

# Fire Rescue Victoria Outcomes Framework

## Quarter 1 FY 2025-26 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.

## Fire Rescue Victoria Outcomes Framework: Q1 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
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 arrangements	
	i. Operational	594
	ii. Corporate	51
	<b>Total</b>	<b>645</b>
1.4	Percentage of requests to supply incident management personnel to State Control Centre fulfilled	No requests

<sup>i</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.

## Fire Rescue Victoria Outcomes Framework: Q1 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
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

## Fire Rescue Victoria Outcomes Framework: Q1 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
3.1	<ul style="list-style-type: none"> <li>i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to)</li> <li>ii. Number of Municipal Emergency Management Planning Committee meetings attended</li> <li>iii. Number of other formal engagements with local governments attended by FRV personnel</li> </ul>	<ul style="list-style-type: none"> <li>100%</li> <li>28</li> <li>77</li> </ul>
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 <ul style="list-style-type: none"> <li>i. Structure Fires</li> <li>ii. Non-structure Fires</li> <li>iii. False alarms, good intent calls</li> <li>iv. Non-fire incidents</li> <li><b>Total</b></li> </ul>	<ul style="list-style-type: none"> <li></li> <li>221</li> <li>339</li> <li>634</li> <li>656</li> <li><b>1,850</b></li> </ul>
3.4	Number of Emergency Medical Response incidents	1,869
3.5	Average percentage of seconded positions filled per week	77%

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### Outcome 4

Our workforce is safe.

#### Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measure	2025-26 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%

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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%

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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%

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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		
<b>5.3</b>	Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months)			
	i. Operational workforce	<b>Men</b>	<b>Women</b>	<b>Others</b>
	• 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%
<b>5.4</b>	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%

<sup>ii</sup> This category covers all employees who are not operational firefighters.

<sup>iii</sup> Operational leadership roles are defined as positions Station Officer and above and for corporate (non-operational) leadership roles defined as FRV7 and above.

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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%

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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

<sup>iv</sup> Completion is impacted by the size and complexity of the doctrine.

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

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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%

<sup>vi</sup> 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  $\pm 10\%$  of the year-to-date budget allocation is considered 'within budget tolerances'.

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### Outcome 8

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

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#### Strategic Pillar 4

Helping Victorian communities build resilience through education and preparation.

	Measure	2025-26 Q1
8.3	Number of community members attending fire education program sessions delivered by FRV <ul style="list-style-type: none"><li>i. Community education programs</li><li>ii. FES training courses</li></ul>	9,667 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

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<sup>vii</sup> Net Promoter Score range is -100 to +100.

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
<b>10.1</b>	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
	<b>Total</b>	<b>18.7</b>
<b>10.2</b>	Completions of the Prevent Detect Escape – eLearning module (number)	656
<b>10.3</b>	Percentage of residential structure fires with smoke alarm present as a proportion of all residential structure fires (year-to-date)	88%
<b>10.4</b>	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
	<b>Total</b>	<b>34.4</b>
<b>10.5</b>	Number of buildings serviced to maintain fire protection equipment and suppression systems and essential safety measures in the building	15,461

<sup>viii</sup> The estimated population of 2025 in FRV districts is 4,560,782.

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
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%

<sup>ix</sup> 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.

<sup>x</sup> 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.

## Fire Rescue Victoria Outcomes Framework: Q1 FY 2025-26 Progress Report

### 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
<b>12.1</b>	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
<b>12.2</b>	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
	<b>Total</b>	<b>4.28</b>
<b>12.3</b>	Percentage of accidental structure fires in the FRV district contained to room of origin (year-to-date)	84.03%
<b>12.4</b>	Percentage of hazmat incidents in the FRV district with environmental impact confined to 'minor' (year-to-date)	93%

<sup>xi</sup> 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.