



We put the community at the centre of everything we do so that the community partners with CFA to actively manage its fire risk

Outcome	Indicator	Annual Baseline (5 year annual average)	YTD Baseline (5 year YTD average)	Actual Value YTD	Progress
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1.2. The community is educated, engaged and empowered to manage its fire risk	An INCREASE in community engagement opportunities available to the community (ref 3)	2 year end-of-year average = 1647	2 year YTD average = 262	35	×
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We deliver programs and services that make a positive difference so that the lives and property of the community are protected from fires

2.1. Fires are prevented	A DECREASE in the number of house fires (ref 6)	972	286	225	✓
2.1. Fires are prevented	A DECREASE in the number of grass and scrub fires (ref 7)	3394	351	194	✓
2.2. Fires are suppressed quickly and effectively	An INCREASE in containment to room of origin for structure fires (ref 8)	56.4%	60.6%	58.0%	×
2.2. Fires are suppressed quickly and effectively	An INCREASE in containment to 5 hectares for grass and scrub fires (ref 9)	94.0%	98.5%	98.5%	✓
2.2. Fires are suppressed quickly and effectively	A DECREASE in average time spent suppressing structure fires (ref 10)	52 minutes 38 seconds	50 minutes 56 seconds	50 minutes 40 seconds	✓
2.2. Fires are suppressed quickly and effectively	A DECREASE in average time to contain and control bushfires (ref 11)	83 minutes 15 seconds	27 minutes 48 seconds	38 minutes 10 seconds	×
2.3. Fires are less harmful to the community	A DECREASE in complete structure loss due to a structure fire (ref 12)	18.0%	15.9%	16.4%	×
2.3. Fires are less harmful to the community	A DECREASE in stock loss due to fires (ref 13)	2293	0	0	✓
2.4. There are zero fire related fatalities or injuries in the community	A DECREASE in fire-related fatalities (ref 14)	3 year end-of-year average = 13 Persistent target = 0	3 year YTD average = 6 Persistent target = 0	3	×
2.4. There are zero fire related fatalities or injuries in the community	A DECREASE in fire-related injuries (ref 15)	3 year end-of-year average = 61 Persistent target = 0	3 year YTD average = 26 Persistent target = 0	9	×



We provide a great place to volunteer and work so that our volunteer and paid workforce is sustainable and effective

Outcome	Indicator	Annual Baseline (5 year annual average)	YTD Baseline (5 year YTD average)	Actual Value YTD	Progress
3.1. Our workplace is safe	An INCREASE in hazard reporting within cfa work locations (ref 16)	1009	218	128	×
3.1. Our workplace is safe	A DECREASE in workplace injuries (ref 17)	747	149	54	✓
3.1. Our workplace is safe	A DECREASE in volunteer compensation claims (ref 18)	134	24	16	✓
3.1. Our workplace is safe	A DECREASE in workcover claims (ref 19)	118	31	6	✓
3.1. Our workplace is safe	A DECREASE in average unplanned leave per fte equivalent (ref 20)	1 year end-of-year average = 8.8	1 year YTD average = 2.6	1.6	✓
3.2. We have a volunteer and paid workforce that reflects the community it serves	An INCREASE in female volunteers in operational roles (ref 21)	13.1%	12.1%	13.4%	✓
3.2. We have a volunteer and paid workforce that reflects the community it serves	An INCREASE in female volunteers in leadership roles (ref 22)	4.9%	4.9%	6.0%	✓
3.2. We have a volunteer and paid workforce that reflects the community it serves	An INCREASE in female staff in senior roles (pta 5 or above) (ref 24)	48.9%	48.4%	53.2%	✓
3.2. We have a volunteer and paid workforce that reflects the community it serves	An INCREASE in volunteers under 40 (ref 25)	29.4%	29.4%	29.2%	×

2020-21 Outcomes framework report - Annual metrics

To be reported at the end of quarter 4



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Outcome	Indicator
1.1. The community has confidence in our advice and services	An INCREASE in community trust in CFA advice and service delivery (ref 2)
1.1. The community has confidence in our advice and services	An INCREASE in community trust of the CFA brand (ref 1)
1.2. The community is educated, engaged and empowered to manage its fire risk	An INCREASE in community knowledge of fire risk (ref 4)
1.3. The community changes its behaviour to manage fire risk	An INCREASE in community members taking appropriate action to manage fire risk (ref 5)

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Outcome	Indicator
3.3. We uphold the CFA values and are held accountable for our behaviour	An INCREASE in leaders displaying the CFA values (ref 28)
3.3. We uphold the CFA values and are held accountable for our behaviour	An INCREASE in volunteers and staff awareness of the CFA values and appropriate behaviour (ref 26)
3.3. We uphold the CFA values and are held accountable for our behaviour	An INCREASE in volunteers and staff reporting value-aligned behaviour (ref 27)
3.3. We uphold the CFA values and are held accountable for our behaviour	An INCREASE in volunteers and staff satisfaction with the handling of and outcomes from complaints (ref 29)
3.4. Our volunteer and paid workforce is appropriately skilled, resourced, empowered and is continually learning	An INCREASE in staff satisfaction (ref 30)
3.4. Our volunteer and paid workforce is appropriately skilled, resourced, empowered and is continually learning	An INCREASE in volunteer satisfaction (ref 31)

We are a progressive emergency service

Outcome	Indicator
4.2. Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community	A DECREASE in annual opex and capex budget variance (ref 32)

2020-21 definition of terms



Element	Description
Actual Value	Represents the value achieved YTD for the reporting period
Annual Baseline	The Annual Baseline is typically derived from the average end of financial year result achieved over the prior 5 years (unless otherwise stated) and represents the value to be either decreased or increased on by the end of the reporting year
Indicator	Key Performance Indicator. A description of the directional requirement or target of the metric and arithmetic output (percentage, time, number, ratio, etc)
Progress	A tick indicates we are at or in excess of the required value in comparison to the YTD Baseline
Ref	To be utilised for referencing metrics for any queries or additional addendums
YTD Baseline	The YTD Baseline is typically derived from the average value achieved up to the same period in the previous 5 financial years (unless otherwise stated) or a persistent quarterly target required throughout the year and is indicative of the value to be improved upon in a reporting quarter
