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CFA Outcomes Framework Year Two

Domain	Goal	Outcome	Indicator	Alignment with FSIP Outcomes	Frequency
1. Strong relationships to keep communities safe	1. We put the community at the centre of everything we do so that the community partners with CFA to actively manage its fire risk	1.1. The community has confidence in our advice and services	An increase in community trust of the CFA	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Annual
			Increase in the community's trust in CFA advice and service delivery	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Annual
		1.2. The community is educated, engaged and empowered to manage its fire risk	Increase in the number of community members engaging with CFA	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Quarterly
			Increase in the number of community members engaging with CFA from high fire risk communities	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Annual
			Increase in the community knowledge of fire risk	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Annual
		1.3. The community changes its behaviour to manage fire risk	Increase in fuel management activities across community members land in high fire risk areas	Strong links with the community which enable it to provide a tailored service that reflects community risks.	Annual
		2. A responsive and innovative volunteer service	2. We provide programs and services that make a positive difference so that the lives and property of the community are protected from fires	2.1. Fires are prevented	Decrease in the number of house fires
Decrease in the number of grass and scrub fires	Robust operating structures to enable firefighters to succeed at their jobs.				Quarterly
2.2. Fires are suppressed quickly and effectively	Increase in percentage of structure fires contained to room of origin			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Increase in percentage of grass and scrub fires contained to 5 hectares			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Decrease average time spent suppressing structure fires (time spent on scene of incident)			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Decrease in average time to contain and to control bushfires			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
2.3. Fires are less harmful to the community	Decrease in fire-related fatalities			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Decrease in fire-related injuries			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Decrease in stock loss due to fires			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Decrease in complete structures loss due to a structure fire			Robust operating structures to enable firefighters to succeed at their jobs	Quarterly
	Increase of homes with installed smoke alarms			Strong links with the community which enable it to provide a tailored service that reflects community risks.	Quarterly
	Increase in the number of inoperable smoke alarms replaced			Strong links with the community which enable it to provide a tailored service that reflects community risks.	Quarterly
	Increase in the number of vulnerable community members provided with a fire prevention device			Strong links with the community which enable it to provide a tailored service that reflects community risks.	Quarterly



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3. High performing volunteer and paid workforce	3. We provide a great place to volunteer and work so that our volunteer and paid workforce is sustainable and effective	3.1. Our workplace is safe	Increase in hazard reporting	An engaged workforce that feels safe and respected.	Quarterly
			Decrease in Workplace Injuries (Staff and volunteers)	An engaged workforce that feels safe and respected.	Quarterly
			Decrease in volunteer compensation claims	An engaged workforce that feels safe and respected.	Quarterly
			Decrease in WorkCover claims	An engaged workforce that feels safe and respected.	Quarterly
			Decrease in unplanned absences	An engaged workforce that feels safe and respected.	Quarterly
		3.2. We have a volunteer and paid workforce that reflects the community it serves	Increase in female volunteers in active operational roles	An engaged workforce that feels safe and respected.	Quarterly
			Increase in female volunteers in leadership roles	An engaged workforce that feels safe and respected.	Quarterly
			Increase in female staff in senior roles	An engaged workforce that feels safe and respected.	Quarterly
			Increase in volunteers under 40	An engaged workforce that feels safe and respected.	Quarterly
			Increase in the diversity of our volunteer and paid workforce including: • Women • Age	An engaged workforce that feels safe and respected.	Annual
			Increase in the diversity of our volunteer and paid leadership cohorts including: • Women • Age	An engaged workforce that feels safe and respected.	Annual
		3.3. We uphold the CFA values and are held accountable for our behaviour	Increase in participation in CFA run inclusion & diversity networks and groups	An engaged workforce that feels safe and respected.	Annual
			Increase in volunteer satisfaction	An engaged workforce that feels safe and respected.	Annual
			Increase in staff engagement	An engaged workforce that feels safe and respected.	Annual
			Increase in volunteer satisfaction with the handling and outcomes of complaints	An engaged workforce that feels safe and respected.	Annual
		3.4. Our volunteers and staff are empowered and supported to successfully fulfil their role	Increase in staff satisfaction with the handling and outcomes of complaints	An engaged workforce that feels safe and respected.	Annual
			Increase in training program digitised and available through online flexible learning	Firefighters have the right skills and access to training and support	Annual
			Increase in percentage of training courses led by volunteer trainer/ assessors	Firefighters have the right skills and access to training and support	Annual
			Maintain overall training satisfaction at 4 or above	Firefighters have the right skills and access to training and support	Annual
			Maintain overall digital learning satisfaction at 4 or above	Firefighters have the right skills and access to training and support	Annual
	Increase in the number of hours of training completed by volunteers	Firefighters have access to the right resources to do their job and keep them safe.			



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4. A continuous improvement culture	4. We are a progressive emergency service so that we are recognised as a leading volunteer-based emergency service	4.1. Our investment decisions are transparent and achieve the greatest possible impacts	Timely progress reports on the delivery of government commitments	N/A	Quarterly
		4.2. Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community	Increase in the number of volunteers involved in Corporate Governance arrangements at regions and districts	An engaged volunteer workforce that is involved in decision-making and feels safe and respected	Annual
			Increase in timely resolution of internal audit recommendations	Continuously reviewing and improving structures so that they remain at the cutting edge and best practice.	Quarterly
		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	Fire Services Operation Committee (FSOC) workplan delivered	An effective and productive working relationship across the fire services and other emergency service agencies, building on the principle of interoperability	Quarterly
			Increase in the number of joint FRV/ CFA training and exercises	An effective and productive working relationship across the fire services and other emergency service agencies, building on the principle of interoperability	Annually
			Increase/Baseline in the number of CFA personnel participating in sector/ AFAC events/ working groups/ activities	An effective and productive working relationship across the fire services and other emergency service agencies, building on the principle of interoperability	Annually
		4.4. We work with Emergency Management Victoria and other government departments and agencies to support government objectives and emergency management reform	Participation in EMV and sector related policy and reviews – commentary with evidence	An effective and productive working relationship across the fire services and other emergency service agencies, building on the principle of interoperability	Annually
			Increase in the number of After Action Reviews	Continuously reviewing and improving structures so that they remain at the cutting edge and best practice.	Quarterly
			Increase in participation in the Seasonal Preparedness Audit	Continuously reviewing and improving structures so that they remain at the cutting edge and best practice.	Annually