to-date)		
	i. Structure Fire 7.7 minutes	87.4%	88%
	ii. Emergency Medical Response 9.2 minutes	95.3%	95.4%
	iii. Road Crash Rescue: attendance of heavy rescue unit 13.5 minutes	80.4%	86.4%
11.2	Median second primary FRV appliance structure fire arrival time in FRV district (year-to-date)	7.0 minutes	7.4 minutes
11.3	Operational fleet availability[xxi]		
	i. Total availability	83%	82%
	ii. Scheduled downtime	Not Available	Not Available
	iii. Unscheduled downtime	Not Available	Not Available
11.4	Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually[xxii]	6.63%	7.91%
11.5	Percentage of command personnel who undertake command skills maintenance scenario training annually[xxiii]	57.50%	10%

[xxi] Data reported reflects both metro and regional areas. The ongoing protected industrial action impacts FRV's ability to report on the downtime of the fleet.

[xxii] Practical skills maintenance (PSM) training was impacted by drill site relocation, staff redeployment, and limited move-up truck availability, collectively reducing the department's capacity to deliver PSM training. The maximum practical skills maintenance training capacity runs between 7-12%, per quarter.

[xxiii] Program delivery placed on hold whilst the position was vacant.

Outcome 12

Impacts to life, property and the environment from fires and other emergencies are reduced.

Strategic Pillar 5

Delivering excellence across our fire and rescue services.

Measure		2025-26	
		Q1	Q2
12.1 Fire-related fatalities in the FRV district (preventable and non-preventable fires)[xxiv]			
	i. Preventable (non-intentional)	2	1
	ii. Non-preventable (intentional)	0	0
12.2 Structure fire-related injuries in the FRV district / per 100,000 population (members of the public) (rolling 12 months)			
	i. Firefighters	0.2	0.2
	ii. Others	4.1	3.4
	Total	**4.3**	**3.6**
12.3 Percentage of accidental structure fires in the FRV district contained to room of origin (year-to-date)		84.0%	84.1%
12.4 Percentage of hazmat incidents in the FRV district with environmental impact confined to 'minor' (year-to-date)		93%	93%

[xxiv] The data for fatalities is reported based on available FRV data each quarter. However, it is the Coroner who makes final determination. Therefore, there is a standard lag for this data to be considered complete. As such, the data is reported on a rolling basis.