

Quarter 2 2025–26

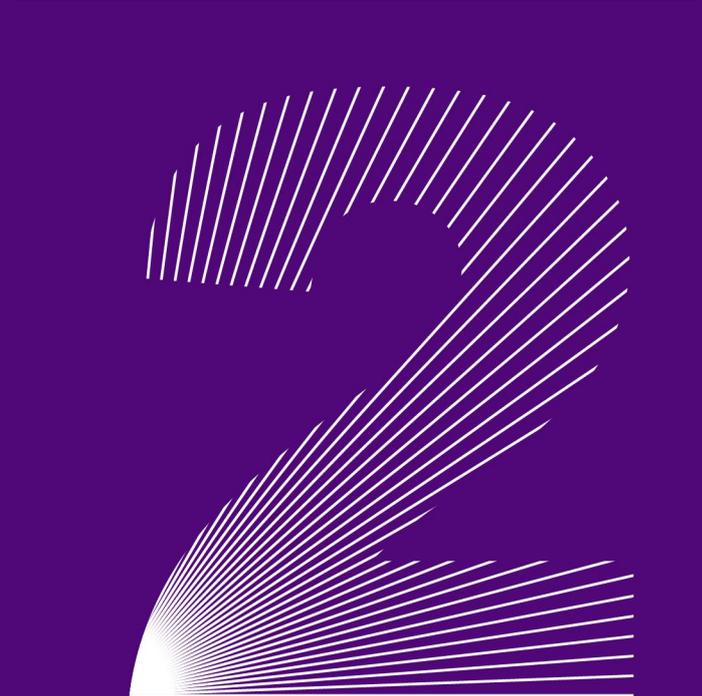
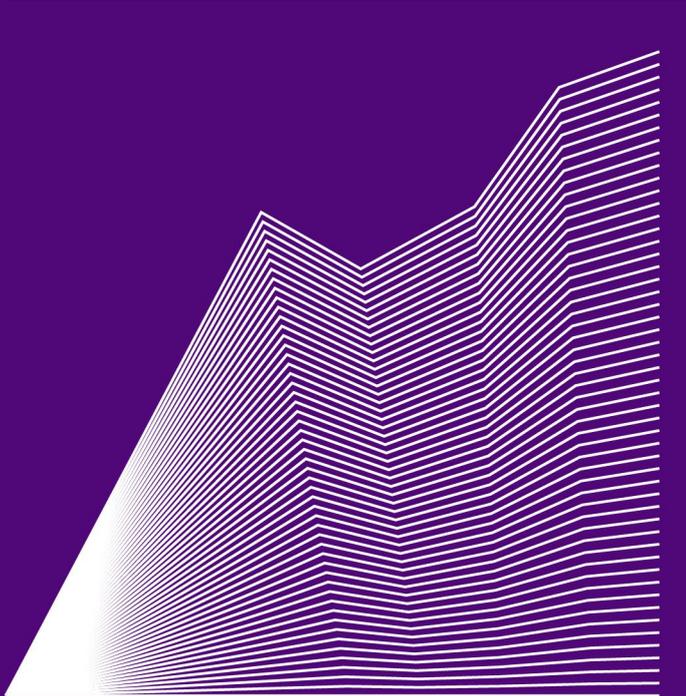
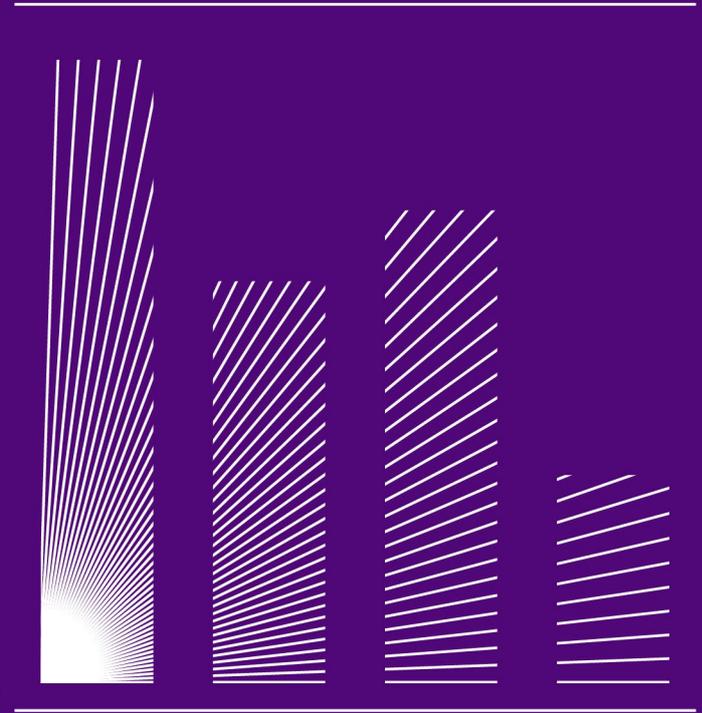
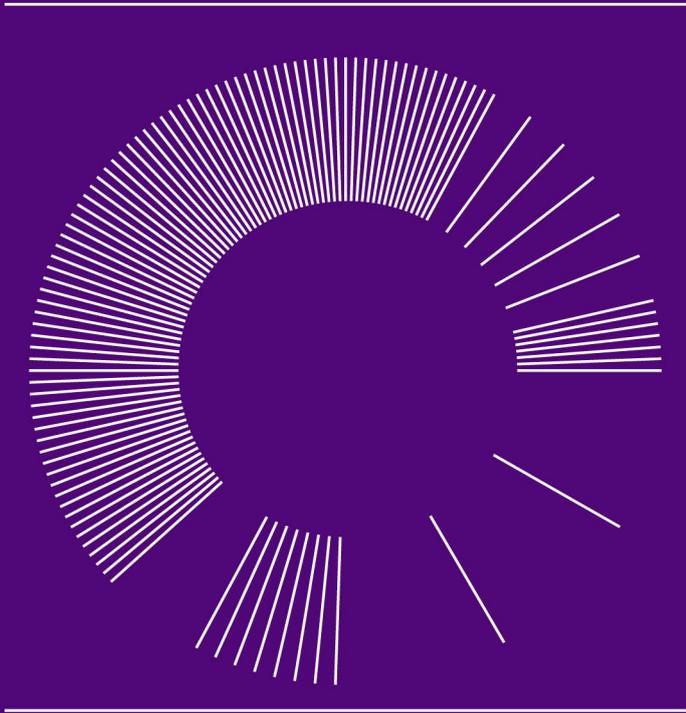


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Summary

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 2 (Q2) of the 2025–26 financial year.

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

In Q2 2025–26:

- CFA's Outcomes Framework Report reported on 26 out of 28 quarterly indicators (see Appendix A).
- FRV's Outcomes Framework Progress Report reported on 48 out of 50 quarterly measures (see Appendix B).

Revised FRV Outcomes Framework 2025

This is the second FSIM Outcomes Framework Progress Report to report on FRV's progress against their revised FRV Outcomes Framework 2025. FRV's revised Outcomes Framework 2025 has been included in this report for reference (see Appendix C).

As noted in the FSIM's quarter 1 (Q1) 2025–26 Outcomes Framework Progress Report, data for new measures will need to be collected for several quarters before trends and patterns can be observed.

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: Increase in the number of community members engaging with CFA (**indicator 1.2.1**).
 - CFA: Increase in percentage of structure fires contained to room of origin (**indicator 2.2.1**).
 - CFA: Road accident rescue response times meeting benchmark (**indicator 2.4.1**).
 - FRV: Percentage of response times to Emergency Medical Response (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):**
 - CFA: Timely delivery of major programs and projects (**indicator 4.1.1**)

Reporting on select outcomes framework results

Demonstrates a notable achievement

CFA: Increase in the number of community members engaging with CFA

As noted in the Q1 2025–26 Outcomes Framework report, this measure is seasonal, with quarters 2 and 3 generally reflecting higher baselines and results. The FSIM considers that CFA has demonstrated a notable achievement this reporting period, with 93,268 community members engaging with CFA against the baseline of 55,235.

The result for Q2 2025–26 also continues CFA’s strong performance trend in line with Q2 of previous years.

Figure 1: Number of community members engaged with CFA

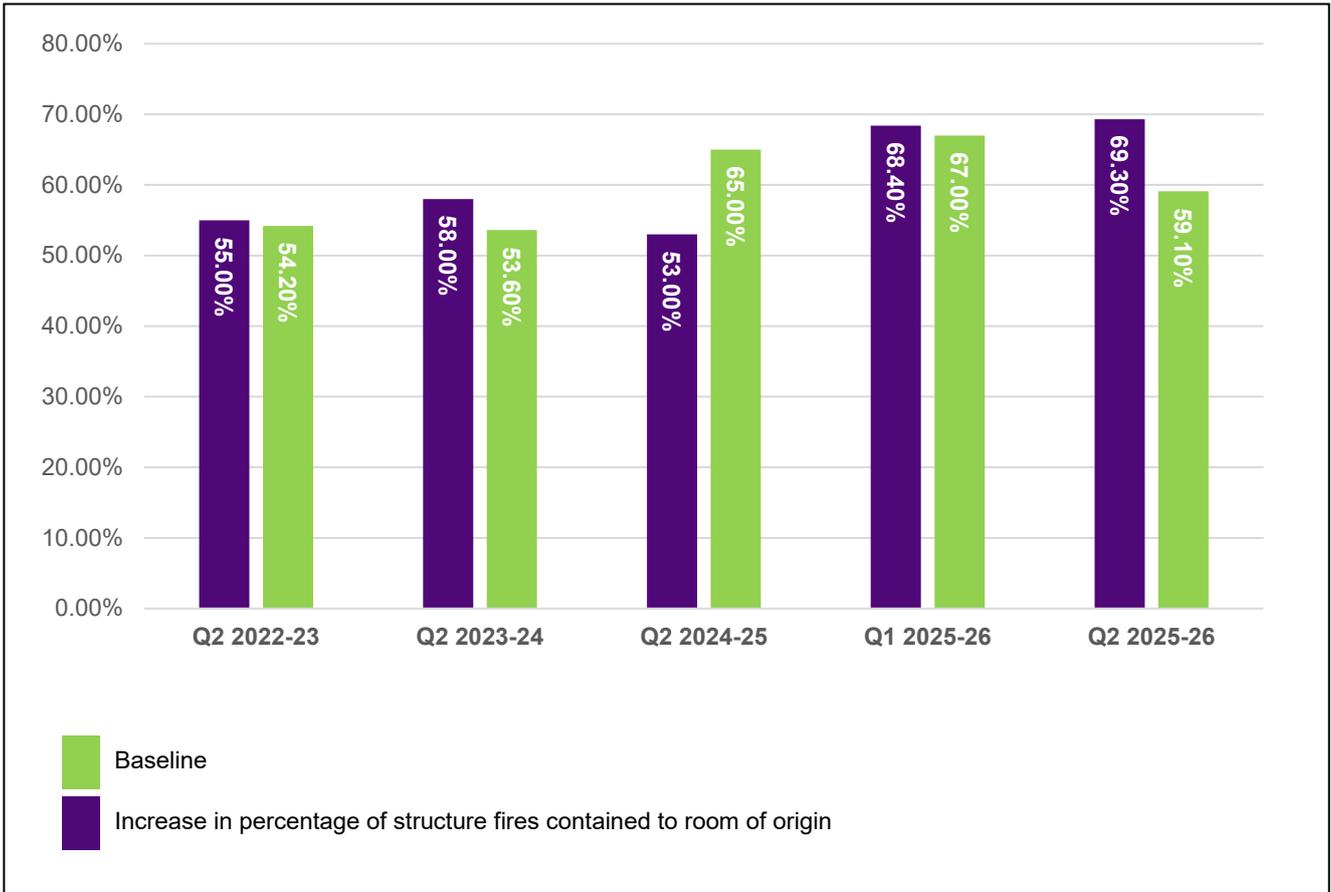


CFA: Increase in percentage of structure fires contained to room of origin

CFA reported that 69.3% of structure fires were contained to room of origin in Q2. This is a notable achievement against the baseline of 59.1%.

The FSIM regards CFA’s achievement during this reporting period as particularly noteworthy, when considered against Q2 results in previous years.

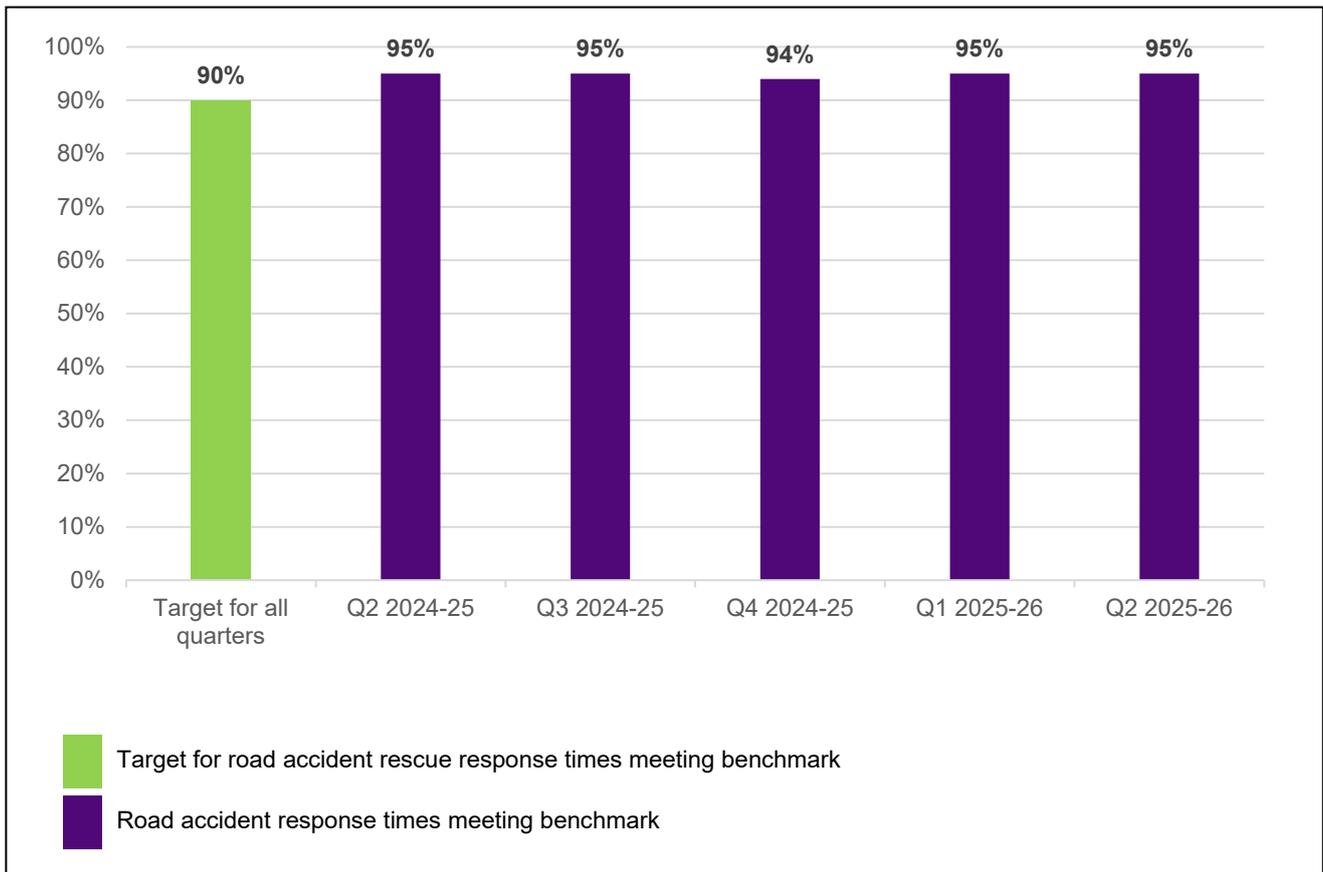
Figure 2: Increase in percentage of structure fires contained to room of origin



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

CFA reported that 45 incidents were attended by accredited road accident rescue brigades in Q2 2025–26, with 43, or 95%, of these responses occurring within CFA time benchmarks. CFA has consistently exceeded the target benchmark of 90% since this measure was included and reported via its Outcomes Framework in Q2 2024–25.

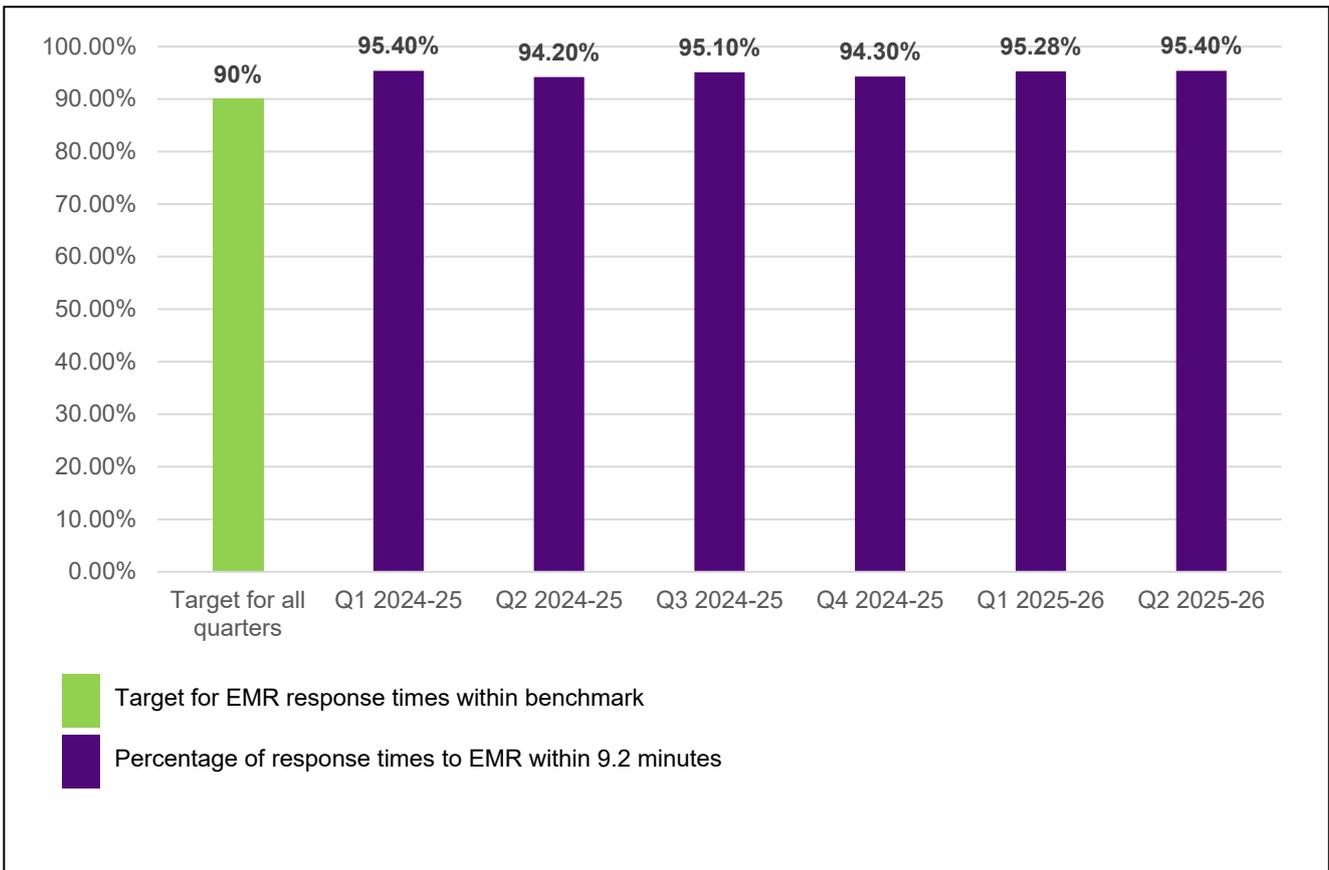
Figure 3: Road accident rescue response times meeting benchmark (target 90%)



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

FRV reported a 95.4% response time to EMR within the target benchmark of 9.2 minutes for Q2 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



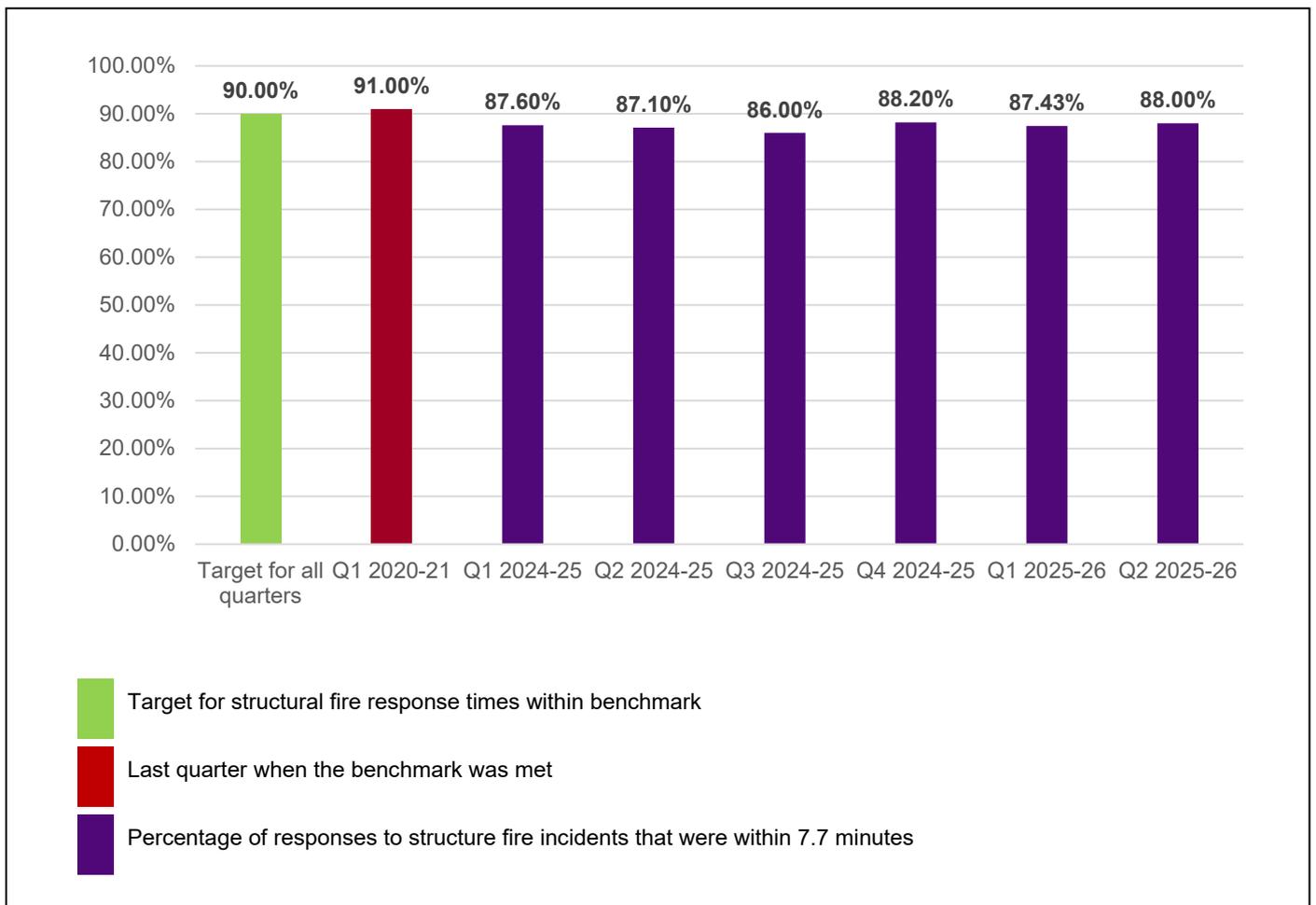
Continuing off-track trend over repeated quarters

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

FRV's result for this measure in Q2 in 2025–26 represents the 21st consecutive quarter where the benchmark of 90% has not been met. The result of 88% during this reporting period was, however, a 0.57% increase on the Q1 2025–26 result of 87.43%.

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



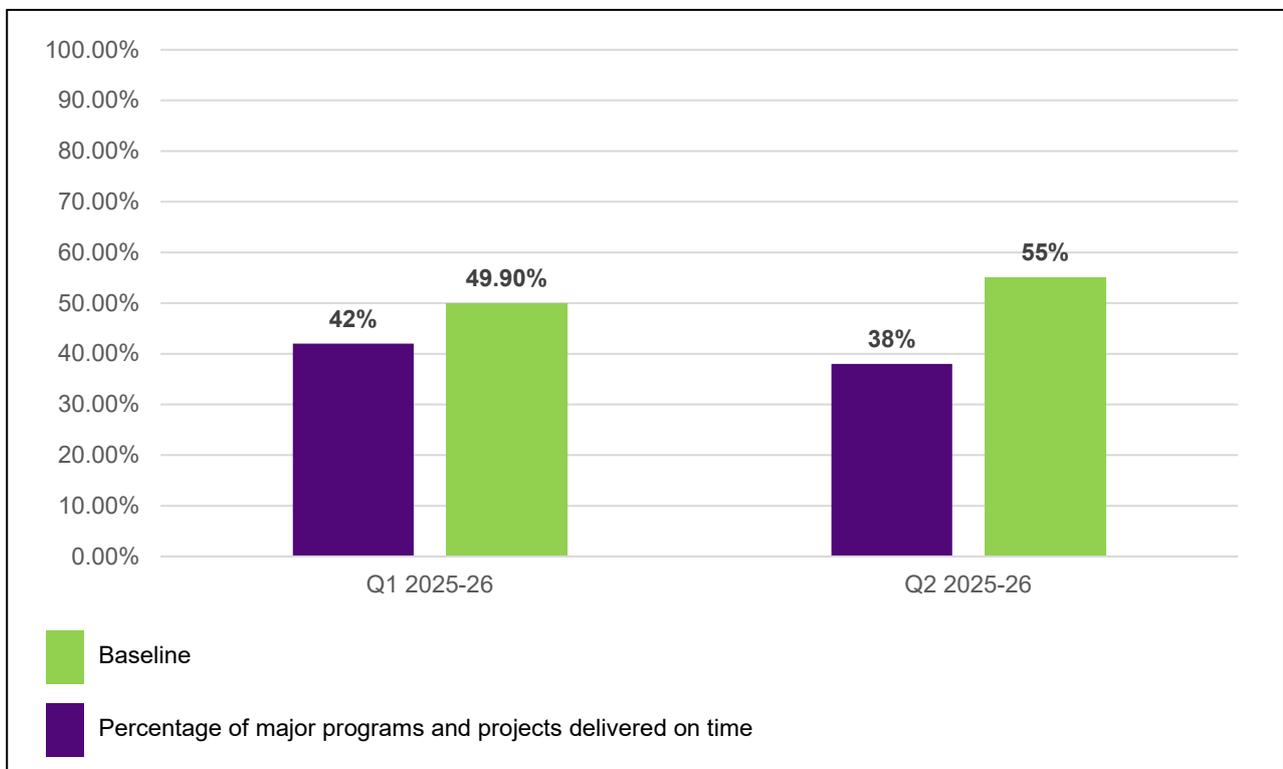
Significant change from baseline or previous comparable quarter (undesirable outcome)

CFA: Timely delivery of major programs and projects

CFA reported 38% of major programs and projects as having an overall status of 'on track' at the end of Q2 against a 3-year baseline of 55%. This is the second reporting period in which the results were below the baseline.

CFA have advised inconsistencies in project delivery practices, controls and monitoring across portfolios contributed to the result.

Figure 6: Timely delivery of major programs and projects



Reader Guide

Definitions

Acronym	Title
CFA	Country Fire Authority
EMR	Emergency Medical Response
FRV	Fire Rescue Victoria
FSIM	Fire Services Implementation Monitor
YTD	Year-to-date

Appendix A: CFA's Outcomes Framework progress report

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	Qtrly Baseline	Actual	Result
125,319	55,235	93,268	✓

Commentary
In Q2, CFA focused on helping communities prepare for the fire season through strong event based engagement and the delivery of the Get Fire Ready initiative. This work emphasised property preparation, fire planning and the use of the VicEmergency app, using a mix of mainstream and social media alongside extensive community events. Much of this engagement was delivered by CFA volunteers, who provided tailored advice on local fire risks. Alongside seasonal preparedness, CFA continued to support fire safety through planning workshops, property advice visits and home fire safety activities, strengthening community awareness, preparedness and resilience ahead of the fire season.

2.1 Fires are prevented

2.1.1 - Decrease in the number of preventable residential structure fires
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
821	189	172	✓

Commentary
This result is lower than the quarterly baseline, representing a positive outcome for the community.

2.1.2 - Decrease in the number of vegetation fires
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
3,844	1,211	542	✓

Commentary
This result is significantly lower than the quarterly baseline, representing a positive outcome for the community.

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	Qtrly Baseline	Actual	Result
65.4%	59.1%	69.3%	✓

Commentary
This result is above the quarterly baseline, representing a positive outcome for the community.

2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
96.2%	95.4%	98.0%	✓

Commentary
This result is above the quarterly baseline, representing a positive outcome for the community.

2.2.3 - Decrease median time spent suppressing structure fires (time spent on scene of incident)
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
30m 6s	44m 47s	39m 37s	✓

Commentary
This result is lower than the quarterly baseline, representing a positive outcome for the community.

2.2.4 - Decrease in median time to control vegetation fires
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
12m 14s	13m 0s	15m 54s	✗

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. Whilst ideally time to control vegetation fires is minimised, this result should also be taken in context with the vegetation fire outcomes (decrease in number of vegetation fires and increase in percentage of vegetation fires contained to 5 hectares) which have improved compared to quarterly baseline, indicating an overall positive community outcome.

2.3 Fires are less harmful to the community

2.3.1 - Decrease in fire-related fatalities
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual
9	2	2

Commentary
Sadly in Q2, one single residential fire occurred resulting in two fire related fatalities. 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

Insufficient data to calculate baseline

Commentary
This metric is based on data supplied by Ambulance Victoria in partnership with the Monash University Accident Research Centre. Data for Q2 is currently unavailable and will be reported once it becomes available.

2.3.3 - Decrease in severity of fire-related injuries
Desired result: Lower

Insufficient data to calculate baseline

Commentary
This metric is based on data supplied by Ambulance Victoria in partnership with the Monash University Accident Research Centre. Data for Q2 is currently unavailable and will be reported once it becomes available.

2.3.5 - Decrease in complete structure loss due to a structure fire
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
13.7%	12.6%	5.9%	✓

Commentary
Performance for Q2 is lower than the quarterly baseline, representing a positive outcome for the community.

2.3.6 - Increase in homes with operational smoke alarms
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
853	117	111	➔

Commentary
CFA members improved the safety of 111 households via checking, maintaining, and installing smoke alarms, with dedicated campaigns in South East and North East Regions, balancing service delivery with a high volume of seasonal bushfire and grassfire-focused engagement. Over 70% of visits were at the request of the household, with many of the remainder referred by local community networks. Half of the alarms were installed in bedrooms, in line with CFA recommendations.

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	Actual	Result
90.0%	95.0%	✓

Commentary
Q2 data shows that 45 incidents were attended by accredited road accident rescue (RAR) brigades, with 43 of these meeting CFA response time benchmarks, resulting in an overall performance of 95%. This represents a positive result for the community and exceeds the sector target of 90%.

3.1 Our workplace is safe

3.1.1 - Increase in hazard reporting
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
317	81	73	✗

Commentary
In Q2, hazard reports slightly decreased compared to the quarterly baseline. Data from comparable periods shows variability in reporting patterns, suggesting that while levels fluctuate, they remain within expected ranges consistent with historical trends.

3.1.2 - Decrease in Workplace Injuries (volunteer operational activity)
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
251.3	64.6	39.9	✓

Commentary
Four volunteers experienced lost time injuries during emergency response activities this quarter. Considering the level of operational activity, the overall number remains low relative to demand which is a positive result.

3.1.5 - Decrease in unplanned absences
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
13.8	3.4	3.5	➔

Commentary
Performance during Q2 remained steady, consistent with the quarterly baseline.

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	Qtrly Baseline	Actual	Result
14.9%	15.2%	16.0%	✓

Commentary
The Q2 result is favourable against both quarterly and annual baselines, demonstrating a positive and sustained upward trend.

3.2.2 - Increase in women volunteers in leadership roles
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
16.2%	17.6%	18.8%	✓

Commentary
The Q2 result is favourable against both quarterly and annual baselines, demonstrating a positive and sustained upward trend.

3.2.3 - Increase in women staff in senior roles
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
45.6%	46.3%	50.2%	✓

Commentary
This result reflects improvement on historical baselines, and quarter-on-quarter and shows a current balance across genders in staff senior roles.

3.2.4 - Increase in volunteers under 40
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
29.0%	28.6%	28.2%	➔

Commentary
Performance during Q2 remains steady, 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	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline	Insufficient data to calculate baseline	48.0%	

Commentary
This result is based on feedback from CFA's complaint satisfaction data, which offers insights into how effectively issues are managed and resolved. A new survey for volunteers was introduced in January 2025 and trends are still developing; no definitive patterns have emerged at this point in time.

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	Qtrly Baseline	Actual	Result
6.5	6.4	8.0	✓

Commentary
Only one All Staff Briefing was held in Q2; however, the feedback was positive, as reflected by the result.

3.4.7 - Increase delivery of operational training to CFA volunteers
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline	Insufficient data to calculate baseline	5,652	

Commentary
This quarter saw a significant increase in results, partly due to a high number of volunteers completing the General Firefighting (GFF) Program (568 participants). Our ongoing focus remains on supporting members to engage in and complete training opportunities.

3.4.8 - Average time of members to complete the General Firefighting (GFF) Program
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline	Insufficient data to calculate baseline	88.0%	

Commentary
GFFV2 training has been in place for 12 months, we are seeing a more realistic distribution of completion times, with some members taking longer than six months to finish. We have an ongoing focus on providing support to help members complete their training.

3.4.9 - Utilisation of volunteer instructors
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline	Insufficient data to calculate baseline	46.2%	

Commentary
Focus continues on increasing the utilisation of our volunteer instructors, with a slight uplift compared to the previous quarter.

4.1 We are financially sustainable, and our resource allocation decisions are transparent and achieve the greatest possible impacts

4.1.1 - Timely delivery of major programs and projects
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
53.0%	55.0%	38.0%	✗

Commentary
Challenges continue to be experienced with inconsistencies in project delivery practices, controls, and monitoring across portfolios. However, the Project Management Framework review is progressing as planned and remains on track for completion this year. Once finalised, a comprehensive roadmap will be developed to drive improvements in project maturity, delivery consistency, and governance across CFA projects.

4.3 We collaborate with Fire Rescue Victoria and other service delivery partners to promote interoperability and build stronger relationships that lead to better community outcomes

4.3.1 - Fire Services Operation Committee (FSOC) workplan delivered

Note: This Indicator is commentary only.

Commentary
FSOC met once in Q2 with a focus on reviewing and updating the actions log and reviewing the terms of reference for currency.

4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and Emergency Management Reform

4.4.1 - Increase in the number of After Action Reviews
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
45	5	7	✓

Commentary
There was a slight uptick in the number of completed After Action Reviews (AARs) in Q2, overall the results remain relatively consistent and above the quarterly baseline.

Result Legend

- ✓ Performance met target: The result meets or exceeds the desired target
- ➔ Performance in line with target: Slightly outside target but remains within an acceptable margin of 5%
- ✗ Performance below target: The result is 5% or more outside of the desired target

Approval

Approved by:
Jason Heffernan
Chief Officer

Signed

Date 02/02/2026

Date

Appendix B: FRV's Outcomes Framework progress report



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

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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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%

Fire Rescue Victoria Outcomes Framework: Q2 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	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%

Fire Rescue Victoria Outcomes Framework: Q2 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	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%

Fire Rescue Victoria Outcomes Framework: Q2 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			Q2		
	Men	Women	Others	Men	Women	Others
5.3 Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months) ^{vi}						
i. Operational workforce						
• 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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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

^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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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%

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.

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



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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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

Fire Rescue Victoria Outcomes Framework: Q2 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	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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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.

Fire Rescue Victoria Outcomes Framework: Q2 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	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.

Appendix C: FRV Outcomes Framework 2025



FRV Outcomes Framework

2025

Foreword

Fire Rescue Victoria (FRV) is required, by section 140 of the *Fire Rescue Victoria Act 1958*, to prepare an Outcomes Framework that sets out our outcomes-based fire and rescue services performance measures. The current Outcomes Framework was revised in 2025 and is presented in the following pages.

Outcomes-based performance measures focus on the results of our activities, quality of output and the impact we make. This Outcomes Framework aligns to the five strategic pillars in FRV's Strategic Plan 2022-32 and identifies the outcomes we hope to deliver and the measures we will use to evaluate our progress.

Our Outcomes Framework measures provide a representative sample of achievement across our strategic goals. Rather than setting targets for each measure, we aim to demonstrate continuous improvement and progress in our vision of safer and more resilient communities supported by a modern, professional and inclusive fire and rescue service.

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.

	Measures	Why we are measuring this
1.1	Number of Level 3 Incident Controllers i. Accredited ii. In development	This measures our contribution to state incident management arrangements at the highest level of complexity.
1.2	Percentage of requests to supply personnel to incident management roles fulfilled	This measures our contribution, by undertaking Regional Control Centre and Incident Control Centre roles to support state requirements.
1.3	Number of employees trained and current to contribute to state emergency management arrangements i. Operational ii. Corporate	This measures how many people we are training to contribute to state emergency management requirements.
1.4	Percentage of requests to supply incident management personnel to State Control Centre fulfilled	This measures whether we are training and making available sufficient personnel to support state requirements.

Outcome 2

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



Strategic Pillar 1

Partnering effectively for safer communities.

	Measures	Why we are measuring this
2.1	Internal activities that increase awareness and understanding of Aboriginal and Torres Strait Islander cultures and history i. Number of activities undertaken ii. Percentage of planned activities undertaken	Activities within FRV contribute to raising understanding and awareness of Aboriginal and Torres Strait Islander cultures and our shared history, building cultural safety amongst our workforce.
2.2	Number of FRV engagements with Aboriginal and Torres Strait Islander organisations	By engaging with Aboriginal and Torres Strait Islander organisations, we demonstrate our genuine commitment to build trust and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander organisations and communities.
2.3	Percentage of Aboriginal and Torres Strait Islander firefighter applicants as a proportion of all applicants	Targeting recruitment campaigns to Aboriginal and Torres Strait Islander peoples increases the proportion of applicants from these groups making it more likely that equitable representation on recruit courses can be achieved. Allowing us to assess the impact of our targeted campaigns and strategies.
2.4	Percentage of Aboriginal and Torres Strait Islander firefighter recruits as a proportion of all recruits	A percentage of Aboriginal and Torres Strait Islander recruits proportionate to the Victorian population indicates that equitable representation is being achieved. Measuring this allows us to assess the impact of strategies which seek to increase the potential success of Aboriginal and Torres Strait Islander candidates at each recruitment stage.

Outcome 3

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



Strategic Pillar 1

Partnering effectively for safer communities.

	Measures	Why we are measuring this
3.1	<ul style="list-style-type: none">i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to)ii. Number of Municipal Emergency Management Planning Committee meetings attendediii. Number of other formal engagements with local governments attended by FRV personnel	This measures our participation in statutory local government planning forums and other formal interactions with local government.
3.2	Percentage of external performance reports required by government and assurance bodies delivered on time	Timely external reporting demonstrates that we are sharing information as required with government, assurance bodies and the public.
3.3	<p>Number of fires and other non-fire related incidents (excluding Emergency Medical Response) outside FRV district</p> <ul style="list-style-type: none">i. Structure Firesii. Non-structure Firesiii. False alarms, good intent callsiv. Non-fire incidents	<p>CFA and FRV work together to protect life and property, particularly in areas where district boundaries meet as both organisations can readily deploy firefighters.</p> <p>The number of fires and incidents responded to by FRV outside the FRV district demonstrates our activity as a partner agency undertaking shared responsibility for fire and emergency incidents across the state.</p> <p>FRV attends all alarms of fire, but at times, FRV is not required to actively respond. In certain circumstances, some of these incidents may be categorised as 'false alarms or good intent calls' and can include technical faults of fire indicator panels (e.g. technical, environmental, human-error), malicious/prank calls and good-intent calls.</p>
3.4	Number of Emergency Medical Response incidents	The number of Emergency Medical Response calls responded to by FRV demonstrates our support for Ambulance Victoria in the provision of lifesaving emergency medical care.
3.5	Average percentage of seconded positions filled per week	FRV and CFA have an ongoing arrangement which embeds FRV staff within CFA – a component of the Victorian Government's Fire Services Reform. FRV staff provide essential command and specialist capability. Monitoring the percentage of the positions filled demonstrates how effectively FRV is meeting its reform obligations and supporting CFA to deliver services to the community.

Outcome 4

Our workforce is safe.



Strategic Pillar 2

Creating a culture that supports and connects our people.

	Measures	Why we are measuring this
4.1	Engagement with health monitoring services i. % operational workforce ii. % corporate workforce	Engagement with health monitoring services supports the workforce through proactively identifying and managing potentially harmful health conditions.
4.2	Engagement with health monitoring services - % return engagements	Re-engagement with health monitoring services demonstrates workforce satisfaction with services provided.
4.3	i. Number of WorkCover claims / per 100 FTE ii. % of total claims accepted iii. % of total claims rejected	WorkCover claims correlate to work related injuries that involve lost time and/or medical expenses to staff. The measure of rejected claims assists in understanding the effectiveness of preventative programs and emerging workplace trends.
4.4	Percentage of WorkCover claimants that returned to work within 26 weeks (rolling average over previous 12 months)	This measure provides insight into the seriousness of the injuries occurring based on the required time off work. This assists with understanding the effectiveness of the WorkCover scheme and the return-to-work programs offered.

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.

	Measures	Why we are measuring this
5.1	Workforce profile: operational / corporate by gender	If our workforce increasingly reflects the gender makeup of the community it indicates we are maintaining gender equitable recruitment and retention practices and allows us to assess the impact of targeted recruitment campaigns and strategies.
5.2	Workforce profile: operational / corporate by age	We aim for a balanced workforce that demonstrates equitable representation across different age groups and is not exposed to risk where a large proportion of staff reach retirement age all at once.
5.3	Workforce turnover by age and gender, reported by operational / corporate workforce	<p>Some level of turnover indicates that appropriate workforce planning has taken place. Excessive turnover may indicate opportunities to enhance employee experience.</p> <p>Comparing workforce turnover between different attributes indicates whether different employee cohorts find the workplace equally inclusive and supportive.</p>
5.4	Percentage of women and men in leadership roles i. % operational workforce ii. % corporate workforce	Comparing the number of women in leadership roles with the number in the workforce overall indicates whether gender equitable advancement opportunities are available and identifies opportunities to take action to support women into leadership roles.
5.5	Successful recruitment of women firefighters i. % women applicants ii. % women recruits iii. % women graduating recruit course	This measures gender representation in applications, acceptance onto recruit course, and completion of recruit course to track attractiveness of firefighting to women, equitable treatment of applicants and the effectiveness of targeted recruitment campaigns and strategies.
5.6	Percentage of workforce who have completed scheduled workplace values training provided by FRV, by operational / corporate	Measures proportion of the workforce that have undertaken scheduled FRV workplace behaviour training.

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.

	Measures	Why we are measuring this
6.1	Percentage operational doctrine products reviewed / number that were due for review, over previous 12 months	Tracking the percentage of doctrine due for review that is reviewed annually indicates whether procedures and practices are being kept up-to-date.
6.2	Percentage organisational requests for operational doctrine development completed / number of requests received, over previous 12 months	Tracking the percentage of doctrine created in response to requests tracks our ability to develop new doctrine to address emerging needs.
6.3	Percentage IT software systems outside product lifecycle	Ensuring software is within lifecycle and supported by the developer minimises security risks and downtime.
6.4	Percentage IT hardware outside of warranty period	Keeping hardware within its manufacturer warranty lifecycle reduces maintenance costs and supports operational efficiency by minimising downtime.
6.5	National collaboration and research meetings attended with industry and sector partners as a proportion of those scheduled i. Percentage attended ii. Number attended	Attending meetings with industry and sector partners indicates that we are exposing ourselves to a range of knowledge sources to inform good practice.

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.

	Measures	Why we are measuring this
7.1	Environmental sustainability and compliance i. Total direct greenhouse gas emissions (tonnes CO ₂ -e) / FTE ii. Total indirect greenhouse gas emissions (tonnes CO ₂ -e) / FTE	Tracking our greenhouse gas emissions helps us understand the environmental efficiency of our operations, supports responsible stewardship of public resources, and informs efforts to improve how we work and the outcomes we deliver.
7.2	Percentage of goods and services procured under contract as opposed to non-contracted spend on individual purchases	By procuring goods and services under negotiated contracts as opposed to ad-hoc purchases, we achieve value for money.
7.3	Percentage of strategic contracts actively managed for FRV by a trained and/or competent contract manager	Applying professional contract management to strategic contracts optimises value for money obtained for major procurements.
7.4	Time taken to provide a decision on FOI requests i. Number within statutory 30 day period ii. Number within extended statutory 45 day period iii. Number exceeding 45 days	Our adherence to statutory timeframes under the <i>Freedom of Information Act 1982</i> demonstrates commitment to transparency and accountability.
7.5	Percentage of FRV capital projects i. On time ii. Within budget tolerances	By measuring whether capital projects are progressing on time and within budget we track whether we are spending public money responsibly.

Outcome 8

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



Strategic Pillar 4

Helping Victorian communities build resilience through education and preparation.

	Measures	Why we are measuring this
8.1	Percentage of participants in FRV Fire Ops 101 program who were 'Satisfied' or 'Very Satisfied' with the program	By engaging the community through the Fire Ops 101 program we promote a two-way conversation about perceptions of the value that FRV brings.
8.2	Percentage of community members surveyed in the FRV district who i. Have heard of FRV ii. Trust FRV	Community awareness of the FRV brand and the trust the community has in us is reflective of whether our programs are focused on and accessible to the community.
8.3	Number of community members attending fire education program sessions delivered by FRV i. Community education programs ii. FES training courses	This measures how many community members we are reaching with our formal engagement and education programs to increase knowledge and resilience to fire risk in the community.
8.4	Number of unique visits to FRV Home Fire Safety webpages	Measuring unique visits to FRV Home Fire Safety webpages indicates whether our web-based programs are reaching the community.
8.5	Community satisfaction with FRV delivery of Essential Safety Measures services (Net Promoter Score)	This provides an explicit quantitative measure of how the community views the services provided by FES for FRV.

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.

	Measures	Why we are measuring this
9.1	Percentage of fires in buildings Class 2-9 that were able to be suppressed by the initial response	<p>If an increasing percentage of fires in Class 2-9 buildings are contained by the initial response this indicates that our Built Environment and Fire Safety services are positively impacting the design and maintenance of fire safety systems in this building stock.</p> <p>For building class information, please refer to the National Construction Code website via the following link: Building classifications NCC</p>
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	<p>If the percentage of fires in Class 2-9 buildings that are contained by the initial response is greater in buildings where FRV had recently provided fire safety advice, this is evidence of the positive impact of that advice.</p>
9.3	Percentage of structure fires in Class 3-9 buildings without i. Smoke alarms ii. Sprinklers	<p>Having smoke alarms and sprinklers in buildings is known to improve fire outcomes and we work to ensure buildings have installed fire safety systems where possible.</p>
9.4	Number of premises with six or more false alarms on different days over 12 months	<p>We are developing systems and strategies to reduce the number and frequency of unwanted false alarms.</p> <p>FRV attends all alarms of fire, but at times, FRV is not required to actively respond. In certain circumstances, some of these incidents may be categorised as 'false alarms or good intent calls' and can include technical faults of fire indicator panels (e.g. technical, environmental, human-error), malicious/prank calls and good-intent calls.</p>
9.5	Percentage of new building Class 2-9 approvals in the FRV district where FRV was consulted on fire safety issues	<p>Certain fire safety matters (Victoria Building Regulations 2018 – Reg 129) must be approved by fire safety authorities before a building permit can be issued, ensuring compliance with fire safety standards. FRV must be engaged for fire safety designs that vary from the National Construction Code or Australian Standards. The percentage of approvals where we were consulted highlights our positive work in contributing to building fire safety.</p>

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.

	Measures	Why we are measuring this
10.1	Number of structure fires in FRV district / per 100,000 population i. Residential ii. Other	If numbers of fires in buildings go down this indicates that our community education programs are raising awareness of fire prevention behaviours, and our regulatory services are making buildings more resilient to fire.
10.2	Completions of the Prevent Detect Escape – eLearning module (number)	The Prevent Detect Escape – eLearning module is designed for individuals at higher risk from fire, carers and support workers. Completions of the module indicate FRV's success in reaching and supporting those groups to promote fire safety.
10.3	Percentage of residential structure fires with smoke alarm present as a proportion of all residential structure fires	The best data as to whether homes have smoke alarms is often obtained when data is collected following a fire incident. We measure whether ongoing campaigns and advice to the community to install smoke alarms is leading to a greater proportion of properties overall having alarms installed.
10.4	Number of non-structure fire incidents and hazmat incidents attended by FRV in FRV district / per 100,000 population	Measuring non-structure fires and hazmat incidents allows us to assess whether fire and other safety messages have a positive effect in helping the community understand and manage risk.
10.5	Number of buildings serviced to maintain fire protection equipment and suppression systems and essential safety measures in the building	FES offers a service which assesses fire safety measures in buildings and maintains fire safety systems to ensure equipment and systems are operating as required.

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.

	Measures	Why we are measuring this
11.1	Percentage of response times within the FRV district within FRV benchmark <ul style="list-style-type: none">i. Structure Fire 7.7 minutesii. Emergency Medical Response 9.2 minutesiii. Road Crash Rescue: attendance of heavy rescue unit 13.5 minutes	We identify benchmarks for different types of response that allow for timely intervention to support better community outcomes.
11.2	Median second primary FRV appliance structure fire arrival time in FRV district	By measuring the time to arrival of a second appliance to structure fires we measure the time it takes for an effective firefighting force to arrive on scene.
11.3	Operational fleet availability <ul style="list-style-type: none">i. Total availabilityii. Scheduled downtimeiii. Unscheduled downtime	Total fleet availability measures what proportion of the total operational fleet is available for operational response. Scheduled downtime is required for preventative maintenance, regulatory compliance upgrades, and safety checks. Unscheduled downtime can be caused by accidents, regulatory compliance changes, availability of parts, preventative maintenance, extended incident exposure, or other external factors.
11.4	Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually	We seek to maximise the proportion of active operational firefighters who have completed more complex skills maintenance drills annually.
11.5	Percentage of command personnel who undertake command skills maintenance scenario training annually	We seek to maximise the proportion of incident commanders who have completed command skills maintenance drills annually.

Outcome 11 (cont.)

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



Strategic Pillar 5

Delivering excellence across our fire and rescue services.

	Measures	Why we are measuring this
11.6	Percentage of the active technical operations workforce in the following specialisations that is up-to-date with endorsed skills maintenance requirements <ul style="list-style-type: none">i. Emergency Medical Servicesii. Marine Responseiii. Road Crash Rescue	We seek to maximise the proportion of our technical operations workforce who have undertaken required skills maintenance activities.
11.7	Percentage of firefighting workforce (Leading Firefighter and below) undertaking live fire training every three years	We seek to maximise the proportion of our firefighting workforce who have undertaken live fire training in the past three years.

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.

	Measures	Why we are measuring this
12.1	Fire-related fatalities in the FRV district (preventable and non-preventable fatalities)	Preservation of life is the highest priority for fire and rescue services, and we work with industry and community to reduce the number of fire related deaths.
12.2	Structure fire-related injuries in the FRV district / per 100,000 population (members of the public) i. Firefighters ii. Others	Fire related injuries represent significant harm to victims and the community and we work to reduce injuries with the same focus as reducing deaths.
12.3	Percentage of accidental structure fires in the FRV district contained to room of origin	If structure fires do start, confining their effects to the room where they started represents effective mitigation of the danger of fire spread. This can be achieved by prompt and effective response, better fire safety standards, and better community education.
12.4	Percentage of hazmat incidents in the FRV district with environmental impact confined to 'minor'	By confining the effects of hazmat incidents to 'minor' we minimise impacts to the environment.

