



cfa.vic.gov.au

CFA Outcomes Framework Year Five

Outcome	Current Indicator	Business rule	Target	Frequency
1.1. The community has confidence in our advice and services	1.1.1 - Maintain high levels of community trust in the CFA	Percentage of post-season survey respondents who agree or strongly agree that 'CFA is a highly trusted emergency service'	90%	Annual
	1.1.2 - Maintain high levels of community trust in CFA advice and service delivery	The mean rating given by post-season survey respondents for the extent they think CFA 'give good advice about bushfire'.	8	Annual
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	A count of the number of community members CFA has directly engaged via online or in-person activities - In CFA areas, and; - In FRV areas (co-located brigades)	-	Quarterly
	1.2.2 - Increase in direct engagement of community members engaging with CFA from locations and households at higher risk	The percentage of community members CFA has engaged with that are in high fire risk communities.	-	Annual
	1.2.3 - Increase in community awareness of fire risk	The total proportion of post-season survey respondents that consider the risk of bushfire to their home or property as extreme or major (survey applied to postcodes identified as being areas of extreme or very high fire risk).	-	Annual
2.1 Fires are prevented	2.1.1 - Decrease in the number of preventable residential structure fires	A count of the number of preventable residential structure fires classified as Emergency Incidents (by FIRS codes). Excludes non-residential structure fires.	-	Quarterly
	2.1.2 - Decrease in the number vegetation fires.	A count of the number of vegetation fires (by FIRS codes). Baseline average to account for seasonal outlook conditions in similar years in the past	-	Quarterly
	2.1.3 - Delivery of vegetation management program as set out in the approved Joint Fuel Management Program	A count of the CFA led vegetation management activities completed on private, council and water authority managed land & roadsides and rail corridors. • Inclusions: privately owned land and assets of council and water authorities including fuel management treatments on roads managed by both Local Government and Department of Transport as well as rail corridors. • Exclusions: Fuel management activities on protected public land (supporting DEECA, FFMVic)	Per JFMP	Annual



cfa.vic.gov.au

CFA Outcomes Framework Year Five

Outcome	Current Indicator	Business rule	Target	Frequency
2.2 Fires are suppressed	2.2.1 - Increase in percentage of structure fires contained to room of origin	The percentage of structure fires that were contained within the room of origin. Outcomes are impacted by level of fire involvement at time of call and level of involvement when first appliance arrives on scene. This indicator considers the overall impact to the community.	-	Quarterly
	2.2.2 - Increase in percentage of vegetation fires contained to 5 hectares	The percentage of vegetation fires that were contained to 5 hectares	-	Quarterly
	2.2.3 - Decrease median time spent suppressing structure fires (time spent on scene of incident)	Median time from time first appliance arrives on scene of structure fire ('in attendance' radio call) to the time stop message is received ('deemed safe/under control') radio call.	-	Quarterly
	2.2.4 - Decrease in median time to control vegetation fires	The median time measured from the first arriving appliance to the incident scene indicated by an 'On-scene' radio message, until a (wordback) 'Under Control' or 'Stop' radio message is received by Firecom dispatchers.	-	Quarterly
2.3 Fires are less harmful	2.3.1 - Decrease in fire-related fatalities	<p>The number of fire fatalities that occurred amongst members of the public during a structure or vegetation fire as recorded by a Fire Investigator in a Fire Investigation Report. Fatalities to CFA members responding to a fire are not included in this count. Excludes non-preventable incidents, such as homicides, suicides and any deaths that may have occurred at fires not attended by a Fire Investigator.</p> <p>Records may be adjusted over time to reflect coroner's findings once complete (which may result in the death being re-classified from a fire related death to a homicide or suicide involving fire or to a medical related death.</p>	-	Quarterly
	2.3.2 - Decrease in rate of fire-related injuries	The rate of fire injuries that occurred amongst members of the public during a structure or vegetation fire, as informed by Ambulance Victoria data.	-	Quarterly
	2.3.3 - Decrease in severity of fire-related injuries	Proportion of patients (injuries to members of the public) categorised as having a moderate/severe Glasgow Coma Scale (GCS) score (by number of related Ambulance Victoria patients).	-	Quarterly
	2.3.4 - Decrease in stock loss due to fires	The number of heads of stock lost due to fire.	-	Annual
	2.3.5 - Decrease in complete structure loss due to structure fire	The percentage of preventable structure fires in which the entire structure (100%) was lost. Outcomes are impacted by level of fire involvement at time of call and level of involvement when first appliance arrives on scene. This indicator considers the overall impact to the community.	-	Quarterly
	2.3.6 - Increase in homes with operational smoke alarms	Increase in homes with operational smoke alarms in the residences of people at higher risk (due to CFA intervention) where the resident is unable to purchase, install or maintain the devices independently.	-	Quarterly



cfa.vic.gov.au

CFA Outcomes Framework Year Five

Outcome	Current Indicator	Business rule	Target	Frequency
2.4 Our response to non-fire related incidents effectively reduces the adverse impacts on the community (New - proposed)	2.4.1 - Road accident rescue response times meeting benchmark	Per BP3 business rules: Percentage of road accident incidents attended by CFA within the accepted response time benchmark, where CFA is the primary agency. The response time is measured from the time the road rescue unit is dispatched to the arrival of the road accident rescue unit on scene.	90%	Quarterly
3.1 Our workplace is safe	3.1.1 - Increase in hazard reporting	A count of the number of hazards being reported into the CFA SAFE system.	-	Quarterly
	3.1.2 - Decrease in Workplace Injuries (volunteer operational activity)	Emergency Response Lost Time Injury frequency rate = All lost time injuries in CFA Safe related to Emergency Response divided by FIRS Incident Count x 100,000	-	Quarterly
	3.1.5 - Decrease in unplanned absences	Unplanned leave as a percentage of total workable hours (includes sick leave with certificate, sick leave no certificate, carers leave with certificate, carers leave no certificate, family leave, emergency leave, special sick or personal leave, and sick leave without pay) as recorded in the PayGlobal system	-	Quarterly
3.2 We have volunteer and paid workforce that reflects the community it serves	3.2.1 - Increase in women volunteers in operational roles	The number of operational volunteers who identify as women/female as a percentage of all operational volunteers (as marked in RMS).	-	Quarterly
	3.2.2 - Increase in women volunteers in leadership roles	The percentage of volunteer leadership roles (Brigade Management Team and Group Management Team) currently occupied by volunteers who identify as female.	-	Quarterly
	3.2.3 - Increase in women staff in senior roles	The percentage of PTA6, PTA7 and Executive staff roles that are occupied by people who identify as female	-	Quarterly
	3.2.4 - Increase in volunteers under 40	The percentage of volunteer members who are between the ages of 16 and 39	-	Quarterly
	3.2.5 - Increase in participation in CFA run inclusion & diversity networks and groups	A count of individual members participating in inclusion and diversity networks and groups facilitated by CFA.	-	Annual
3.3 We uphold the CFA values and are held accountable for our behaviour	3.3.1 - Increase in volunteer satisfaction with the handling of people management issues and conflict resolution	Taken from VFBV Welfare and Efficiency Survey Results: Question: People Management issues, conflict resolution and volunteer morale are generally well managed within my brigade.	-	Annual
	3.3.2- Decrease in staff experiencing negative behaviours	Taken from the annual People Matter Survey Negative Behaviours questions - percentage of staff who have experienced negative behaviours at work in the past 12 months. Negative behaviours measured are bullying, discrimination, sexual harassment, and violence or aggression.	-	Annual
	3.3.3 – Increase in satisfaction with the handling and outcomes of complaints	Taken from complaints satisfaction data (staff and volunteers).	-	Quarterly



cfa.vic.gov.au

CFA Outcomes Framework Year Five

Outcome	Current Indicator	Business rule	Target	Frequency
3.4 Our volunteers and staff are empowered and supported to successfully fulfill their role	3.4.1 - Improvement in Volunteer Welfare and Efficiency Level (VolWEL)	Taken from VFBV Welfare and Efficiency Survey Results (overall VolWEL score)	-	Annual
	3.4.2 – Increase in volunteer satisfaction	% satisfied, as taken from VFBV Welfare and Efficiency Survey results: Question: Overall how satisfied are you with your role as a volunteer?	-	Annual
	3.4.3(i) – Increase in staff engagement	i) Taken from the annual People Matter Survey – Engagement Index. The overall engagement score is determined from the results of the following 5 questions: - My organisation motivates me to help achieve its objectives - My organisation inspires me to do the best in my job - I would recommend my organisation as a good place to work - I am proud to tell others I work for my organisation - I feel a strong personal attachment to my organisation	-	Annual
	3.4.3(ii) – Increase in staff engagement (earmarked for removal and replaced by SS)	ii) The average engagement rating (out of 10) as taken from the All Staff briefing survey.	-	Quarterly
	3.4.4 - Maintain overall training satisfaction at 4 or above (out of 5)	Average of training satisfaction scores.	4	Annual
	3.4.7 - Increase delivery of operational training to CFA volunteers	Number of participants completing operational training activities. Completion is identified through the issuing of a Statement of Attainment or Statement of Completion.	-	Quarterly
	3.4.8 - Average time of members to complete GFF	Count of the average number (%) of members completing GFF v2 within six months of enrolling into GFF (General Firefighter Program)	-	Quarterly
	3.4.9 - Utilisation of volunteer instructors	Average % of vol instructors delivering training to other volunteers (state Level)	50% - stretch target 60%	Quarterly
3.5 We have a sustainable volunteer workforce (New – proposed)	3.5.1 - Number of operational volunteers	Per BP3 business rules: Total number (headcount) of volunteers classified as operational within the Resource Management System (RMS). Operational volunteers are those formally trained and qualified to undertake emergency management duties (excludes Junior members)	-	Annual
	3.5.2 - Number of support volunteers	Per BP3 business rules: Total number (headcount) of volunteers classified as non-operational (support) within the Resource Management System (RMS). Includes Junior members.	-	Annual



cfa.vic.gov.au

CFA Outcomes Framework Year Five

Outcome	Current Indicator	Business rule	Target	Frequency
4.1 We are financially sustainable, and our resource allocation decisions are transparent and impactful	4.1.1 - Timely delivery of major programs and projects	Proportion of programs and projects in the portfolio having an overall status of 'on track' – overall status on track (as reported to– Executive Committee).	-	Quarterly
4.2 Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community	4.2.1 - Increase in the number of volunteers involved in Corporate Governance arrangements at regions and districts	A count of volunteers sitting on steering committees, project governance committees etc.	-	Annual
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	4.3.1- Fire Services Operation Committee (FSOC) workplan delivered	Commentary on the delivery of the FSOC workplan	-	Quarterly
	4.3.2 – Increase in the number of joint FRV/ CFA training and exercises	Count of the following for co-located brigades: - CFA staff and vols exercising with FRV Career Fire Fighters - CFA staff and vols training with FRV Career Fire Fighters - Seconded FRV staff exercising with FRV Career Fire Fighters - Seconded FRV staff training with FRV Career Fire Fighters	-	Annual
	4.3.3 - CFA representation in AFAC governance committees	Percentage of AFAC governance committees with CFA members	-	Annual
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	A count of the After Action Reviews completed as received by email or pocket book app	-	Quarterly
	4.4.2 - Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.	Total energy consumption of the CFA (Per reporting submitted to the Clean Energy Regulator for the National Greenhouse and Energy Reporting Scheme).	-	Annual