



# Fire Rescue Victoria Outcomes Framework

## Quarter 3 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 Three (Q3)

The Q3 2025–26 Outcomes Framework Progress Report presents FRV's quarterly outcome measures for the reporting period, together with the previous periods (Q1 2025–26 and Q2 2025-26).

Overall, the outcomes framework comprises 12 outcome statements and 59 measures across quarterly and annual reporting.

This report includes the Q3 2025-26 results for 50 quarterly measures.

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.

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>1.1</b> Number of Level 3 Incident Controllers			
i. Accredited <sup>i</sup>	31	31	30
ii. In development	31	31	31
<b>1.2</b> Percentage of requests to supply personnel to incident management roles fulfilled <sup>ii</sup>	No requests	100%	90%
<b>1.3</b> Number of employees trained and current to contribute to state emergency management arrangements <sup>iii</sup>			
i. Operational	594	603	658
ii. Corporate	51	51	51
<b>Total</b>	<b>645</b>	<b>654</b>	<b>709</b>
<b>1.4</b> Percentage of requests to supply incident management personnel to State Control Centre fulfilled <sup>iv</sup>	No requests	100%	80%

<sup>i</sup> Number of accredited Level 3 Incident Controllers reduced by one due to a retirement of an accredited firefighter in Q3 2025-26.

<sup>ii</sup> Q2 data for measures 1.2 and 1.4 (previously unavailable due to operational priorities) has now been updated. Approximately 73 personnel were deployed to IMT roles during Q3 2025-26 (resulting in 90% of requested IMT roles being fulfilled).

<sup>iii</sup> The increase in number of trained operational employees to contribute to state emergency arrangements is attributed to training and data records being updated.

<sup>iv</sup> 10 personnel requested to fill SCC roles, two requests were unable to be fulfilled resulting in 80 percent of IMT roles being fulfilled for the reporting period.

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>2.1</b>	Internal activities that increase awareness and understanding of Aboriginal and Torres Strait Islander cultures and history			
	i. Number of activities undertaken	3	7	12
	ii. Percentage of planned activities undertaken	100%	100%	100%
<b>2.2</b>	Number of FRV engagements with Aboriginal and Torres Strait Islander organisations (rolling 12 months)	7	16	26

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>3.1</b> i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to) <sup>v</sup>	100%	94.4%	95%
ii. Number of Municipal Emergency Management Planning Committee meetings attended	28	34	39
iii. Number of other formal engagements with local governments attended by FRV personnel	77	41	55
<b>3.2</b> Percentage of external performance reports required by government and assurance bodies delivered on time (year-to-date) <sup>vi</sup>	100%	83.3%	88%
<b>3.3</b> Number of fires and other non-fire related incidents (excluding Emergency Medical Response) outside FRV district (year-to-date)			
i. Structure Fires	221	442	666
ii. Non-structure Fires	339	779	1,301
iii. False alarms, good intent calls	634	1,381	2,183
iv. Non-fire incidents	656	1,360	2,014
<b>Total</b>	<b>1,850</b>	<b>3,962</b>	<b>6,164</b>
<b>3.4</b> Number of Emergency Medical Response incidents	1,869	3,640	5,254
<b>3.5</b> Average percentage of seconded positions filled per week	77%	91%	92%

<sup>v</sup> FRV attended 39 of 41 Municipal Emergency Management Planning Committee meetings (94.4%) during Q3; two meetings were missed due to competing operational priorities.

<sup>vi</sup> During the financial year, FRV had delivered seven out of eight reports on time; one approved extension.

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>4.1</b> Engagement with health monitoring services (rolling 12 months) <sup>vii</sup>			
i. % operational workforce	32.1%	34.7%	29.1%
ii. % corporate workforce	9.2%	11.5%	7.4%
<b>4.2</b> Engagement with health monitoring services - % return engagements	52%	40.7%	36.5%
<b>4.3</b> i. Number of WorkCover claims / per 100 FTE (rolling 12 months)	12.7	12.1	11.6
ii. % of total claims accepted	83.4%	86.2%	85.3%
iii. % of total claims rejected	11.6%	11.3%	11.2%
<b>4.4</b> Percentage of WorkCover claimants that returned to work within 26 weeks (rolling 12 months)	75.5%	73.6%	73.1%

<sup>vii</sup> FRV continues to identify and deliver initiatives to promote internal health monitoring services to increase participation across its workforce.

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>5.1</b> Workforce profile: operational / corporate by gender			
i. Operational workforce			
• Men	94.10%	94.1%	94.0%
• Women	5.9%	5.9%	6.0%
• Other (non-binary / self-described / prefer not to say)	0%	0%	0.0%
ii. Corporate (non-operational) workforce <sup>viii</sup>			
• Men	48.74%	48.7%	48.3%
• Women	51.3%	51.3%	51.7%
• Other (non-binary / self-described / prefer not to say)	0%	0%	0.0%

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

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>5.2</b> Workforce profile: operational / corporate by age			
i. Operational workforce			
• 15-24	0.15%	0.1%	0.1%
• 25-34	13.23%	12.6%	12.3%
• 35-44	38.33%	38.5%	38.9%
• 45-54	25.39%	25.9%	25.8%
• 55-64	17.12%	16.9%	16.9%
• 65+	5.78%	5.95%	6.0%
ii. Corporate (non-operational) workforce			
• 15-24	0.70%	0.57%	0.7%
• 25-34	15.31%	14.99%	14.7%
• 35-44	26.12%	24.89%	24.9%
• 45-54	23.17%	23.76%	24.3%
• 55-64	24.44%	25.18%	24.9%
• 65+	10.25%	10.61%	10.5%

# Fire Rescue Victoria Outcomes Framework: Q3 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		Q3	
<b>5.3</b> Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months) <sup>ix</sup>						
i. Operational workforce	<b>Men</b>	<b>Women</b>	<b>Men</b>	<b>Women</b>	<b>Men</b>	<b>Women</b>
• 15-24	0%	0%	0%	0%	0%	0%
• 25-34	0.05%	0%	0.12%	0.02%	0.15%	0.05%
• 35-44	0.22%	0.02%	0.45%	0.02%	0.54%	0.00%
• 45-54	0.05%	0.02%	0.27%	0.02%	0.35%	0.02%
• 55-64	0.97%	0.02%	0.90%	0.02%	1.01%	0.05%
• 65+	0.99%	0.02%	1.00%	0.02%	1.06%	0.02%
ii. Corporate (non-operational) workforce						
• 15-24	0.28%	0.14%	0.43%	0.29%	0.42%	0.14%
• 25-34	1.98%	3.25%	2.00%	2.71%	2.12%	2.41%
• 35-44	2.54%	2.68%	3.00%	2.43%	2.26%	1.98%
• 45-54	1.13%	2.82%	1.14%	2.57%	1.27%	1.98%
• 55-64	1.55%	2.26%	1.85%	2.43%	1.84%	1.70%
• 65+	1.41%	0.71%	1.71%	1.00%	1.98%	0.99%
<b>5.4</b> Percentage of women and men in leadership roles <sup>x</sup>						
i. % operational workforce	24.94%	0.66%	24.99%	0.67%	24.5%	0.7%
ii. % corporate (non-operational) workforce	6.04%	5.34%	5.52%	5.23%	5.6%	5.3%

<sup>ix</sup> Data inaccuracy in system identified last quarter still applies and ongoing remediation work is in progress (some internal transfers may be recorded as terminations). Turnover broadly remains consistent with previous quarter.

<sup>x</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: Q3 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	Q3
<b>5.6</b> Percentage of workforce who have completed scheduled workplace values training provided by FRV, by operational / corporate <sup>xi</sup>			
i. Operational workforce			
• Leaders	61.8%	62.4%	67.3%
• Employees	74.4%	75.5%	79.9%
ii. Corporate (non-operational) workforce			
• Leaders	79.0%	82.9%	88.5%
• Employees	66.7%	70.7%	71.0%

<sup>xi</sup> Percentages are subject change as employees move in and out of the organisation or take on and step out of acting leadership roles. 3,612 employees have completed the training, as of 31 March 2026.

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
6.1	Percentage operational doctrine products reviewed / number that were due for review, over previous 12 months <sup>xii</sup>	39%	47%	33%
6.2	Percentage organisational requests for operational doctrine development completed / number of requests received over previous 12 months	66%	57%	62%
6.3	Percentage IT software systems outside product lifecycle <sup>xiii</sup>	2%	3.90%	25.9%
6.4	Percentage IT hardware outside of warranty period	76%	74.8%	83.7%
6.5	National collaboration and research meetings attended with industry and sector partners as a proportion of those scheduled <sup>xiv</sup>			
	i. Percentage attended	92%	63%	81%
	ii. Number attended	11	12	9

<sup>xii</sup> The number of doctrine products reviewed has remained constant in Q3 (with the number due for review increasing from Q2). Completion is impacted by the size and complexity of the doctrine.

<sup>xiii</sup> Increase largely due to Windows 10 devices becoming end of life in October 2025. FRV implementing a plan to have these Windows 10 devices removed from circulation.

<sup>xiv</sup> Number of meetings scheduled lower than previous quarters owing to AFAC reducing their business activity in the quarter.

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
7.2 Percentage of goods and services procured under contract as opposed to non-contracted spend on individual purchases	76%	70%	72.8%
7.3 Percentage of strategic contracts actively managed for FRV by a trained and / or competent contract manager	10%	30%	30%
7.4 Time taken to provide a decision on FOI requests <sup>xv</sup>			
i. Number within statutory 30 day period	85.1%	76.3%	59.7%
ii. Number within extended statutory 45 day period	9.7%	16.8%	21.5%
iii. Number exceeding 45 days	5.2%	6.9%	18.8%
7.5 Percentage of FRV capital projects <sup>xvi</sup>			
i. On time	26%	28%	19%
ii. Within budget tolerances	36%	29%	28%

<sup>xv</sup> FRV received a higher volume of FOI requests in Q3 2025-26 (371 compared to 322 in Q2), contributing to the reduction in responses provided within statutory/extended statutory periods. FRV provided responses to 181 requests in Q3 2025-26, 49 more than Q2 2025-26.

<sup>xvi</sup> 'On time' = progress ≥90% of schedule alignment; 'within budget' = actual within ±10% of year-to-date budget. FRV are actively identifying continuous improvement opportunities to improve capital program performance across the organisation.

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>8.3</b> Number of community members attending fire education program sessions delivered by FRV			
i. Community education programs <sup>xvii</sup>	9,667	8,767	4,531
ii. FES training courses <sup>xviii</sup>	1,638	1,859	860
<b>Total</b>	<b>11,305</b>	<b>10,626</b>	<b>5,391</b>
<b>8.4</b> Number of unique visits to FRV Home Fire Safety webpages <sup>xix</sup>	1,280	1,371	1,047
<b>8.5</b> Community satisfaction with FRV delivery of Essential Safety Measures services (Net Promoter Score) <sup>xx</sup>	33.3	50.0	52.4

<sup>xvii</sup> The reduced Q3 result is in line with previous years, with the highest number of Fire Ed sessions being delivered in Q1 observed annually.

<sup>xviii</sup> The Q3 result is due to January/ February being the main holiday/shutdown period for commercial businesses.

<sup>xix</sup> The decrease in Q3 figures is likely influenced by seasonal factors as households transition out of peak fire risk periods.

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



## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
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%	94%
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%	97%
9.3	Percentage of structure fires in Class 3-9 buildings without			
	i. Smoke alarms	34%	36%	36%
	ii. Sprinklers	64%	65%	66%
9.4	Number of premises with six or more false alarms on different days over 12 months	635	689	834

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>10.1</b> Number of structure fires in FRV district / per 100,000 population (year-to-date)			
i. Residential	14.1	28.9	44.6
ii. Other	4.6	8.8	14.3
<b>Total</b>	<b>18.7</b>	<b>37.7</b>	<b>59.0</b>
<b>10.2</b> Completions of the Prevent Detect Escape – eLearning module (number) <sup>xxi</sup>	656	638	513
<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%	87%	87%
<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 <sup>xxii</sup>	32.3	68.9	118.1
ii. Hazmat	2.1	4.0	6.6
<b>Total</b>	<b>34.4</b>	<b>72.9</b>	<b>124.7</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	15,435	15,039

<sup>xxi</sup> The reduced number of participants in Q3 is likely due to seasonal variation, with FRV continuing to deliver promotional initiatives to encourage completion of the module by targeted participants.

<sup>xxii</sup> The increase in 'Non-structure Fires' in Q3 2025-26 compared to previous reporting periods is due to seasonal trends (warmer and drier weather).

# Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>11.1</b> Percentage of response times within the FRV district within FRV benchmark (year-to-date)			
i. Structure Fire 7.7 minutes	87.4%	88%	86.8%
ii. Emergency Medical Response 9.2 minutes	95.3%	95.4%	95.0%
iii. Road Crash Rescue: attendance of heavy rescue unit 13.5 minutes	80.4%	86.4%	84.7%
<b>11.2</b> Median second primary FRV appliance structure fire arrival time in FRV district (year-to-date)	7.0 minutes	7.4 minutes	7.5 minutes
<b>11.3</b> Operational fleet availability <sup>xxiii</sup>			
i. Total availability	83%	82%	82%
ii. Scheduled downtime	Not Available	Not Available	N/A
iii. Unscheduled downtime	Not Available	Not Available	N/A
<b>11.4</b> Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually <sup>xxiv</sup>	6.6%	7.9%	27.6%
<b>11.5</b> Percentage of command personnel who undertake command skills maintenance scenario training annually <sup>xxv</sup>	57.5%	67.5%	79%

<sup>xxiii</sup> The ongoing protected industrial action impacts FRV's ability to report on the downtime (scheduled and unscheduled) of the fleet.

<sup>xxiv</sup> Increase in Q3 due to increased availability of instructors (noting competing training demands in other quarters), with significant number of instructors deployed regionally to deliver practical skills maintenance (PSM) training.

<sup>xxv</sup> 95 out of 120 command staff now trained since the beginning of the financial year.

## Fire Rescue Victoria Outcomes Framework: Q3 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	Q3
<b>12.1</b>	Fire-related fatalities in the FRV district (preventable and non-preventable fires) <sup>xxvi</sup>			
	i. Preventable (non-intentional) fires	2	1	1
	ii. Non-preventable (intentional) fires	0	0	2
<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	0.2	0.2	0.2
	ii. Others	4.1	3.4	3.7
	<b>Total</b>	<b>4.3</b>	<b>3.6</b>	<b>3.9</b>
<b>12.3</b>	Percentage of accidental structure fires in the FRV district contained to room of origin (year-to-date)	84.0%	84.1%	83.7%
<b>12.4</b>	Percentage of hazmat incidents in the FRV district with environmental impact confined to 'minor' (year-to-date)	93%	93%	92%

<sup>xxvi</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.