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## CFA Outcomes Framework Year Four

| 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.<br><br>(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 direct engagement 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<br><br>(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 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<br><br>(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 |
|  | 3.1.5 - 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 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 - Improvement in Volunteer Welfare and Efficiency Level (VoIWEL)   | Annual  |           |
|  |   | 3.4.2 - Increase in volunteer satisfaction   | Annual  |           |
|  |   | 3.4.3(i) - Increase in staff engagement part (i) People Matter Survey  | Annual  |           |
|  |   | 3.4.3(ii) - Increase in staff engagement part (ii) All Staff Briefing survey                                     | Annual  |           |
|  |   | 3.4.4 - Maintain overall digital learning 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   |           |



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| 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    |
|   | 4.3 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  | Quarterly |
|   |   | 4.3.2 – Increase in the number of joint FRV/ CFA training and exercises in co-located brigades                      | Annual    |
|   |   | 4.3.3 – Increase/ Baseline in the number of CFA personnel participating in AFAC working groups.                     | 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  | Quarterly |
|   |   | 4.4.2 - Total energy consumption of natural gas, electricity, and fuel use with a decreasing trend over time.       | Annual    |