

Country Fire Authority Outcomes Framework 2020 -2030

Year Five

2025



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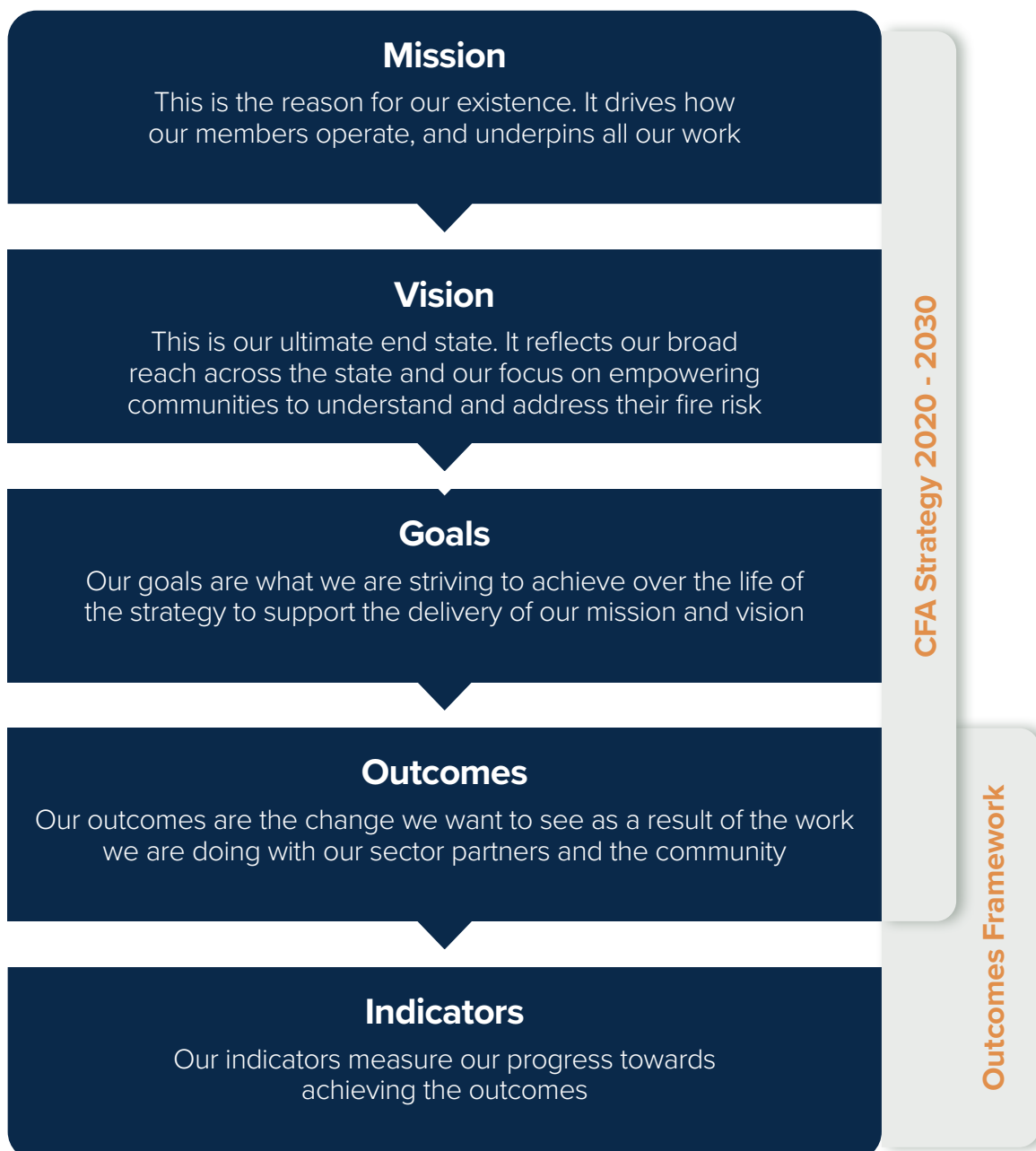
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CFA's Strategy and the Outcomes Framework

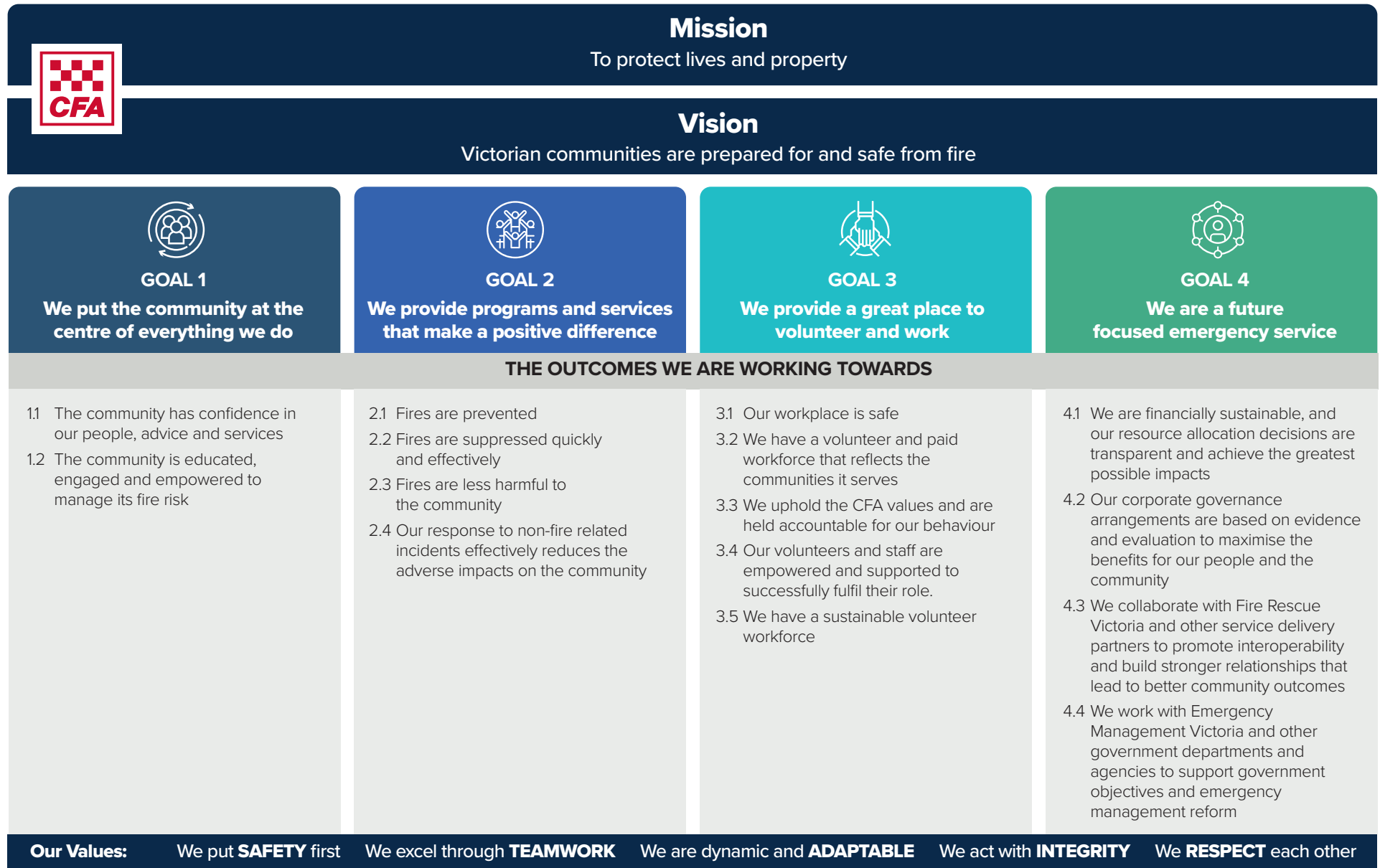
Our strategy sets a strong, ambitious direction for our organisation. It describes what CFA is striving to achieve, the work we will do to get there, and how we will know we are making a difference.

The Outcomes Framework measures progress in delivering what our strategy sets out to achieve. It includes a broad range of indicators that allow us to understand the impact and effectiveness of our activities and ensure we remain focused on our long-term vision.

The diagram below details the components of our Strategy and the Outcomes Framework and how they fit together.



Strategy on a page



Outcomes Framework 2020-2030

The Outcomes Framework defines the indicators we are measuring to understand our progress towards achieving the outcomes identified in the strategy. It contains different types of indicators to help us understand if the work we are doing with our partners and the community is contributing to positive change.

Indicator types



Outcome indicators

Outcome indicators are specific and measurable signs that show how activities have changed behaviour, knowledge, skills, attitudes, or conditions.

Example: Increase in community awareness of fire risk



Performance indicators

Performance indicators measure the success of activities undertaken.

Example: Road accident rescue response times meeting benchmark



Output indicators

Output indicators track the delivery of the activities undertaken to understand the direct outputs. They tell us whether the planned activities are happening as intended but do not give us an idea of the effect these outputs have.

Example: Increase in hazard reporting







Goal 1

We put the community at the centre of everything we do

Outcome 1.1

The community has confidence in our advice and services




Indicators

- 1.1.1 Maintain high levels of community trust in the CFA 
- 1.1.2 Maintain high levels of community trust in CFA advice and service delivery 

Outcome 1.2

The community is educated, engaged and empowered to manage its fire risk

Indicators

- 1.2.1 Increase in the number of community members engaging with CFA 
- 1.2.2 Increase in direct engagement of community members engaging with CFA from locations and households at higher risk 
- 1.2.3 Increase in community awareness of fire risk 






Goal 2

We provide programs and services that make a positive difference

Outcome 2.1

Fires are prevented





Indicators

- 2.1.1 Decrease in the number of preventable residential structure fires 
- 2.1.2 Decrease in the number vegetation fires 
- 2.1.3 Delivery of vegetation management program as set out in the approved Joint Fuel Management Program 

Outcome 2.2

Fires are suppressed







Indicators

- 2.2.1 Increase in percentage of structure fires contained to room of origin 
- 2.2.2 Increase in percentage of vegetation fires contained to 5 hectares 
- 2.2.3 Decrease median time spent suppressing structure fires (time spent on scene of incident) 
- 2.2.4 Decrease in median time to control vegetation fires 

Outcome 2.3

Fires are less harmful

Indicators

- 2.3.1 Decrease in fire-related fatalities 
- 2.3.2 Decrease in rate of fire-related injuries 
- 2.3.3 Decrease in severity of fire-related injuries 
- 2.3.4 Decrease in stock loss due to fires 
- 2.3.5 Decrease in complete structure loss due to a structure fire 
- 2.3.6 Increase in homes with operational smoke alarms 

Outcome 2.4

Our response to non-fire related incidents effectively reduces the adverse impacts on the community

Indicators

- 2.4.1 Road accident rescue response times meeting benchmark 



Goal 3

We provide a great place to volunteer and work

Outcome 3.1

Our workplace is safe

Indicators

3.1.1 Increase in hazard reporting

3.1.2 Decrease in workplace injuries (volunteer operational activity)

3.1.3 Decrease in unplanned absences

Outcome 3.2

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

Indicators

3.2.1 Increase in women volunteers in operational roles

3.2.2 Increase in women volunteers in leadership roles

3.2.3 Increase in women staff in senior roles

3.2.4 Increase in volunteers under 40

3.2.5 Increase in participation in CFA-run inclusion and diversity networks and groups

Outcome 3.3

We uphold the CFA values and are held accountable for our behaviour

Indicators

3.3.1 Increase in volunteer satisfaction with the handling of people management issues and conflict resolution


3.3.2 Decrease in staff experiencing negative behaviours

3.3.3 Increase in satisfaction with the handling and outcomes of complaints

Outcome 3.4

Our volunteers and staff are empowered and supported to successfully fulfil their role



Indicators

- 3.4.1** Improvement in Volunteer Welfare and Efficiency Level (VolWEL) 
- 3.4.2** Increase in volunteer satisfaction 
- 3.4.3** (i) Increase in staff engagement 
- 3.4.3** (ii) Increase in staff engagement 
- 3.4.4** Maintain overall training satisfaction at 4 or above (out of 5) 
- 3.4.5** Increase delivery of operational training to CFA volunteers 
- 3.4.6** Average time of members to complete General Firefighter 
- 3.4.7** Utilisation of volunteer instructors 

Outcome 3.5

We have a sustainable volunteer workforce

Indicators

- 3.5.1** Number of operational volunteers 
- 3.5.2** Number of support volunteers 




Goal 4

We are a future focused emergency service

Outcome 4.1

We are financially sustainable, and our resource allocation decisions are transparent and impactful


Indicators

4.1.1 Timely delivery of major programs and projects 

Outcome 4.2

Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community

Indicators

4.2.1 Increase in the number of volunteers involved in corporate governance arrangements at regions and districts 

Outcome 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

Indicators

4.3.1 Fire Services Operation Committee (FSOC) work plan delivered 

4.3.2 Increase in the number of joint FRV/CFA training and exercises 

4.3.3 CFA representation in AFAC governance committees 

Outcome 4.4

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

Indicators

4.4.1 Increase in the number of after action reviews 

4.4.2 Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time 

How we will track our progress

We produce Outcomes Framework reports on a quarterly basis to inform evidence-based assessments of progress being achieved and to underpin a strong performance and accountability culture across CFA.

These reports are provided to the Fire Services Implementation Monitor (FSIM) and along with quarterly reports from Fire Rescue Victoria inform FSIM's quarterly reports which are available publicly [here](#).

We also conduct an annual review of the indicators to drive continuous improvement.



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