

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

112,209

Qtrly Baseline

31,019

Actual

38,146

Result



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

877

Qtrly Baseline

176

Actual

170

Result



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

3,729

(Baseline years
FYE 05, 07, 14, 17, 18)

Qtrly Baseline

1,318

Actual

1,298

Result



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

62.7%

Qtrly Baseline

59.5%

Actual

65.0%

Result



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

94.7%

(Baseline years
FYE 05, 07, 14, 17, 18)

Qtrly Baseline

91.7%

Actual

91.0%

Result



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

41m 23s

Qtrly Baseline

37m 18s

Actual

39m 40s

Result



Q2 24-2025: Business rule change from Average to Median

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

12m 58s

(Baseline years
FYE 05, 07, 14, 17, 18)

Qtrly Baseline

13m 55s

Actual

23m 40s

Result



Q2 24-2025: Business rule change from Average to Median

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

11

Qtrly Baseline

2

Actual

2

Result

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

Yearly Baseline

Insufficient data to calculate baseline

Qtrly Baseline

Insufficient data to calculate baseline

Actual

Insufficient data to calculate baseline

Result

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

Yearly Baseline

Insufficient data to calculate baseline

Qtrly Baseline

Insufficient data to calculate baseline

Actual

Insufficient data to calculate baseline

Result

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

12.6%

Qtrly Baseline

13.5%

Actual

10.1%

Result



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

791

Qtrly Baseline

126

Actual

94

Result



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

90.0%

Actual

95.0%

Result

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

407

Qtrly Baseline

99

Actual

99

Result



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

312.9

Qtrly Baseline

85.9

Actual

91.4

Result



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

15.8

Qtrly Baseline

4.7

Actual

2.8

Result



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

15.1%

Qtrly Baseline

15.1%

Actual

15.8%

Result



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

17.1%

Qtrly Baseline

17.1%

Actual

18.6%

Result



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

45.4%

Qtrly Baseline

45.2%

Actual

47.6%

Result



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

28.8%

Qtrly Baseline

28.8%

Actual

28.4%

Result



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

Yearly Baseline

Insufficient data to calculate baseline

Qtrly Baseline

Insufficient data to calculate baseline

Actual

Insufficient data to calculate baseline

Result

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

6.4

Qtrly Baseline

6.4

Actual

6.4

Result



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

Yearly Baseline

Insufficient data to calculate baseline

Qtrly Baseline

Insufficient data to calculate baseline

Actual

2,208

Result

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

Yearly Baseline

Insufficient data to calculate baseline

Qtrly Baseline

Insufficient data to calculate baseline

Actual

100.0%

Result

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

Yearly Baseline