

Quarter 3 2025–26

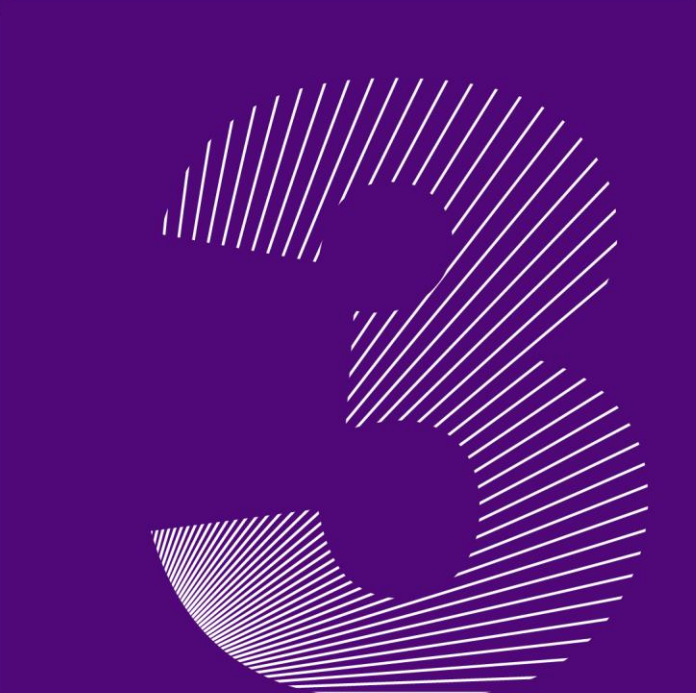
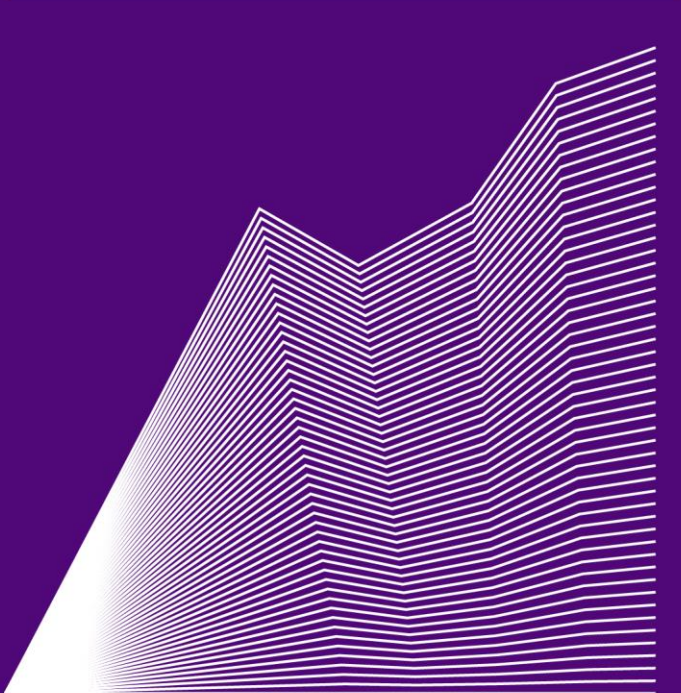
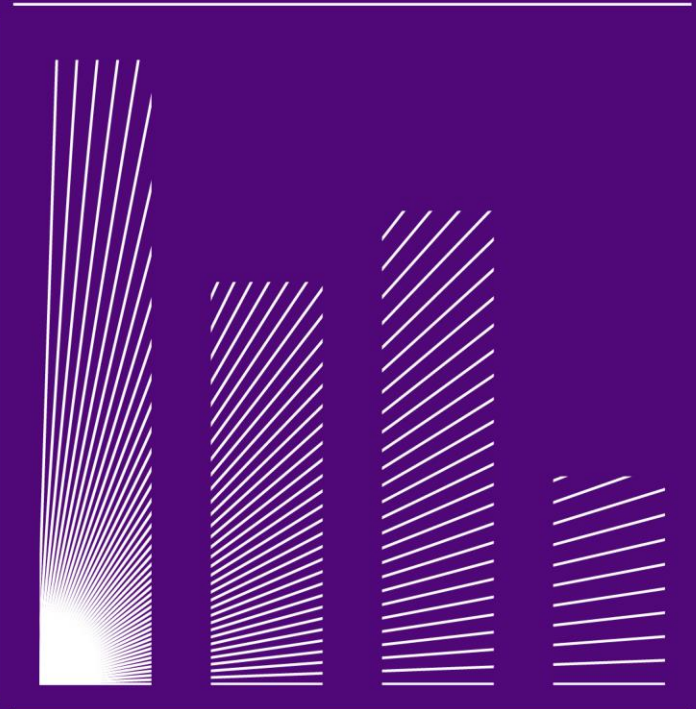


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Summary

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 3 (Q3) of the 2025–26 financial year.

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

In Q3 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 50 quarterly measures (see Appendix B).

CFA indicators and FRV measures short-listed for reporting

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

- **Demonstrates a notable achievement:**
 - CFA: An increase in the number of After Action Reviews (AAR) (**indicator 4.4.1**).
 - CFA: Increase in percentage of structure fires contained to room of origin (**indicator 2.2.1**).
 - CFA: Increase in percentage of vegetation fires contained to 5 hectares (**indicator 2.2.2**).
 - 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**).
 - FRV: Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually (**measure 11.4**).
- **Continuing off-track trend over repeated quarters:**
 - CFA: Timely delivery of major programs and projects (**indicator 4.1.1**).
 - 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):**
 - FRV: Percentage of FRV capital projects: On time (**measure 7.5.i**).

Reporting on select outcomes framework results

Demonstrates a notable achievement

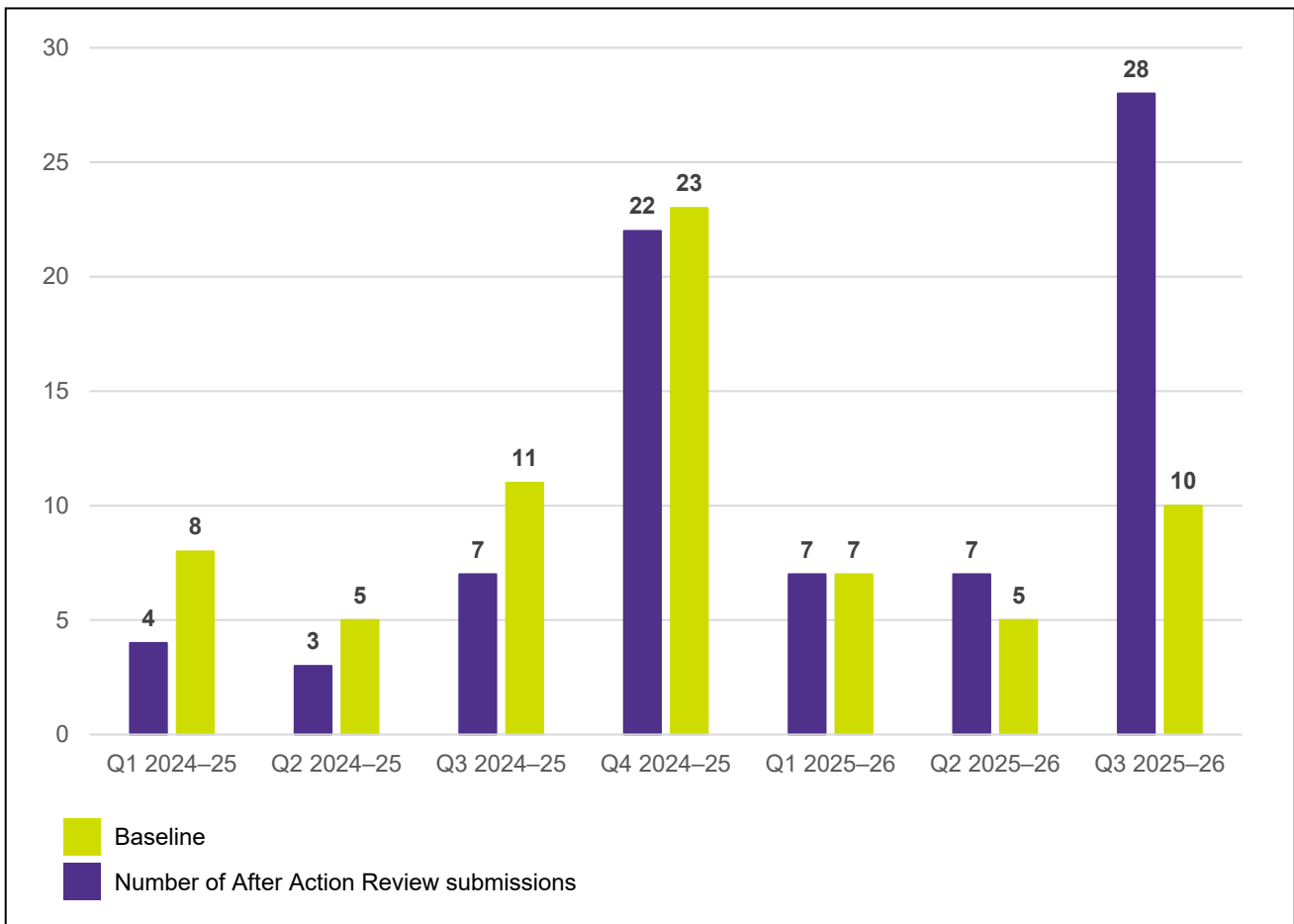
CFA: An increase in the number of After Action Reviews

CFA reported that 28 AAR were submitted in Q3 2025–26, against a baseline of 10. This result is a 180% increase above the baseline for Q3. This is also a substantial escalation compared to the previous 2 quarters.

A Post Season Debrief Program is coordinated each year (during Q3) where brigades, districts and regions are encouraged to undertake and submit AARs. CFA advised that this year a different approach was taken to ensure learnings were captured given the scale of the season. CFA contracted external facilitators to coordinate several AARs, and have noted this contributed to the significant increase in submissions for Q3 2025–26.

Whilst the FSIM appreciates the result for this period is affected by unique circumstances, it is still the highest number for any quarter since reporting on this measure began. Therefore, the FSIM believes CFA has demonstrated a notable achievement for the measure during this reporting period.

Figure 1: An increase in the number of After Action Reviews

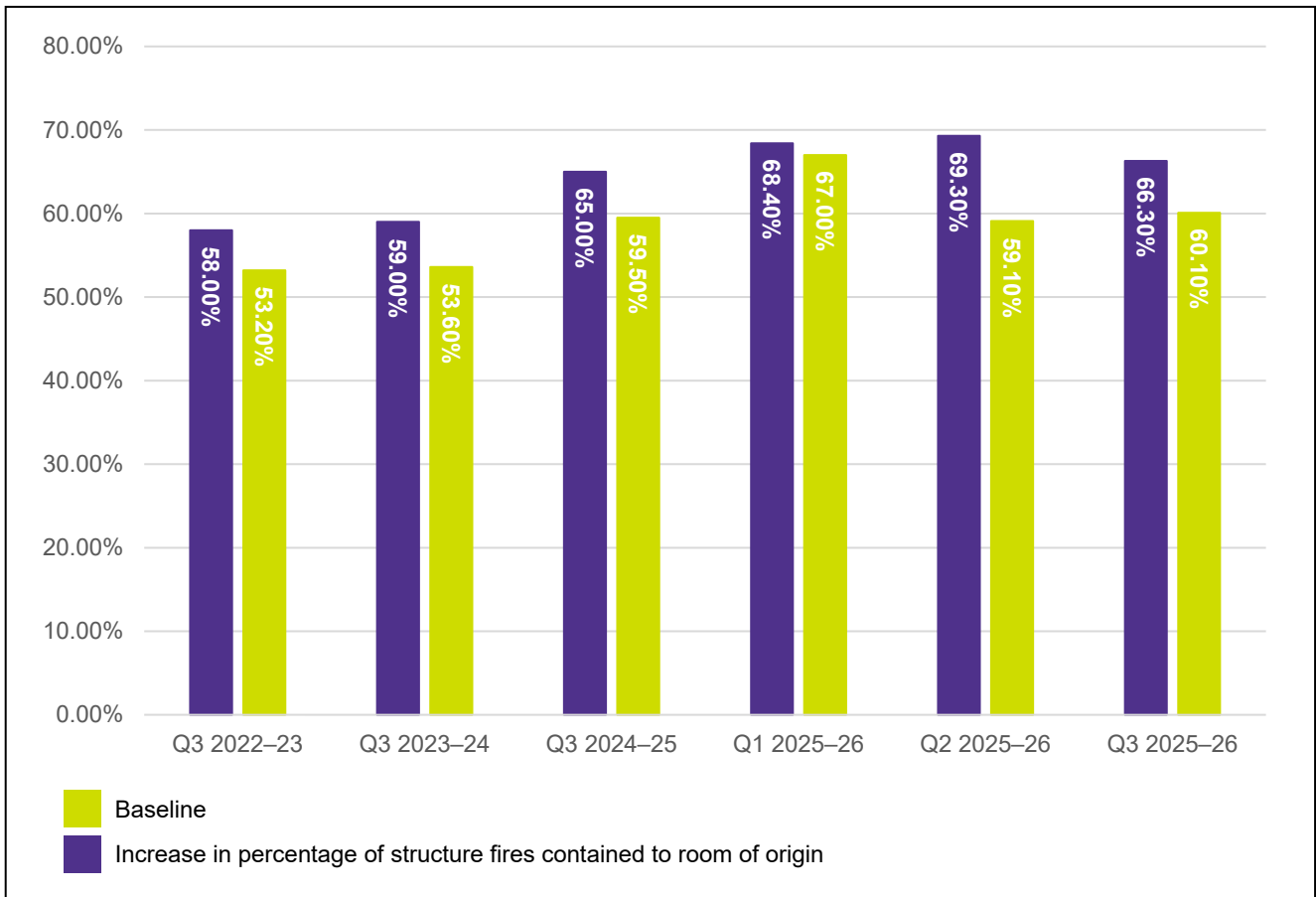


CFA: Increase in percentage of structure fires contained to room of origin

CFA reported that 66.3% of structure fires were contained to room of origin in Q3 2025–26. This result was against a baseline of 60.1%.

The FSIM notes that this is the sixth consecutive reporting period in which the results are above the baseline.

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

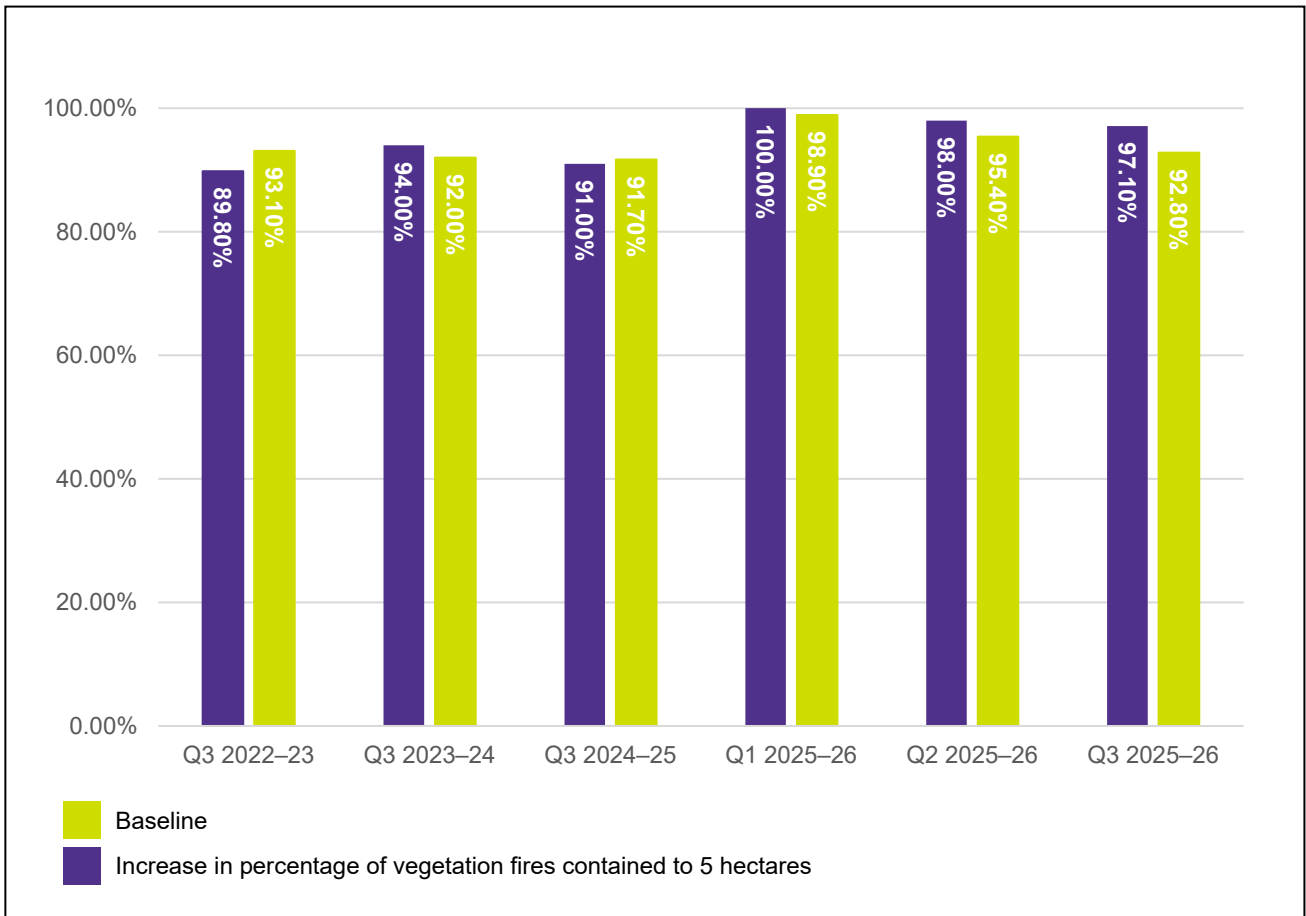


CFA: Increase in percentage of vegetation fires contained to 5 hectares

CFA reported that 97.1% of vegetation fires were contained to 5 hectares in Q3 2025–26. This result was against a baseline of 92.8%.

The FSIM notes that this is the third consecutive reporting period in which the results are above the baseline. Further, the result for Q3 2025–26 is a notable achievement given the catastrophic fire weather conditions Victoria experienced this quarter.

Figure 3: Increase in percentage of vegetation fires contained to 5 hectares

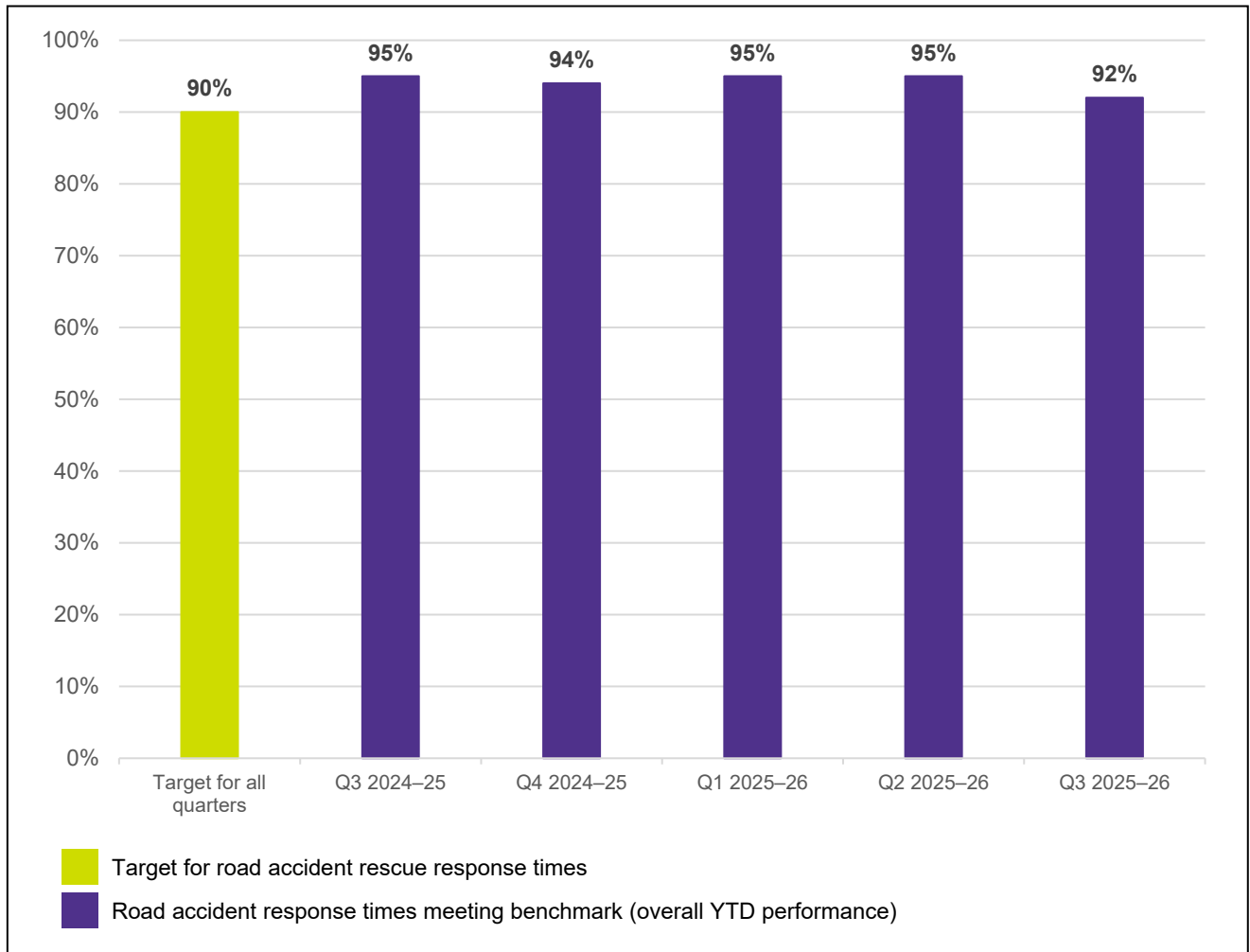


CFA: Road accident rescue response times meeting benchmark (target 90%)

CFA reported that 49 incidents were attended by accredited road accident rescue brigades in Q3 2025–26. 92% of road accident rescue responses in 2025–26 (YTD) have been 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 4: Road accident rescue response times meeting benchmark

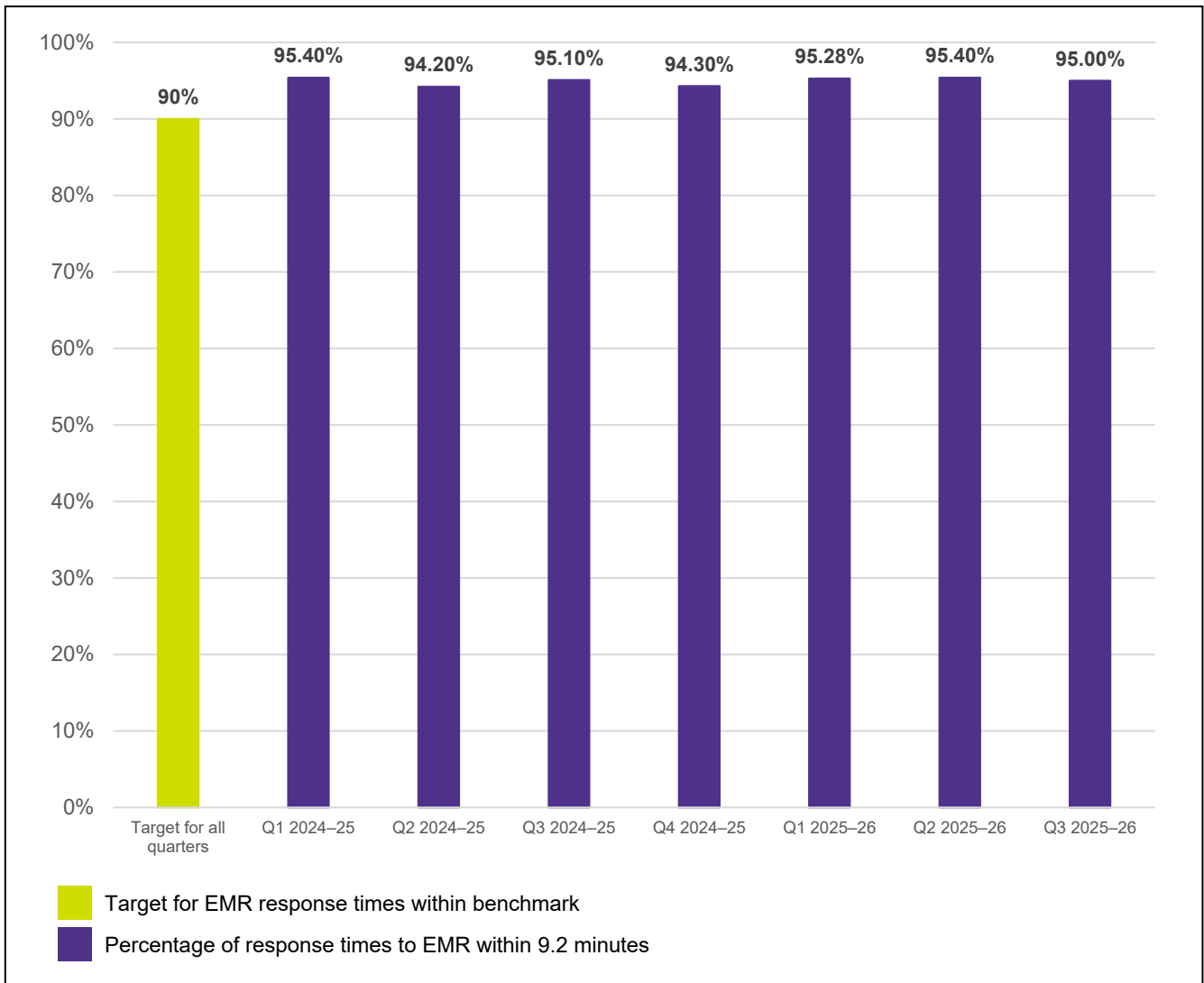


FRV: Percentage of response times to EMR within 9.2 minutes (90%)

FRV reported a 95% response time to EMR within the target benchmark of 9.2 minutes for Q3 2025–26.

FRV has consistently exceeded the target benchmark of 90% since this measure was first reported on in 2020–21.

Figure 5: Percentage of EMR response times within the benchmark of 9.2 minutes

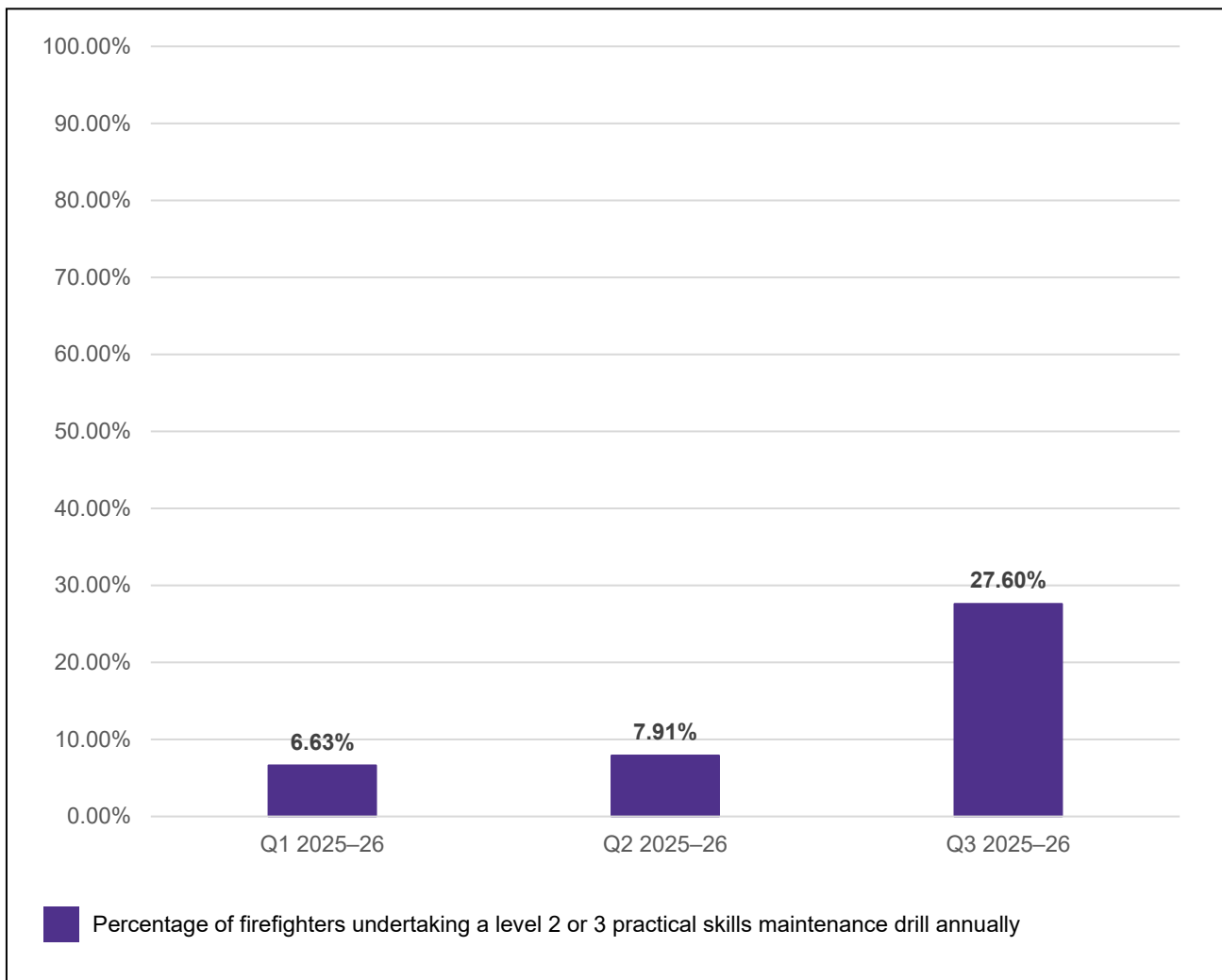


FRV: Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually

FRV reported that 27.6% of firefighters undertook a level 2 or 3 practical skills maintenance drill in Q3 2025–26. The Q3 result of 27.6% during this reporting period is a significant increase of 19.69% on the previous comparable quarter of 7.91%.

FRV have explained the substantial increase in Q3 2025–26 was due to increased availability of instructors, with a significant number of instructors deployed regionally to deliver practical skills maintenance training.

Figure 6: Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually



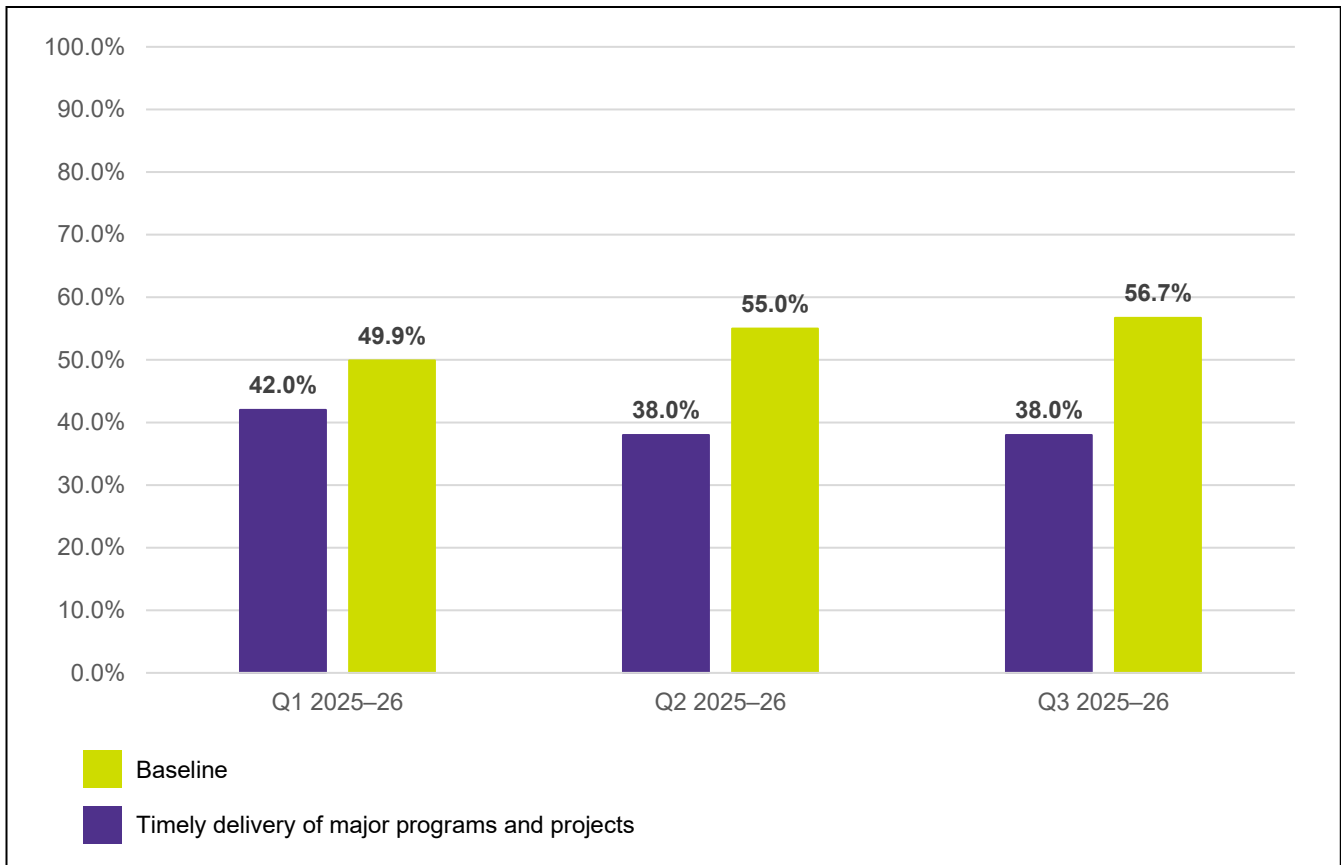
Continuing off-track trend over repeated quarters

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 Q3 2025–26, against a quarterly baseline of 56.7%. This is the third reporting period in which the results were below the baseline.

CFA clarified that in Q3, project schedules and delivery timelines were impacted by significant fire activity, requiring the reprioritisation of resources and subsequently, the need to adjust timeframes across several projects. CFA have advised the FSIM that a planned review of CFA Project Management Framework is progressing and on track for completion this year. This will inform a roadmap to improve project maturity, delivery consistency, and governance across CFA projects.

Figure 7: Timely delivery of major programs and projects



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

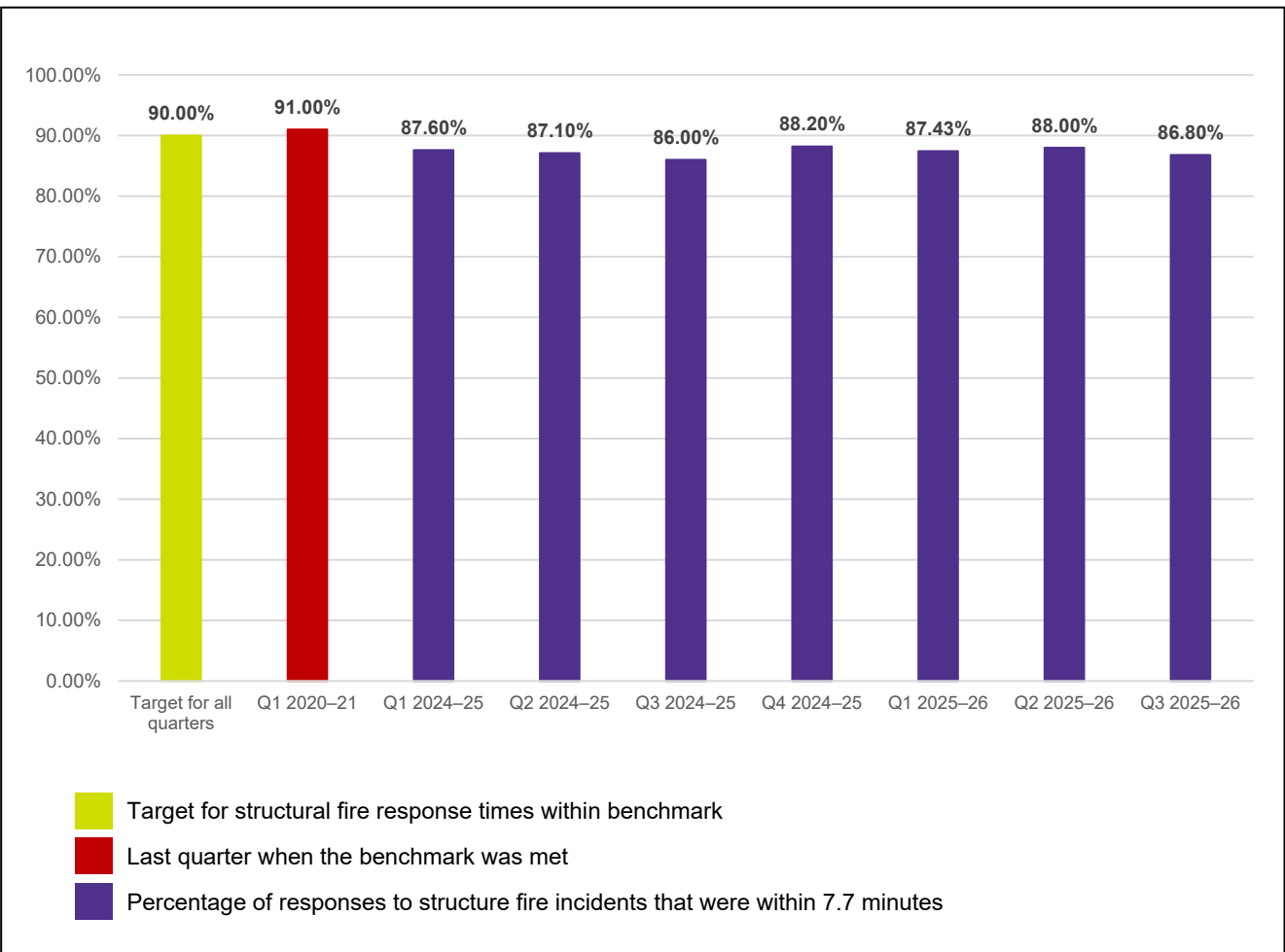
FRV’s result for this measure in Q3 2025–26 represents the 22nd consecutive quarter where the benchmark target of 90% has not been met. Q1 2020–21 was the last quarter this benchmark was achieved (indicated in red in Figure 8). The Q3 2025–26 result of 86.8% was a 1.2% decrease on the Q2 2025–26 result of 88%.

The FSIM has repeatedly identified FRV’s continuing underperformance against this measure. This issue has persisted for too long, and as a risk to community safety, necessitates action by FRV to address the issues. As such, the FSIM has asked FRV to identify what is being done to rectify or address this ongoing inability to meet or exceed the benchmarked target.

FRV explained there are a number of factors contributing to this result, including sustained growth in the number of incidents that FRV attend (7% per annum on average for the last 3 years), and this growth has reduced availability and places additional strain on the current system, making it harder for FRV to meet the 90% target. Population growth within Victoria has also increased traffic congestion on the road network and has resulted in a greater number of people residing in areas beyond a 6.2-minute drive time from the existing network.

FRV has advised it is investigating possible initiatives to enhance response times, including reviewing turnout times, noting response time performance is dependent on a range of factors. While increasing the number of stations (expanding coverage) and/or increasing the number of primary appliances (improving availability within existing coverage areas) could contribute to reducing the response times, these options would require significant capital investment, and it would be important to target investment to the areas of greatest need.

Figure 8: Percentage of response to structure fire incidents within 7.7 minutes



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

FRV: Percentage of FRV capital projects: On time

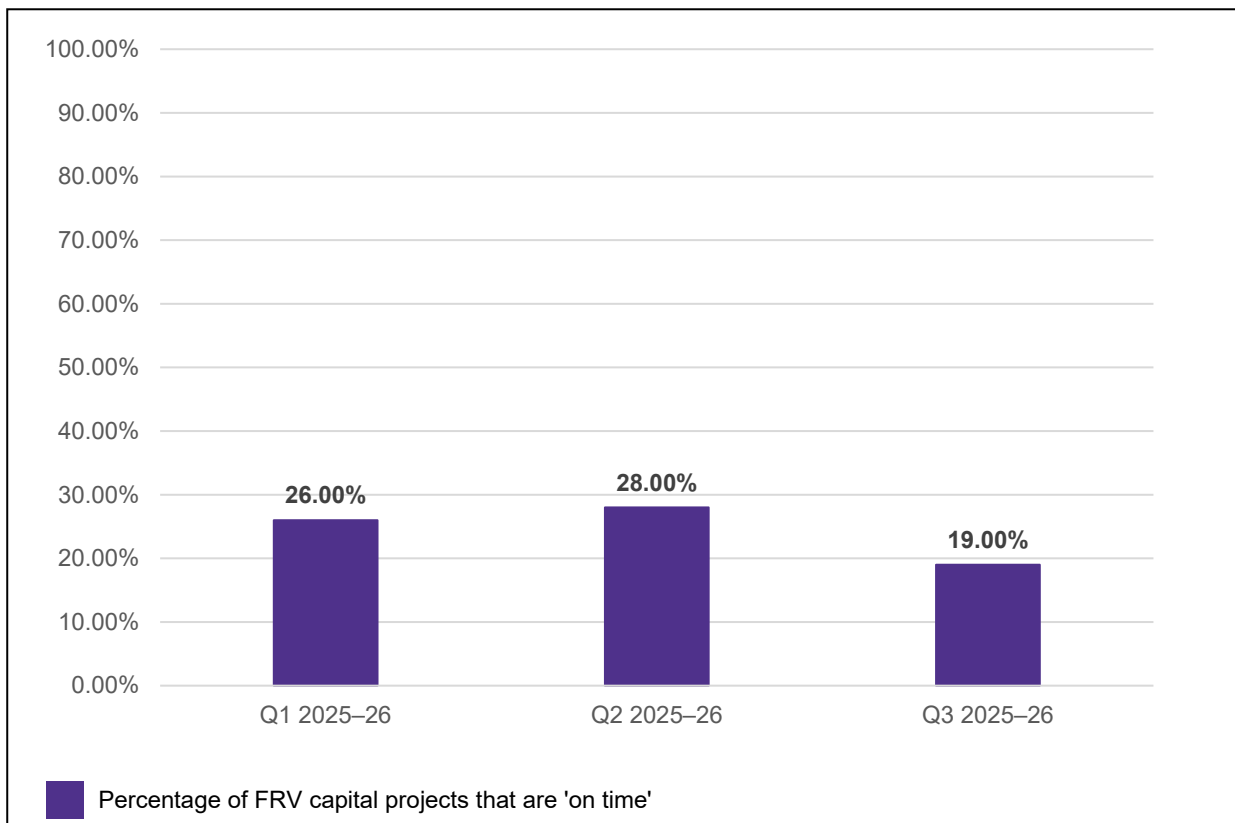
FRV reported 19% of FRV capital projects were on time at the end of Q3 2025–26. This is a significant negative change to the 2 previous comparable quarters.

FRV clarified that for measure 7.5.i, 'on time' equates to progress of greater than or equal to 90% or more of the planned project milestones (as reflected on the reporting system) have been met. FRV advised that whilst the Q3 results indicate a low number of projects meeting this threshold across the capital program, the results are partially explained by data accuracy issues. Several projects are currently not being updated in the system due to protected industrial action. As a result, while work and progress may still be occurring and budget expended, this would not be fully reflected on the system from a schedule perspective. Despite data accuracy challenges, FRV acknowledges there are clear opportunities for improvement in its capital program performance.

FRV advised they have recently undertaken a Capital Program Evaluation to identify systemic issues that contribute to scheduling and budget underperformance. Key findings identified to date include a lack of consistency and effectiveness in project planning and budget forecasting across its portfolio. A suite of initiatives is planned to be implemented to address the key findings of the evaluation.

FRV have explained that they have the objective that all capital projects are on-time and utilise their allocated budget as planned. Whilst historically this has not been achieved at FRV, the implementation of targeted actions stemming from the evaluation is intended to deliver a significant uplift in the performance of FRV's capital program in coming financial years.

Figure 9: FRV capital projects: On time



Note: 'On time' = progress $\geq 90\%$ of schedule alignment

Reader Guide

Definitions

Acronym	Title
AAR	After Action Review
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	32,988	28,912	✗

Commentary
In Q3, CFA balanced a high volume of operational activity with ongoing community engagement. There was a lower level of direct engagement than in the same period last year, though this was partly offset by higher engagement in Q2 through the Get Fire Ready initiative which directly engaged more than 40,000 community members.
Other significant activities included over 500 visits to properties and recreational locations at high risk to engage with residents and visitors and over 100 community workshops and meetings focusing on bushfire risk and planning.

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	175	197	✗

Commentary
There was a slight increase in the number of preventable residential structure fires in Q3 when compared to the quarterly baseline. There is no predominant factor that drove this increase. Despite this increase, CFA maintained strong performance in containing structures fires to the room of origin, and reducing the number of structures completely lost in a structure fire, which should be considered when reviewing performance against this indicator.

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

Yearly Baseline	Qtrly Baseline	Actual	Result
3,556	1,118	748	✓

Commentary
This result is consistent with the quarterly baseline, and represents a positive outcome for the community, particularly given the fire weather conditions experienced this quarter. Some of the reduction in reported vegetation fires may be attributable to factors such as community education, improved declaration and compliance with Total Fire Ban days, and heightened general awareness, however there are also several other influences that sit largely outside CFA's control, such as the prevalence and location of natural ignition sources (e.g. lightning strikes).

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%	60.1%	66.3%	✓

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
95.4%	92.8%	97.1%	✓

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
29m 3s	40m 59s	39m 15s	✓

Commentary
This result is below the quarterly baseline, and represents 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
13m 52s	14m 40s	15m 17s	➔

Commentary
This result is consistent with the quarterly baseline, and represents a positive outcome for the community.

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	1

Commentary
Sadly in Q3, there was one fire related fatality. 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 Q3 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 Q3 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%	12.8%	6.1%	✓

Commentary
This result is below the quarterly baseline, and represents 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	118	63	✗

Commentary
In Q3, CFA members balanced a high volume of operational activity with home fire safety checks and installation of smoke alarms. This is a brigade-led and resource-intensive activity, and as such was impacted by fire season activity which included a significant level of member deployments statewide.

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%	92.0%	✓

Commentary
Q3 data shows that 49 incidents were attended by accredited road accident rescue (RAR) brigades, with 43 of these meeting CFA response time benchmarks, resulting in an overall YTD performance of 92%. 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	83	122	✓

Commentary
In Q3, hazard reports increased, indicating a sustained upward trend in reporting activity.

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

Yearly Baseline	Qtrly Baseline	Actual	Result
251.3	72.0	96.9	✗

Commentary
In Q3, an increase in lost time injuries was observed. This result sits within a season of heightened fire/operational activity.

3.1.5 - Decrease in unplanned absences
Desired result: Lower

Yearly Baseline	Qtrly Baseline	Actual	Result
13.8	3.8	1.2	✓

Commentary
In Q3, unplanned absences decreased, consistent with elevated levels of planned leave and aligning with established seasonal patterns for this period.

3.2 We have volunteer and paid workforce that reflects the community it serves

3.2.1 - Increase in women volunteers in operational roles
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
14.9%	15.2%	16.1%	✓

Commentary
The Q3 result is favourable against both quarterly and annual baselines and represents 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 Q3 result is favourable against both quarterly and annual baselines, and represents 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%	46.1%	49.7%	✓

Commentary
Improvement on historical baselines and a positive trend is observed with CFA continuing to focus on increasing the number of women in 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 Q3 remained 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		52.0%	

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	8.1	✓

Commentary
Only one All Staff Briefing was held in Q3 due to the peak fire season period however feedback was positive, as reflected in 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		3,012	

Commentary
Training delivery volumes in Q3 were reduced due to elevated fire season activity, consistent with expected seasonal reductions in training activity during this period.

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		79.0%	

Commentary
Timeliness of member completion of GFF has been impacted by fire season activity in the previous quarter. This has impacted member availability and reduced capacity to attend training activities, alongside changes to training schedules and instructor availability.

3.4.9 - Utilisation of volunteer instructors
Desired result: Higher

Yearly Baseline	Qtrly Baseline	Actual	Result
Insufficient data to calculate baseline		52.7%	

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%	56.7%	38.0%	✗

Commentary
Project schedules and delivery timelines were impacted by significant fire activity during the period, requiring the reprioritisation of resources and led to the need to replan across several projects.
A review of CFA Project Management Framework is progressing as planned and remains on track for completion this year. This will inform a roadmap to improve 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 Q3. FSOC now meets bi-monthly and are working on updating the Terms of Reference.

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	10	28	✓

Commentary
Q3 saw a significant increase in After Action Review (AAR) activity. Each year during Q3, CFA coordinate a Post Season Debrief Program to encourage brigades, districts and regions to undertake and submit AARs after the fire season. This year, a different approach was taken, and CFA contracted external facilitators to coordinate a number of AARs, to ensure learnings were captured given the scale of the season, contributing to the significant increase in AAR submissions.

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: 01/05/2026

Appendix B: FRV's Outcomes Framework progress report



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
1.1 Number of Level 3 Incident Controllers			
i. Accredited ⁱ	31	31	30
ii. In development	31	31	31
1.2 Percentage of requests to supply personnel to incident management roles fulfilled ⁱⁱ	No requests	100%	90%
1.3 Number of employees trained and current to contribute to state emergency management arrangements ⁱⁱⁱ			
i. Operational	594	603	658
ii. Corporate	51	51	51
Total	645	654	709
1.4 Percentage of requests to supply incident management personnel to State Control Centre fulfilled ^{iv}	No requests	100%	80%

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

ⁱⁱ 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).

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

^{iv} 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
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	12
ii. Percentage of planned activities undertaken	100%	100%	100%
2.2 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
3.1 i. Percentage of Municipal Emergency Management Planning Committee meetings FRV attended (of those FRV is invited to) ^v	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
3.2 Percentage of external performance reports required by government and assurance bodies delivered on time (year-to-date) ^{vi}	100%	83.3%	88%
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	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
Total	1,850	3,962	6,164
3.4 Number of Emergency Medical Response incidents	1,869	3,640	5,254
3.5 Average percentage of seconded positions filled per week	77%	91%	92%

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

^{vi} 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
4.1 Engagement with health monitoring services (rolling 12 months) ^{vii}			
i. % operational workforce	32.1%	34.7%	29.1%
ii. % corporate workforce	9.2%	11.5%	7.4%
4.2 Engagement with health monitoring services - % return engagements	52%	40.7%	36.5%
4.3 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%
4.4 Percentage of WorkCover claimants that returned to work within 26 weeks (rolling 12 months)	75.5%	73.6%	73.1%

^{vii} 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
5.1 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 ^{viii}			
• 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%

^{viii} This category covers all employees who are not operational firefighters.

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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
5.2 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%

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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	
5.3 Workforce turnover by age and gender, reported by operational / corporate workforce (rolling 12 months) ^{ix}						
i. Operational workforce	Men	Women	Men	Women	Men	Women
• 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%
5.4 Percentage of women and men in leadership roles ^x						
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%

^{ix} 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.

^x Operational leadership roles are defined as positions Station Officer and above and for corporate (non-operational) leadership roles defined as FRV7 and above.

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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
5.6 Percentage of workforce who have completed scheduled workplace values training provided by FRV, by operational / corporate ^{xi}			
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%

^{xi} 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.

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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 ^{xii}	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 ^{xiii}	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 ^{xiv}			
	i. Percentage attended	92%	63%	81%
	ii. Number attended	11	12	9

^{xii} 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.

^{xiii} 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.

^{xiv} Number of meetings scheduled lower than previous quarters owing to AFAC reducing their business activity in the quarter.

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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 ^{xv}			
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 ^{xvi}			
i. On time	26%	28%	19%
ii. Within budget tolerances	36%	29%	28%

^{xv} 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.

^{xvi} '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.

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

^{xvii} The reduced Q3 result is in line with previous years, with the highest number of Fire Ed sessions being delivered in Q1 observed annually.

^{xviii} The Q3 result is due to January/ February being the main holiday/shutdown period for commercial businesses.

^{xix} The decrease in Q3 figures is likely influenced by seasonal factors as households transition out of peak fire risk periods.

^{xx} Net Promoter Score range is -100 to +100.

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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

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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
10.1 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
Total	18.7	37.7	59.0
10.2 Completions of the Prevent Detect Escape – eLearning module (number) ^{xxi}	656	638	513
10.3 Percentage of residential structure fires with smoke alarm present as a proportion of all residential structure fires (year-to-date)	88%	87%	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 ^{xxii}	32.3	68.9	118.1
ii. Hazmat	2.1	4.0	6.6
Total	34.4	72.9	124.7
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	15,039

^{xxi} 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.

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

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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
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%	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%
11.2 Median second primary FRV appliance structure fire arrival time in FRV district (year-to-date)	7.0 minutes	7.4 minutes	7.5 minutes
11.3 Operational fleet availability ^{xxiii}			
i. Total availability	83%	82%	82%
ii. Scheduled downtime	Not Available	Not Available	N/A
iii. Unscheduled downtime	Not Available	Not Available	N/A
11.4 Percentage of firefighters undertaking a level 2 or 3 practical skills maintenance drill annually ^{xxiv}	6.6%	7.9%	27.6%
11.5 Percentage of command personnel who undertake command skills maintenance scenario training annually ^{xxv}	57.5%	67.5%	79%

^{xxiii} The ongoing protected industrial action impacts FRV's ability to report on the downtime (scheduled and unscheduled) of the fleet.

^{xxiv} 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.

^{xxv} 95 out of 120 command staff now trained since the beginning of the financial year.

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

^{xxvi} 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.