

# CFA Outcomes Framework (Year One)



**Vision:** Victorian communities are prepared for and safe from fire

**Mission:** To protect life and property

DOMAIN	GOAL	OUTCOMES	INDICATORS
STRONG RELATIONSHIPS TO KEEP COMMUNITIES SAFE	We put the community at the centre of everything we do <i>so that the community partners with CFA to actively manage its fire risk</i>	1.1. The community has confidence in our advice and services	Increase in community trust of CFA brand
			Increase in community trust in CFA advice and service delivery
		1.2. The community is educated, engaged and empowered to manage its fire risk	Increase in community engagement opportunities available to the community
			Increase in the quality of engagement undertaken
			Increase in number and diversity of community engaging with CFA
		1.3. The community changes its behaviour to manage fire risk	Increase in community knowledge of fire risk
A RESPONSIVE AND INNOVATIVE VOLUNTEER SERVICE	We provide programs and services that make a positive difference <i>so that the lives and property of the community are protected from fires</i>	2.1. Fires are prevented	Increase in community members taking appropriate action to manage fire risk
			Decrease in rate of house fires
		2.2. Fires are suppressed quickly and effectively	Decrease in bushfire ignitions
			Increase in containment to room of origin
			Increase in containment to 5 hectares for forest fires
			Decrease in average time spent suppressing structure fires (time spent on scene)
			Decrease in average time to contain and control bushfires
		2.3. Fires are less harmful to the community	Decrease in financial costs of fires
			Decrease in time of displacement from family home
			Decrease in structure loss
			Decrease in stock loss

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		2.4. There are zero fire related fatalities or injuries in the community	Decrease in fire-related fatalities
			Decrease in fire-related injuries
HIGH PERFORMING VOLUNTEER AND PAID WORKFORCE	We provide a great place to volunteer and work <i>so that our volunteer and paid workforce is sustainable and effective</i>	3.1. Our workplace is safe	Decrease in workplace hazards
			Decrease in workplace injuries
			Decrease in volunteer compensation claims
			Decrease in WorkCover claims
			Decrease in unplanned leave
		3.2. We have a volunteer and paid workforce that reflects the community it serves	Increase in gender, cultural and generational diversity of our volunteers and staff
			Increase in gender, cultural and generational diversity of our volunteer and staff leadership cohorts
		3.3. We uphold the CFA values and are held accountable for our behaviour	Increase in volunteers and staff awareness of the CFA values and appropriate behaviour
			Increase in volunteers and staff reporting value-aligned behaviour
			Increase in leaders displaying the CFA values
			Increase in volunteers and staff satisfaction with the handling of and outcomes from complaints
			Decrease in time taken to address complaints
		3.4. Our volunteer and paid workforce is appropriately skilled, resourced, empowered and is continually learning	Increase in effectiveness of training programs
			Increase in transparency of training decisions
			Increase in staff satisfaction
			Increase in volunteer satisfaction

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A CONTINUOUS IMPROVEMENT CULTURE	We are a progressive emergency service <i>so that we are recognised as a leading volunteer-based emergency service</i>	4.1. Our investment decisions are transparent and achieve the greatest possible impact	Return on investment measurement
		4.2. Our corporate governance arrangements are based on evidence and evaluation to maximise the benefits for our people and the community	Decrease in annual OPEX and CAPEX budget variance
			Increase in compliance rates with legislative and regulatory obligations
			Decrease in risk rating of strategic risks
			Increase in on time and within budget delivery of projects
			Decrease in time taken to implement recommendations from independent inquiries and internal audits
		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	Increase in CFA reputation amongst sector partners
			Increase in CFA presentations at Australia-wide and internal conferences
			Increase in collaboration with service delivery partners
		4.4 We work with Emergency Management Victoria and other government departments and agencies to support government objectives and emergency management reform	Increase in consultation with government departments and agencies
4.5. Our service delivery and corporate performance is continuously improving	Increase in service improvement projects initiated and delivered		