



cfa.vic.gov.au

## CFA Outcomes Framework Year Three

Goal (Domain)	Outcome	Indicator	Frequency	
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  (Strong relationships to keep communities safe)	1.1. The community has confidence in our advice and services	1.1.1 Maintain high levels of community trust in the CFA	Annual	
		1.1.2 Increase in the community's trust in CFA advice and service delivery	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	Quarterly	
		1.2.2 Increase in the number of community members engaging with CFA from high fire risk communities	Annual	
		1.2.3 Increase in the community knowledge of fire risk	Annual	
2. We provide programs and services that make a positive difference so that the lives and property of the community are protected from fires  (A responsive and innovative volunteer service)	2.1. Fires are prevented	2.1.1 Decrease in the number of house fires	Quarterly	
		2.1.2 Decrease in the number of grass and scrub fires	Quarterly	
		2.1.3 Increase in vegetation management activities on private, council and water authority managed land & roadsides and rail corridors	Annual	
	2.2. Fires are suppressed quickly and effectively	2.2.1 Increase in percentage of structure fires contained to room of origin	Quarterly	
		2.2.2 Increase in percentage of grass and scrub fires contained to 5 hectares	Quarterly	
		2.2.3 Decrease average time spent suppressing structure fires (time spent on scene of incident)	Quarterly	
		2.2.4 Decrease in average time to control bushfires	Quarterly	
	2.3. Fires are less harmful to the community	2.3.1 Decrease in fire-related fatalities	Quarterly	
		2.3.2 Decrease in rate of fire-related injuries	Quarterly	
		2.3.3 Decrease in severity of fire-related injuries	Quarterly	
		2.3.4 Decrease in stock loss due to fires	Quarterly	
		2.3.5 Decrease in complete structures loss due to a structure fire	Quarterly	
		2.3.6 Increase in the number of homes with operational smoke alarms	Quarterly	
	3. We provide a great place to volunteer and work so that our volunteer and paid workforce is sustainable and effective  (High performing volunteer and paid workforce)	3.1. Our workplace is safe	3.1.1 Increase in hazard reporting	Quarterly
			3.1.2 Decrease in Workplace Injuries (Staff and volunteers)	Quarterly
3.1.3 Decrease in new volunteer compensation claims			Quarterly	
3.1.4 Decrease in new WorkCover claims			Quarterly	
3.1.5 Decrease in unplanned absences			Quarterly	
3.2. We have a volunteer and paid workforce that reflects the community it serves		3.2.1 Increase in women/female volunteers in active operational roles	Quarterly	
		3.2.2 Increase in women/female volunteers in leadership roles	Quarterly	
		3.2.3 Increase in women/female staff in senior roles	Quarterly	
		3.2.4 Increase in volunteers under 40	Quarterly	
		3.2.5 Increase in participation in CFA run inclusion & diversity networks and groups	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.	Annual	
		3.3.2 Decrease in staff experiencing negative behaviours	Annual	
		3.3.3 Increase in satisfaction with the handling and outcomes of complaints	Quarterly	
3.4. Our volunteers and staff are empowered and supported to successfully fulfil their role		3.4.1 Increase in Volunteer Welfare and Efficiency Level (VolWEL)	Annual	
		3.4.2 Increase in volunteer satisfaction	Annual	
		3.4.3 Increase in staff engagement	Quarterly & Annual measures	
		3.4.4 Maintain overall training satisfaction at 4 or above (out of 5)	Annual	
		3.4.5 Maintain overall digital learning satisfaction at 4 or above (out of 5)	Annual	
		3.4.6 Increase in the number of training courses completed by CFA members	Quarterly	



cfa.vic.gov.au

## CFA Outcomes Framework Year Three

Goal (Domain)	Outcome	Indicator	Frequency
4. We are a progressive emergency service so that we are recognised as a leading volunteer-based emergency service  (A continuous improvement culture)	4.1. Our investment decisions are transparent and achieve the greatest possible impacts	4.1.1 Timely delivery of major programs and projects	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	Annual
		4.2.2 Increase in timely resolution of internal audit recommendations	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	4.3.1 Fire Services Operation Committee (FSOC) workplan delivered	Quarterly
		4.3.2 Increase in the number of joint FRV/ CFA training and exercises in co-located brigades	Annually
		4.3.3 Increase/ Baseline in the number of CFA personnel participating in AFAC working groups.	Annually
	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	Quarterly
		4.4.2 Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.	Annually