

FIRE RESCUE VICTORIA – YEAR ONE OUTCOMES FRAMEWORK

Vision: A relevant and contemporary fire and rescue service keeping communities safe and resilient



Domain 1 Community



	Outcome statements	Outcome indicators
Outcome 1.1 FRV is a trusted and respected community partner	<ul style="list-style-type: none">• Community and emergency services have a shared understanding of roles and responsibilities before, during and after an emergency.• FRV provides timely and accurate emergency information and intelligence in all aspects of emergency management.• Community resilience is built through partnership and collaboration.	<ul style="list-style-type: none">• Improvement in information systems that provide interagency and community advice and intelligence.• Increase in community's ability to prevent, respond to and recover from fire.
Outcome 1.2 Community members understand risk in their local environment	<ul style="list-style-type: none">• The resilience of the community is increased through their understanding of risk. This understanding empowers the community to prevent, respond and recover from emergencies.	<ul style="list-style-type: none">• Increased community knowledge of fire management and other risks• Increased strong localised knowledge and understanding of community risks.
Outcome 1.3 FRV engagement is tailored to the risks of the local community	<ul style="list-style-type: none">• FRV aims to improve the safety of all Victorians.• Victorians actively participate in learning and education on fire and emergencies.	<ul style="list-style-type: none">• Increased connection and engagement with local community.• Increase in services and programs tailored to meet the distinct needs of each community.

FIRE RESCUE VICTORIA – YEAR ONE OUTCOMES FRAMEWORK

Vision: A relevant and contemporary fire and rescue service keeping communities safe and resilient



Domain 2 Service



	Outcome statements	Outcome indicators
Outcome 2.1 We utilise modern technology and our skilled workforce to deliver effective, responsive and sustainable services	<ul style="list-style-type: none">• FRV provides service excellence through an efficient, high-quality operating model with the ability to manage peak capacity events.• Strategic asset and workforce planning ensure we are appropriately resourced and identify opportunities for improvement.• Our people are always ready to respond to the threat of fire and other emergencies.	<ul style="list-style-type: none">• Improved emergency responses to benchmarks.• Increased strategic approach to planning for and managing resources (physical and workforce assets).
Outcome 2.2 Our services are flexible, adaptive and collaborative	<ul style="list-style-type: none">• FRV provides an adaptable response that meets the emergent needs of the community.• Operational intelligence informs preparedness for anticipated emergency events.	<ul style="list-style-type: none">• Increased capacity to respond to peaks in service delivery.• Reduced duplication of services and functions.• Increased interagency policy and service design.
Outcome 2.3 Our services are innovative, evidence-based and forward looking to plan for the future	<ul style="list-style-type: none">• FRV has a strategic, risk-based focus. We continually improve our capabilities and operations through research, planning and evaluation.• Our planning enables us to manage the changing environment in which we operate.• Our decisions are evidence-based, transparent and accountable.	<ul style="list-style-type: none">• Increase in evidence-based policy and service design.• Increase in research and evaluation programs.• Increased use of evaluation.

FIRE RESCUE VICTORIA – YEAR ONE OUTCOMES FRAMEWORK

Vision: A relevant and contemporary fire and rescue service keeping communities safe and resilient



Domain 3 People



	Outcome statements	Outcome indicators
Outcome 3.1 FRV is a values-based organisation and our values are reflected in everything we do	<ul style="list-style-type: none">• All levels of our organisation model our values.• We have appropriate governance and management structures and are accountable for our actions.• Our staff demonstrate integrity, respect, compassion, and trust.• We are a socially and environmentally responsible organisation that measures and understands its impact on the environment.	<ul style="list-style-type: none">• Increase in workforce who understand and are involved in decision making.• Increase in staff participating in representative bodies.
Outcome 3.2 FRV supports and promotes the health, wellness and safety of our people	<ul style="list-style-type: none">• A culture of workplace safety is embedded in our organisation.• The health and wellness of our employees is integral to our success.• FRV has a positive and healthy culture and is a place where people want to work.	<ul style="list-style-type: none">• Increased workforce satisfaction.• Increased workforce wellness.• Decreased workplace incidents, accidents and near misses.
Outcome 3.3 FRV values innovation and invests in the skills, knowledge and experience of our workforce	<ul style="list-style-type: none">• We have a skilled, capable, motivated and engaged workforce. We pride ourselves on continual learning and high performance, and that our staff can reach their full potential.• We have a strong workforce plan matched to a career pathway to ensure capability matches service delivery.	<ul style="list-style-type: none">• Increase in long-term retention of staff.• Increase in staff participating in elective training and programs.
Outcome 3.4 The diversity of our workforce reflects the community that we serve	<ul style="list-style-type: none">• FRV is part of the community we serve, and our people reflect and respect diversity.	<ul style="list-style-type: none">• Increased diversity and representation within the workforce (e.g., gender, and cultural).

FIRE RESCUE VICTORIA – YEAR ONE OUTCOMES FRAMEWORK

Vision: A relevant and contemporary fire and rescue service keeping communities safe and resilient



Domain 4 Collaboration



	Outcome statements	Outcome indicators
Outcome 4.1 Community engagement is valued by FRV	<ul style="list-style-type: none">• FRV aims to improve the safety of all Victorians. FRV learns from, plans and partners with the community to understand and mitigate risk.	<ul style="list-style-type: none">• Increased interagency policy and service design.
Outcome 4.2 The contribution of our volunteer partners is recognised and valued	<ul style="list-style-type: none">• We work with our volunteer partners to share expertise and knowledge to ensure the best service for the Victorian community.	<ul style="list-style-type: none">• Increased consultation with other agencies.
Outcome 4.3 Interoperability and collaboration are integral to FRV	<ul style="list-style-type: none">• We coordinate with other emergency agencies and industry partners to ensure improved readiness for and response to incidents.• We are committed to the principle of interoperability, and our protocols and procedures clearly articulate this.• We work with CFA and other partners to boost interoperability and build stronger relationships that lead to better outcomes.• We work with Emergency Management Victoria and other government departments and agencies to support government objectives and emergency management reform.	<ul style="list-style-type: none">• Increase staff participation on development of policies, protocols and procedures, including collaborating with partners.• Increased consultation with other agencies.