Fire Rescue Victoria Quarter 4 + Annual, 2024-25 Progress Report

Introduction

The Fire Rescue Victoria (FRV) Outcomes Framework Progress Report for Quarter Four (Q4) includes quarterly and annual results and an overview of FRV's outcomes performance during the financial year (FY) 2024-25. The annual results of previous financial years 2021-22, 2022-23 and 2023-24 are included for information.

FRV's Outcomes Framework includes 10 Outcome Statements, 26 indicators and 51 measures (quarterly and annual). A total of 50 measures (against 26 indicators) are reported, and where applicable, year-on-year (YoY) status has been included against each measure. In summary, of the 26 indicators, YoY results demonstrate a positive trend for six indicators (23%), six indicators (23%) reveal minimal or no changes, and three indicators (12%) suggest that further work is needed to achieve desired outcomes. FRV was unable to identify a trend for 11 indicators that are reported using either qualitative measures or is reliant on data that cannot be compared with the previous reporting period, 2023-24. The YoY results also reveal FRV has progressed positively towards achieving three (30%) of its intended outcomes (1.3, 2.3, 3.4) and maintains its performance for two (20%) of the outcomes (2.1 and 3.2). FRV is unable to report on the progress towards achieving other intended outcomes as the trends for the indicators of the respective outcomes (1.1, 1.2, 2.2, 3.1 and 3.3) are not reported.

The overall performance of indicators over the period of 2021-2025 demonstrates FRV has been successful in achieving five (50%) of the intended outcomes (1.1, 1.3, 2.1, 2.3 and 3.4), maintains its performance for one of the outcomes (3.2).

Cells shaded in pink in the previous financial years represent missing data due to the impact of the cyber-attack in December 2022. As a result of the cyber-attack, since Q4 2022-23 FRV used Triple Zero Victoria (TZV) Computer Aided Dispatch (CAD) system as an alternative to Australian Incident Reporting System (AIRS) data. Although AIRS was reintroduced in May 2024, FRV continues to use TZV CAD data for the following two measures:

- The number of properties with six or more false alarms (1.2.3)

- The number of incidents attended outside of FRV district (3.4.1b)

FRV has continued to use TVZ data for the false alarm measures as they are reported for a 12-month rolling period, and this ensures reliable compatibility over the 12-month period. TZV data is also a more accurate source for reporting incidents FRV attends outside the FRV district, as AIRS does not capture all such incidents.

Domain One - Prevention and Preparedness

FRV's prevention and preparedness approach to mitigate fire incidents is reflected in three outcome statements, namely, (1) Safer Homes, (2) A Well-Regulated Built Environment and (3) Enabled, Empowered and Resilient Local Communities.

Outcome – Safer Homes (1.1)

A total of eight measures (against three indicators) measure FRV's progress in achieving Outcome 1.1. In this report, FRV reports on eight measures (three for 1.1.1, three for 1.1.2 and two for 1.1.3), either in a quarterly or annual capacity. FRV is unable to report on YoY status for measures pertaining to residential structure fires as these were not reported in FY 2022-23 and FY 2023-24 due to the unavailability of AIRS. There is a slight decrease (8%) in the number of FireEd sessions and risk reduction programs delivered to the community in 2024-25 compared to 2023-24. The decrease in annual numbers for FireEd and risk reduction programs is attributed to the transitioning of the reporting system, which was reported in Q2 2024-25. The access to online eLearning module was limited for a period due to internal IT maintenance during 2024-25, which contributed to a decrease in the number of people completing the online eLearning Fire Safety module (22%). The number of unique visits to FRV's Home Fire Safety webpage has also decreased (22%) in 2024-25 compared to 2023-24. The proportion of people reported have bought or installed a smoke alarm increased whereas the proportion of people having tested or plan to test smoke alarms or reported already having smoke alarms are slightly less compared to 2023-24 (1.1.3b). Although the YoY status for indicators 1.1.2 and 1.1.3 reflects a decrease, , overall the trend for these indicators , demonstrates FRV has made positive progress in achieving its outcomes of Safer Homes for the four-year period (FY 2021-22 to FY 2024-25).

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.1	**OUTCOMES STATEMENT:** SAFER HOMES									
1.1.1	**Decrease in preventable fires in homes**[i]									
1.1.1a	No. and rate of preventable residential structure fires[ii]	1,828 /10.7			501 / 11.15	552 / 12.9	521/ 11.42	**551/ 12.27**	**2125/ 11.94**	●
1.1.1b	**No of preventable residential structure fires attended by Fire Rescue Victoria by time of day**									
	• 1am - 7am	181			52	61	71	**72**	**256**	●
	• 7am - 1pm	429			122	143	111	**143**	**519**	●
	• 1pm - 7pm	729			182	213	179	**191**	**765**	●
	• 7pm - 1am	489			145	135	160	**145**	**585**	●
1.1.1c	**No. of preventable residential structure fires attended by Fire Rescue Victoria in Fire Rescue Victoria Fire District by common causes and locations**									
	• Accidental cooking or kitchen related fires	757			182	213	166	**205**	**766**	●
	• Accidental fires in other household rooms	214			91	73	71	**77**	**312**	●
	• Accidental fires from smoker's materials	204			49	82	71	**64**	**266**	●
	• Electrical distribution equipment malfunction	179			45	50	46	**54**	**195**	●
	• Household appliance malfunction	207			37	51	63	**48**	**199**	●
	• Other	267			97	83	104	**103**	**387**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

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[i] Preventable residential structure fires relate to incident data recorded in AIRS classifications A23, E5 and K37. The scope is structure fires in houses, hostels and apartments ("residential" for the purpose of this report), excluding suspicious fire.

[ii] Rates are calculated by FRV on estimated resident population of 2025 for FRV District only (n= 4,560,782). Rate is reported as fires per 100,000 residents.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.1 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.1.2	**Increase in fire-safe behaviours and escape plans in homes**									
1.1.2a	No. of sessions of FireEd and risk reduction programs delivered to the community[iii]	223	320	718	207	132	130	**191**	**660**	🔴
1.1.2b	No. of people completed online FRV/CFA eLearning Fire Safety modules[iv]	N/A	1,924	2,600					**2,022**	🔴
1.1.2c	No. of unique visits to Home Fire Safety webpages[v]	N/A	34,223 visits	47,898 visits					**37,327 visits**	🔴
1.1.3	**Increase in homes with working smoke alarms**									
1.1.3a	**Percentage of residential structure fires with smoke alarms as a proportion of all residential structure fires:**									
	• Buildings (Class 1-4)	87%			84%	80%	77%	**79%**	**80%**	🟣
	○ Houses (Class 1a)	82%				84%	81%	**81%**	**82%**	🟣
	○ Hostels (Class 1b)	94%				87%	100%	**100%**	**95.7%**	🟣
	○ Apartments (Class 2)	91%				75%	72%	**74%**	**73.7%**	🟣
1.1.3b	**FRV-CFA smoke alarm campaign evaluation findings**									
	• Proportion of people who had tested or would test, existing smoke alarms because of seeing or hearing FRV advertisements	N/A	46%	50%					**42%**	🔴
	• Proportion of people who had either bought/installed new smoke alarms because of seeing or hearing FRV advertisements	N/A	24%	22%					**28%**	🟢
	• Proportion of people who either plan to buy bought/installed new smoke alarms but had not seen or heard the advertisements	N/A	27%	25%					**21%**	🔴
	• Proportion of people who reported having a smoke alarm/detector installed already	N/A	44%	55%					**53%**	🟠

🟢 **Positive trend** YoY   🟠 **No / minimal change** YoY   🔴 **Negative trend** YoY   🟣 **YoY not available / applicable**

(Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)

[iii]The slight decrease (8%) in the annual numbers compared to FY 2023-24 is attributed to the under reporting of the metrics in Q2 2023-24, due to transitioning to an electronic reporting process. There is an increase in number of FireEd and risk reduction programs delivered in Q4 2024-25 compared to Q3 2024-25 and this is due to the improvement in reporting of the number of sessions delivered. A total of 10,545 people were reported to have attended the sessions in Q4 2024-25.

[iv] During the FY 2024-25, the eLearning modules were not accessible for a period due to internal IT maintenance, which has affected the total number of people completing the modules.

[v] Data includes the number of times users had visited FRV's Home Fire Safety webpage. Throughout the FY 2024-25 there were no campaigns that specifically directed people to the Home Fire Safety webpage, which may be the reason why there was a reduction in visits to the site.

Outcome – A Well Regulated Built Environment (1.2)

A total of four measures against four indicators are used to measure FRV's performance towards Outcome 1.2. FRV is unable to report on YoY status for any of these measures as three of the four measures were not reported in previous years, while false alarms reported in FY 2022-23 and FY 2023-24 were impacted by multiple industrial action resulting in arbitrary coding of false alarms. The measures pertaining to structure fires (1.2.1 and 1.2.2) were not reported in FY 2022-23 and FY 2023-24 due to the unavailability of AIRS. The false alarms (1.2.3) reported for 2024-25 is more accurate compared to previous years (FY 2022-23 and FY 2023-14) as result of an end to multiple industrial action. During the industrial actions there was arbitrary reporting of false alarms. FRV was unable to report on sites/properties serviced by Fire Equipment Services (FES) due to lack of access to the FireCode system since the cyber incident, therefore trend is unavailable.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.2.1	Decrease in preventable fires in higher-risk buildings									
	No. of preventable structure fires in higher-risk buildings[vi]	577				164	157	**139**	**460**	●
1.2.2	Decrease in impact from fire due to early detection and suppression systems									
	Percentage of structure fires in non-residential buildings with smoke alarms or sprinklers[vii]									
	Class 5-9 building (all listed below)	60%				76%	78%	**65%**	**73%**	●
	• Class 5, 6, 9 (offices, retail, public buildings)	66%				77%	80%	**70%**	**75.7%**	●
	• Class 7, 8 (car parks, warehouses, factories)	50%				73%	72%	**53%**	**66%**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[vi] Higher Risk Buildings are defined as Class 1b to 9. Class 1b to 9 buildings are more regulated in terms of fire safety standards than Class 1a residential buildings (houses), often because they are larger, multi-story and/or have the potential to impact on more people and property. As Class 1b to 4 buildings are incorporated into the outcome measures on residential fires (Domain One), this measure focuses on Classes 5 to 9 buildings such as offices, shops, factories and public buildings including hospitals and schools. Incident data recorded in AIRS.

[vii] Non-residential buildings based on incident data recorded in AIRS. Classes 5-9 buildings include buildings such as offices, shops, factories and public buildings including hospitals and schools.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.2 (contd.)

	Outcome Statement / Indicator/ Measure description	2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.2.3	**Decrease in unwanted false alarms to reduce unnecessary emergency responses**									
	No. of properties with six or more false alarms on different days (rolling 12 months) [viii]									
	• 6-10	464	183	183	291	410	535	**516**	**516**	●
	• 11-20	123	59	49	72	122	185	**202**	**202**	●
	• >20	59	13	18	24	35	61	**65**	**65**	●
	Total	**646**	**255**	**250**	**387**	**567**	**781**	**783**	**783**	●
1.2.4	**Increase in understanding of and compliance with essential safety measures**									
	No. of sites/properties under Fire Equipment Services (FES) Routine Service schedule to maintain fire protection equipment and suppression systems and essential safety measures in the building [ix]	110,650			17,879	17,123	16,468	**15,728**	**15,728**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change** YoY
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[viii] False alarms are based on incident data recorded in Triple Zero Victoria's (TZV) Computer Aided Dispatch (CAD) system for false alarms on different days. The total number of false alarms reported in Q4 2024-25 is similar to Q3 2024-25 data. There was multiple industrial actions 12 August 2023 to 13 October 2023 and 18 December 2023 to 23 April 2024, impacting on the rolling 12-month reporting period in Q4 2023-24, and resulting in the inability to compare these Q4 results with previous quarter.

[ix] The business rules for this measure have changed - In previous year(s), FY 2021-22, number of services provided by FES, all completed site visits including both scheduled and unscheduled services were reported whereas from Q1 2024-25, FRV reports on the number of sites/properties serviced. The decline in total customer sites since Q1 is being further investigated to understand the root cause and if the changes over time reflect expected variation, or a concerning trend.

Outcome – Enabled, Empowered and Resilient Local Communities (1.3)

A total of four measures (against four indicators) are used to report on FRV's progress towards Outcome 1.3. The 20% increase in the total number of local government engagements (1.3.1) reported during 2024-25 compared to previous year is attributed to improved and systematic reporting processes, including engagements untaken as part of improving fire safety in the built environment. The overall number of engagements by FES (1.3.2) has increased (16%) in 2024-25 compared to previous years, 2022-23 and 2023-24. Whilst considerable variation in components of non-structure fire and other non-fire related incidents attended by FRV within FRV districts (1.1.3), the overall increase is 7% during 2024-25 when compared to 2023-24. The total number of structure fire incidents reported for 2024-25 has slightly decreased compared to 2023-24. The YoY status of the measures related to indicators 1.3.1 and 1.3.2 reveal a positive trend, while the measure related to indicator 1.3.4 remains steady for 2024-25. The overall trend of the indicators (three of four) reported for Outcome 1.3 demonstrates FRV has been successful in its efforts in strengthening community resilience during 2024-25 and has progressed in towards achieving the outcome of Enabled, Empowered and Resilient Local Communities.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3

	Outcome Statement / Indicator/ Measure description	2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.3	**OUTCOMES STATEMENT:** ENABLED, EMPOWERED AND RESILIENT LOCAL COMMUNITIES									
1.3.1	**Increase in understanding of risk of fire and other hazards**									
	No. of engagements with Local Government Areas by the Community Safety team[x]	81	171	333	68	107	99	**127**	**401**	🟢
1.3.2	**Increase in local preparedness and mitigation activities related to fire and natural hazards**									
	No. of people engaged by Fire Equipment Services (FES)[xi]	7,107	5,603	5,200	1,954	1,505	1,022	**1,548**	**6,029**	🟢

🟢 **Positive trend** YoY   🟠 **No / minimal change** YoY   🔴 **Negative trend** YoY   🟣 **YoY not available / applicable**

(Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)   (Based on YoY comparison from previous years)

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[x] The increase in number of engagements to Q4 2024-25 when compared to Q3 2024-25 is attributed to seasonal variation. The data reported during 2024-25, now includes engagement activities related to community development such as Municipal Emergency Management Planning meetings and other engagement activities undertaken as part of improving fire safety in the built environment (e.g., Waste Intelligence Network engagements, Building Regulations Advisory Committees). These activities have resulted in the increase of reported engagements, compared to the previous financial year.

[xi] People engaged by Fire Equipment Services (FES) consists of people attending Emergency Management training, including fire blanket and extinguisher user training at the Blackburn complex, participating in evacuation drills, attending presentations, seminars and webinars (excluding online recordings). The increase in Q4 2024-25 results, compared to Q3 2024-25, is attributed to the seasonal factors as the months of January and February are considered as 'slow' months. The number of overall engagements in 2024-25 has increased compared to the previous years, 2022-23 and 2023-24.

Fire Rescue Victoria's Outcome Framework Outcome Indicators: Quarterly + Annual data – Outcome 1.3 (contd.)

Outcome Statement / Indicator/ Measure description		2021-2022 Annual	2022-2023 Annual	2023-2024 Annual	2024-2025				2024-2025 Annual	Status YoY
					Q1	Q2	Q3	Q4		
1.3.3	**Decrease in preventable non-structure fires and other hazard related incidents**									
	No. of Incidents other than structure fires and other non-fire related incidents within FRV districts[xii]									
	• False Alarms and False Calls	17,976	10,174	13,106	5,104	5,799	5,517	**5,200**	**21,620**	●
	• Good Intent Calls	7,535	5,659	8,680	2,082	2,344	2,493	**2,516**	**9,435**	●
	• Emergency Medical Response	6,607	6,761	6,013	1,480	1,513	1,395	**1,405**	**5,793**	●
	• Hazardous conditions (not a fire)	4,905			1,262	1,330	1,412	**1,373**	**5,377**	●
	• Motor Vehicle Accidents	5,065			1,703	1,926	1,776	**1,829**	**7,234**	●
	• Service Calls	2,603			615	666	672	**545**	**2,498**	●
	• Rescues and Other Medical Assistance	2,096			546	685	646	**545**	**2,422**	●
	• Non-Structure Fires	5,841	5,412	7,193	1,605	2,642	2,734	**1,887**	**8,868**	●
	• Other	194	28,287	25,853	454	484	429	**536**	**1,903**	●
	Total	**52,822**	**56,293**	**60,845**	**14,851**	**17,851**	**17,074**	**15,836**	65,150	●
1.3.4	**Decrease in structure fires** [xiii]									
	No. of structure fires incidents within FRV district	3,496	3,726	4,190	1,007	1,111	1053	**1056**	**4,227**	●

● **Positive trend** YoY
(Based on YoY comparison from previous years)

● **No / minimal change YoY**
(Based on YoY comparison from previous years)

● **Negative trend** YoY
(Based on YoY comparison from previous years)

● **YoY not available / applicable**

[xii] Number of incidents other than structure fires relates to data categorisation of type of event (i.e., non-structure fire or other) in AIRS. Previously, due to the use of TZV CAD incident types post cyber-attack, some event types were combined and reported under "Other". The total number of incidents reported under the category 'Other' is less compared to the reporting periods in 2023-24, as the incident categories Hazardous conditions, Motor Vehicle Accidents, Service Calls, Rescue and Other Medical Assistance have been reported separately since Q1 2024-25. Annual data for FY 2021-22 is based on AIRS reported as in FRV Q1 2022-23 Outcomes Framework Report. AIRS data is retrospectively reviewed for accuracy and therefore the data reported for previous quarters (Q1 2024-25 to Q3 2024-25) has been updated to reflect the more accurate data. Also, the data reported for false alarms in 2023-24 was impacted by multiple industrial actions, therefore reported Q4 2024-25 results of false alarms are not appropriate for comparison with previous quarters. The decrease in 'Non-structure Fires' in Q4 2024-25 compared to previous reporting periods is due to seasonal trends (winter weather).
[xiii] Number of structure fire incidents relates to data categorisation of type of event (i.e., structure fires) in AIRS. AIRS data is retrospectively reviewed for accuracy and therefore the data reported for previous quarters (Q1 2024-25 to Q3 2024-25) has been updated to reflect the more accurate data.