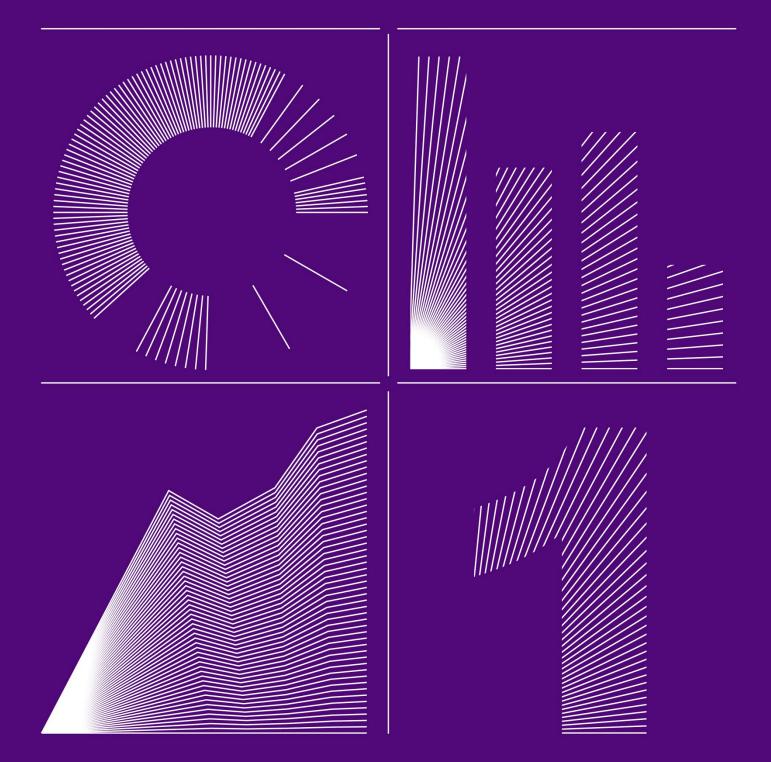
December 2025



# **Quarter 1 2025–26**



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# **Summary**

The Fire Services Outcomes Framework Progress Report is prepared and published in accordance with the Fire Services Implementation Monitor's (FSIM) functions under section 141 of the *Fire Rescue Victoria Act 1958* (Vic). It includes results and commentary from the FSIM on select results from the Country Fire Authority's (CFA) and Fire Rescue Victoria's (FRV) respective outcomes frameworks for quarter 1 (Q1) of the 2025–26 financial year.

The FSIM publishes these quarterly reports on its website at vic.gov.au/fsim-publications.

In this quarter:

- CFA's Outcomes Framework included 28 quarterly indicators of which 26 were reported on (see Appendix A).
- FRV's Outcomes Framework reported on 50 quarterly measures (see Appendix B).

#### **Revised FRV Year 5 Outcomes Framework 2025**

For this reporting period, FRV introduced and reported against their revised FRV Outcomes Framework 2025, replacing its Year 2 Outcomes Framework.

The revised framework aligns with FRV's Strategic Plan 2022–2032 and the Victorian Government's Emergency Management Sector Outcomes Framework, reflecting their commitment to transparency, continuous improvement, and public accountability.

FRV's Year 5 Outcomes Framework presents 59 measures (quarterly and annual) of how FRV aims to achieve 12 Outcomes Statements. Of these measures, 24 are new, 35 have been amended, and 12 have been retired when compared against its Year 2 Outcomes Framework.

The FSIM notes that data for new measures will need to be collected for several quarters before trends and patterns can be observed, and measures potentially reported against FSIM criteria in future reports.

# CFA indicators and FRV measures short-listed for reporting

The FSIM has reported on select results based on the following criteria:

- Demonstrates a notable achievement:
  - CFA: An increase in the number of community members engaging with CFA (indicator 1.2.1).
  - CFA: Road accident rescue response times meeting benchmark (indicator 2.4.1).
  - CFA: Increase in hazard reporting (indicator 3.1.1).
  - FRV: Percentage of response times to EMR within 9.2 minutes (90%) (measure 11.1. ii).
- Continuing off-track trend over repeated quarters:
  - FRV: Percentage of response times within the FRV district within FRV benchmark (YTD) to structure fire incidents within 7.7 minutes (target 90%) (measure 11.1.i).
- Significant change from baseline or previous comparable quarter (undesirable outcome):1
  - CFA: Increase in homes with operational smoke alarms (indicator 2.3.6).

<sup>&</sup>lt;sup>1</sup> This criterion has been updated to better identify significant change that have resulted in an undesirable outcome in consideration of seasonal fluctuations and/or baselines, rather than just a significant change from the previous quarter.

# Reporting on select outcomes framework results

#### **Demonstrates a notable achievement**

#### CFA: An increase in the number of community members engaging with CFA

Whilst the FSIM notes that this measure is seasonal, with quarters 2 and 3 generally reflecting higher baselines and results, it deems CFA has demonstrated a notable achievement during this reporting period against its baseline and relative to Q1 of previous years.

CFA reported that 25,585 community members engaged with CFA in Q1 2025–26, against a baseline of 14,844. This result is a 72% increase above the baseline for this guarter.

30,000 25.760 25,585 25,000 18,656 20,000 16,739 15,958 14,844 15,000 10,439 10,000 5,000 0 Q1 2022-23 Q1 2023-24 Q1 2024-25 Q1 2025-26 Baseline Number of community members engaged with CFA

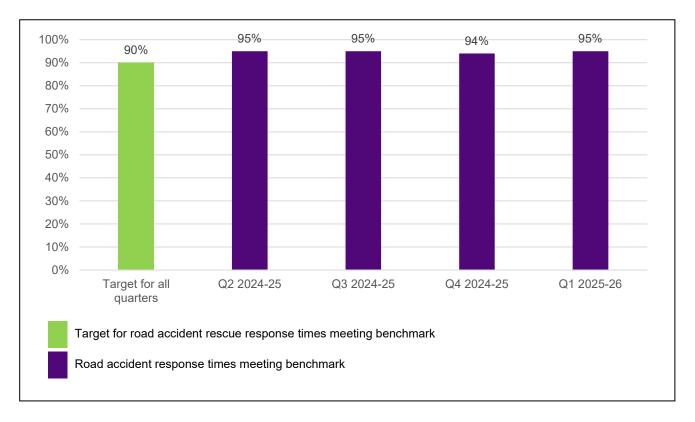
Figure 1: Number of community members engaged with CFA

Note: A baseline for Q1 2022-23 could not be established due to insufficient historical data.

#### CFA: Road accidents rescue response times meeting benchmark (target 90%)

CFA reported that 41 incidents were attended by accredited road accident rescue brigades in Q1 2025–26, with 39 of these responses occurring within CFA time benchmarks. CFA has consistently exceeded the sector target of 90%, since this indicator was reported on from Q2 2024–25.

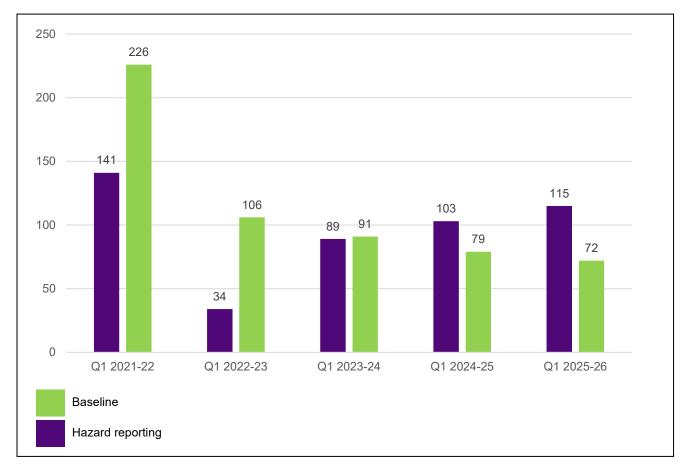
Figure 2: Road accident rescue response times meeting benchmark (target 90%)



#### **CFA: Increase in hazard reporting**

CFA reported a result of 115 in hazard reporting for Q1 2025–26, which is an increase of 59.72% against the baseline. The result for this quarter is also an 11.66% increase on Q1 2024–25. CFA advised the Q1 2025–26 result can be partly attributed to Section 29 annual inspections, which commenced in July 2025.

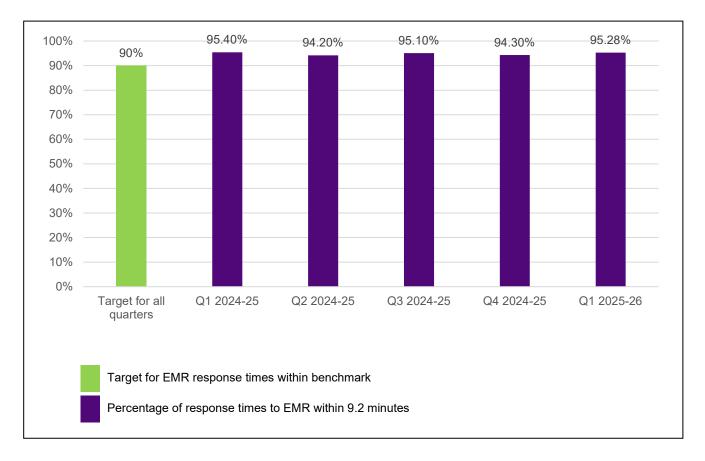
Figure 3: Hazard reporting



#### FRV: Percentage of response times to EMR within 9.2 minutes (90%)

FRV reported a 95.28% response time to EMR within the target benchmark of 9.2 minutes for Q1 2025–26. FRV has consistently exceeded the target benchmark of 90% since this measure was first reported on in 2020–21.

Figure 4: Percentage of EMR response times within the benchmark of 9.2 minutes



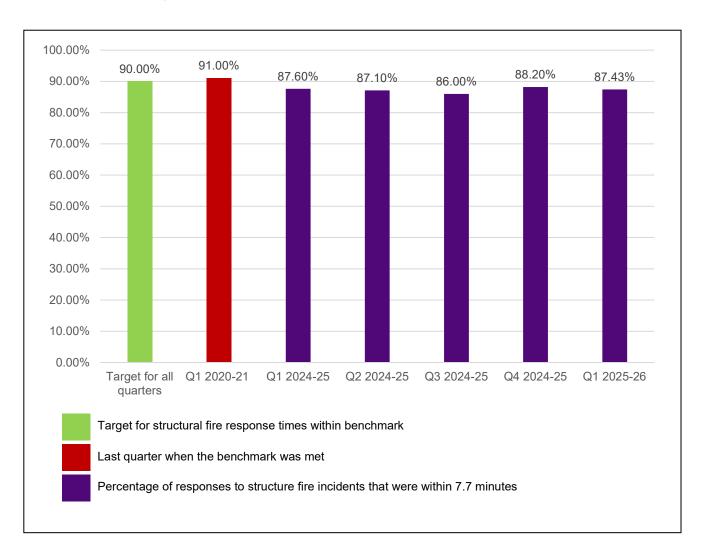
# **Continuing off-track trend over repeated quarters**

#### FRV: Percentage of response to structure fire incidents within 7.7 minutes (target 90%)

FRV's result for this measure in Q1 in 2025–26 represents the 20<sup>th</sup> consecutive quarter where the benchmark of 90% has not been met. The Q1 2025–26 result of 87.43% was a 0.87% decrease on the Q4 2024–25 result of 88.20%.

Q1 of 2020–21 was the last quarter when this benchmark was achieved (indicated in red in Figure 5).

Figure 5: Percentage of response to structure fire incidents within 7.7 minutes



# Significant change from baseline or previous comparable quarters (undesirable outcome)

#### CFA: Increase in homes with operational smoke alarms

CFA reported 214 homes received a smoke alarm installation service during Q1 2025–26. This is a drop of 14.74% against its baseline of 251. The FSIM notes in comparison the strong results in Q1 2023–24 and Q1 2024–25, where CFA exceeded the respective baselines (and which has contributed to a higher baseline this year).

While the Q1 2025–26 baseline was not met, CFA noted that the Q1 result is good progress on its annual target of 500 homes. CFA also advised that the variation for Q1 results in previous years can be explained by factors including the availability of resources (budget, people, smoke alarms) and other concurrent activities. In some years, Q4 figures will be higher due to increased activity, while in other years, more activity may be concentrated in Q1.

400 360 350 325 300 268 251 250 226 214 200 160 150 100 50 Q1 2022-23 Q1 2023-24 Q1 2024-25 Q1 2025-26 Baseline Number of homes with operational smoke alarms

Figure 6: Number of homes with operational smoke alarms

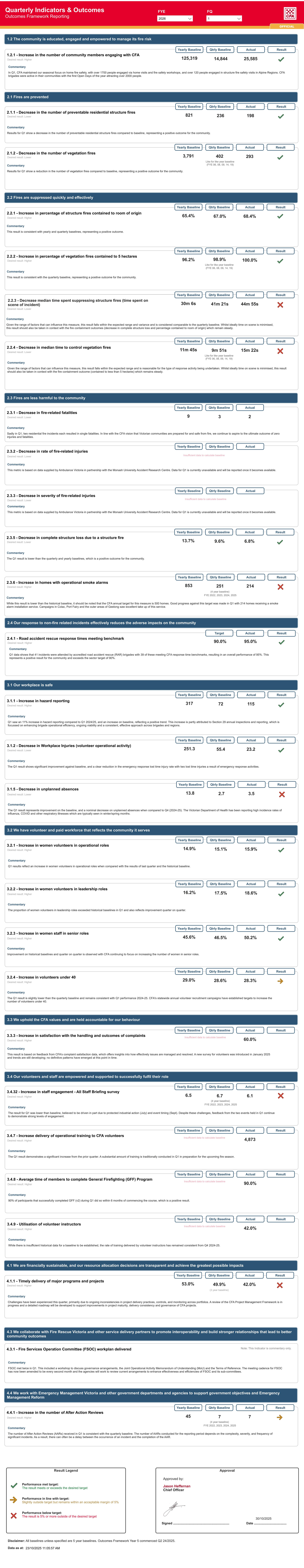
Note: A baseline for Q1 2022–23 could not be established due to insufficient historical data.

# **Reader Guide**

# **Definitions**

Acronym	Title
CFA	Country Fire Authority
EMR	Emergency Medical Response
FRV	Fire Rescue Victoria
FSIM	Fire Services Implementation Monitor

# **Appendix A: CFA's Outcomes Framework progress report**



# **Appendix B: FRV's Outcomes Framework progress report**



#### Introduction

The revised Fire Rescue Victoria 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.

This report presents our first quarter of reporting against the revised framework. It introduces refreshed performance measures aligned to FRV's five strategic pillars, providing a clearer picture of the outcomes we aim to achieve and how we are tracking our progress.

The revised framework includes 12 Outcome Statements and a total of 59 measures (both quarterly and annual) - an increase of eight measures overall. Of these, 24 are new, 35 have been amended (either in their wording or business rules) and 12 have been retired.

#### **Progress Report for Quarter One (Q1)**

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for quarter one (Q1) 2025–26 presents FRV's quarterly outcome measures for the reporting period.

This report includes 50 quarterly measures, compared to 26 reported in 2024-25 financial year. Due to the changes in measures, previously reported data is not directly comparable and has therefore been excluded from this report. Annual data is not included in this report, therefore not all indicators and measures are numbered sequentially.



#### **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.

		2025-26
	Measure	
	medaure	Q1
1.1	Number of Level 3 Incident Controllers	
	i. Accredited	31
	ii. In development	31
1.2	Percentage of requests to supply personnel to incident management roles fulfilled <sup>i</sup>	No requests
1.3	Number of employees trained and current to contribute to state emergency management	
1.0	arrangements	
	i. Operational	594
	ii. Corporate	51
	Total	645
1.4	Percentage of requests to supply incident management personnel to State Control Centre fulfilled	No requests

<sup>&</sup>lt;sup>1</sup> No requests were received to fulfill incident or regional control centres (1.2), or state control centre roles (1.4) during Q1 2025-26.



#### Outcome 2

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

#### Strategic Pillar 1

Partnering effectively for safer communities.

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



#### **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	
	wiedsuie	Q1
3.1	i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to)	100%
	ii. Number of Municipal Emergency Management Planning Committee meetings attended	28
	iii. Number of other formal engagements with local governments attended by FRV personnel	77
3.2	Percentage of external performance reports required by government and assurance bodies delivered on time	100%
3.3	Number of fires and other non-fire related incidents (excluding Emergency Medical Response) outside FRV district	
	i. Structure Fires	221
	ii. Non-structure Fires	339
	iii. False alarms, good intent calls	634
	iv. Non-fire incidents	656
	Total	1,850
3.4	Number of Emergency Medical Response incidents	1,869
3.5	Average percentage of seconded positions filled per week	77%



# Outcome 4

Our workforce is safe.

#### Strategic Pillar 2

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



#### **Outcome 5**

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

#### **Strategic Pillar 2**

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



# Outcome 5 (cont.)

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

#### **Strategic Pillar 2**

	Measure	2025-26
	weasure	Q1
5.2	Workforce profile: operational / corporate by age	
	i. Operational workforce	
	• 15-24	0.15%
	• 25-34	13.23%
	• 35-44	38.33%
	• 45-54	25.39%
	• 55-64	17.12%
	• 65+	5.78%
	ii. Corporate (non-operational) workforce	
	• 15-24	0.70%
	• 25-34	15.31%
	• 35-44	26.12%
	• 45-54	23.17%
	• 55-64	24.44%
	• 65+	10.25%



#### Outcome 5 (cont.)

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

#### **Strategic Pillar 2**

	Measure		2025-26	
	ivieasure		Q1	
5.3	Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months)			
	i. Operational workforce	Men	Women	Others
	• 15-24	0%	0%	0%
	• 25-34	0.05%	0%	0%
	• 35-44	0.22%	0.02%	0%
	• 45-54	0.05%	0.02%	0%
	• 55-64	0.97%	0.02%	0%
	• 65+	0.99%	0.02%	0%
	ii. Corporate (non-operational) workforce <sup>ii</sup>			
	• 15-24	0.28%	0.14%	0%
	• 25-34	1.98%	3.25%	0%
	• 35-44	2.54%	2.68%	0%
	• 45-54	1.13%	2.82%	0%
	• 55-64	1.55%	2.26%	0%
	• 65+	1.41%	0.71%	0%
5.4	Percentage of women and men in leadership roles <sup>iii</sup>			
	i. % operational workforce	24.94%	0.66%	0%
	ii. % corporate (non-operational) workforce	6.04%	5.34%	0%

ii This category covers all employees who are not operational firefighters.

iii 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**

	Measure	2025-26
ī		Q1
5.6	Percentage of workforce who have completed scheduled workplace values training provided by	
	FRV, by operational / corporate	
	i. Operational workforce	
	• Leaders	85%
	Employees	72%
	ii. Corporate (non-operational) workforce	
	• Leaders	80%
	Employees	61%



#### **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
	MedSul C	Q1
6.1	Percentage operational doctrine products reviewed / number that were due for review, over previous 12 months <sup>iv</sup>	39%
6.2	Percentage organisational requests for operational doctrine development completed / number of requests received over previous 12 months <sup>v</sup>	66%
6.3	Percentage IT software systems outside product lifecycle	2%
6.4	Percentage IT hardware outside of warranty period	76%
6.5	National collaboration and research meetings attended with industry and sector partners as a proportion of those scheduled	
	i. Percentage attended	92%
	ii. Number attended	11

iv Completion is impacted by the size and complexity of the doctrine.

<sup>&</sup>lt;sup>V</sup> Operational doctrine development is impacted by the time required for stakeholder engagement and consultation process.



#### **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
	measure	Q1
7.2	Percentage of goods and services procured under contract as opposed to non-contracted spend on individual purchases	76%
7.3	Percentage of strategic contracts actively managed for FRV by a trained and / or competent contract manager	10%
7.4	Time taken to provide a decision on FOI requests	
	i. Number within statutory 30 day period	109
	ii. Number within extended statutory 45 day period	14
	iii. Number exceeding 45 days	8
7.5	Percentage of FRV capital projects <sup>vi</sup>	
	i. On time	26%
	ii. Within budget tolerances	36%

vi Projects paused due to a strategic or funding decision have been excluded for reporting. Performance of capital projects 'on time' is based on the alignment of the progress of projects with the project schedule, with a benchmark of 90% or above and projects where actual expenditure is within the ±10% of the year-to-date budget allocation is considered 'within budget tolerances'.



#### **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
	measure	Q1
8.3	Number of community members attending fire education program sessions delivered by FRV	
	i. Community education programs	9,667
	ii. FES training courses	1,638
8.4	Number of unique visits to FRV Home Fire Safety webpages	1,280
8.5	Community satisfaction with FRV delivery of Essential Safety Measures services (Net Promoter Score) <sup>vii</sup>	33.3

vii 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
9.1	Percentage of fires in buildings Class 2-9 that were able to be suppressed by the initial response (year-to-date)	96%
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%
9.3	Percentage of structure fires in Class 3-9 buildings without	
	i. Smoke alarms	34%
	ii. Sprinklers	64%
9.4	Number of premises with six or more false alarms on different days over 12 months	635



#### **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
	measure	Q1
10.1	Number of structure fires in FRV district / per 100,000 population (year-to-date) <sup>viii</sup>	
	i. Residential	14.1
	ii. Other	4.6
	Total	18.7
10.2	Completions of the Prevent Detect Escape – eLearning module (number)	656
10.3	Percentage of residential structure fires with smoke alarm present as a proportion of all residential structure fires (year-to-date)	88%
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
	ii. Hazmat	2.1
	Total	34.4
10.5	Number of buildings serviced to maintain fire protection equipment and suppression systems and essential safety measures in the building	15,461

viii 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
	medaure	Q1
11.1	Percentage of response times within the FRV district within FRV benchmark (year-to-date)	
	i. Structure Fire 7.7 minutes	87.43%
	ii. Emergency Medical Response 9.2 minutes	95.28%
	iii. Road Crash Rescue: attendance of heavy rescue unit 13.5 minutes	80.41%
11.2	Median second primary FRV appliance structure fire arrival time in FRV district (year-to-date)	7.03 mins
11.3	Operational fleet availability <sup>ix</sup>	
	i. Total availability	83%
	ii. Scheduled downtime	Not Available
	iii. Unscheduled downtime	Not Available
11.4	Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually <sup>x</sup>	6.63%
11.5	Percentage of command personnel who undertake command skills maintenance scenario training annually	57.50%

ix 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.

X 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 at full potential for the quarter.



#### **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
12.1	Fire-related fatalities in the FRV district (preventable and non-preventable fatalities) <sup>xi</sup>	
	i. Preventable (non-intentional)	2
	ii. Non-preventable (intentional)	0
12.2	Structure fire-related injuries in the FRV district / per 100,000 population (members of the public) (rolling 12 months)	
	i. Firefighters	0.20
	ii. Others	4.08
	Total	4.28
12.3	Percentage of accidental structure fires in the FRV district contained to room of origin (year-to-date)	84.03%
12.4	Percentage of hazmat incidents in the FRV district with environmental impact confined to 'minor' (year-to-date)	93%

Xi 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.