

# Performance

## Key performance measures

QFES enhances community resilience, mitigates risk and contributes to safer and sustainable communities through disaster management, community assistance, response to structure and landscape fires, and rescue across all hazards.

The service area objective is to enhance community safety by minimising the impact of fire, emergency events and disasters on the people, property, environment and economy of Queensland.

The table below provides an overview of the key performance measures for QFES for 2019-20.

Service area: Fire and Emergency Services							
Performance measures	Notes	Strategic plan	2019-20 SDS	RoGS	2018-19 Actual	2019-20 Target/ Estimate	2019-20 Actual
Rate of accidental residential structure fires reported (per 100,000 households)	1, 2, 3		✓	✓	56.3	<60	57.7
Response times to structure fires including call taking time:	3, 4, 5		✓	✓			
• 50 <sup>th</sup> percentile	6				8.1 minutes	<7.8 minutes	8.1 minutes
• 90 <sup>th</sup> percentile	7				12.6 minutes	<14.0 minutes	12.5 minutes
Percentage of building and other structure fires confined to room/object of origin	3, 4, 8		✓		82.7%	≥80%	82.1%
Estimated percentage of households with smoke alarm/detector installed	9		✓	✓	97.4%	95%	97.8%
Percentage of building premises inspected and deemed compliant at first inspection	10		✓		55.8%	50%	59.2%
Rate of Unwanted Alarm Activations per Alarm Signalling Equipment	11		✓		2.3	<4	2.2
Percentage of volunteers satisfied with the experience of volunteering for the Rural Fire Service	12		✓		72%	-	-
Percentage of volunteers satisfied with the experience of volunteering for the State Emergency Service	12		✓		78%	-	-
Percentage of statewide State Emergency Service volunteers that meet minimal operational training requirements	13		✓		66%	65%	66%
Percentage of disaster management training participants with enhanced capability	14		✓		88%	75%	94%

## Service area: Fire and Emergency Services (cont'd)

Performance measures	Notes	Strategic plan	2019-20 SDS	RoGS	2018-19 Actual	2019-20 Target/ Estimate	2019-20 Actual
Fire and Emergency Services expenditure per person	15		✓		\$142.29	\$143.00	\$157.99
Percentage of volunteers who feel they can effectively contribute their skills and experience to QFES	16	✓			58%	-	-
Percentage of local government areas with service delivery engagement occurring	17	✓			-	-	100%
Percentage of training activities identified as suitable for multi-service attendance that are attended by more than one service	18	✓			-	-	77%
Percentage of our people who recognise a 'whole of QFES' approach to service delivery	19	✓			67%	-	66%
Percentage of local government areas that have taken part in a Queensland Emergency Risk Management Framework workshop	20	✓			-	-	83%
Percentage of Indigenous councils that have taken part in a Queensland Emergency Risk Management Framework workshop	20	✓			-	-	31%
Percentage of core business and operational systems requiring integration that are connected	21	✓			-	-	35%
Percentage of capital project approvals informed by sustainability criteria	22	✓			-	-	-
Total QFES expenditure as a percentage of total operating budget	23	✓			103%	100%	111%
Percentage of exercises that involve partner organisations and the community	24	✓			-	-	94%
Percentage of major disaster events that have a formal debrief	25	✓			-	-	100%

### Key

- Not available / not applicable

RoGS: 2020 Report on Government Services

SDS: Service Delivery Statement

Strategic plan: *Queensland Fire and Emergency Services Strategic Plan 2019-2023*

## Notes:

1. Accidental residential structure fires are those fires in a residential structure that are not deliberately lit and with effective educational programs can be reduced or prevented from occurring. Household data is sourced from the Australian Bureau of Statistics *Household and Family Projections, Australia*, catalogue no. 3236.0. RoGS uses a different methodology to calculate this measure.
2. A residential property is one in which sleeping accommodation is provided for normal living purposes, for example family dwelling, units, flats and apartments.
3. Structure fires are fires in housing and other buildings.
4. Only incidents occurring within the Levy District Boundaries (Class A-D) are included. Excluded are non-emergency calls and those where the department experienced delays due to extreme weather conditions or where the initial response was by another agency or brigade. Only primary exposure incidents are included. The location of incidents in relation to the levy district boundary is identified using the latitude and longitude of where the incident occurred or originated from.
5. Response times are measured from either alarm time, or the point at which the incident is verified as requiring QFES attendance, to the time in which the first responding vehicle arrives at the scene. Response times can be affected by road congestion, driver behaviour (distraction and inattention to emergency responder) and high density urban residential designs.
6. This measure reports the time within which 50 per cent of the first responding fire appliances arrive at the scene of a structure fire.
7. This measure reports the time within which 90 per cent of the first responding fire appliances arrive at the scene of a structure fire. QFES has a long-established service delivery model for responding to 90 per cent of structure fires within 14 minutes.
8. Only structure fires where the confinement has been determined are included in the calculations.
9. This measure provides an indication of the effectiveness of smoke alarm legislation and awareness raising campaigns represented by the percentage of households with smoke alarms installed. Results are derived from the annual QFES Community Insights Survey where research is conducted with Queenslanders via an online survey, with representative samples gathered across the seven QFES regions.
10. This measure reports the percentage of building premises inspected and deemed compliant with building fire safety regulations (*Fire and Emergency Services Act 1990, Building Act 1975 and Building Fire Safety Regulation 2008*) and fire safety procedures on first inspection.
11. This measure indicates the effectiveness of QFES strategies to help reduce the number of unwanted alarm activations. This measure compares the number of system initiated false alarms responded to by departmental fire personnel with the number of connected Alarm Signalling Equipment devices per annum. 'Unwanted Alarm Activations' are defined as any activation of the fire alarm and detection system that could have been avoided. Unwanted alarms have a negative impact on firefighters and the wider community by increasing safety concerns for fire crews and the public, disrupting the community and industry, creating complacency and imposing unnecessary costs to attend these incidents. Reducing unwanted alarm activations ensures that the department can more effectively manage priority emergency responses and resources. The *Fire and Emergency Services Act 1990* (section 104DA) provides a legislated target of no more than four unwanted alarm activations per Alarm Signalling Equipment per annum.
12. Data is sourced from the QFES Volunteering for Queensland survey which commenced in 2014. The survey measures the percentage of volunteers who indicated they were either 'very satisfied' or 'satisfied' based on the question 'how satisfied are you in general with the experience of volunteering with the RFS/SES?'. The survey also measures volunteer satisfaction across a range of areas including training and development, leadership, internal communication and workforce experiences. The survey was in field from 25 February 2019 to 7 April 2019. The 2018-19 results for RFS satisfaction were impacted by the significant workload undertaken by volunteers throughout the 2018-19 bushfire season. This survey has historically been conducted biennially, therefore no data is available for 2019-20. From September 2020, QFES workforce experience surveys will be conducted annually.
13. This measure represents the percentage of active SES volunteers who have completed the most common minimum training competency of Storm Damage Operations. The 2019-20 Target/Estimate is set at 65 per cent in recognition of the dynamic nature of volunteering, including turnover and the varying risk profiles of localities.

## Notes (cont'd):

14. This measure is sourced from the annual Queensland Disaster Management Training Framework (QDMTF) Satisfaction and Capability Enhancement Survey. It assesses the efficacy of QDMTF training by measuring the percentage of participants who self-indicated that their capability to carry out their disaster management role was enhanced either 'somewhat' or 'significantly'. The *Disaster Management Act 2003* (section 16A(c)) provides the legislative requirement for those with a role in disaster operations to be appropriately trained. In accordance with this requirement, training for Queensland disaster management stakeholders is undertaken in accordance with the QDMTF. Participants undertaking QDMTF training include officers from local, state and Australian Government agencies, non-government organisations and volunteer groups. Participant disaster management roles include, but are not limited to, Local Disaster Coordinators, Local Disaster Management Group Chairs, District Disaster Coordinators and District Disaster Management Group Executive Officers. The higher than anticipated 2019-20 Actual for this measure can be partially attributed to the delivery of further sessions in the Operational Leadership and Crisis Management Masterclass series. Masterclass sessions are specifically designed to build on other QDMTF programs, extend learning and enhance the capability of disaster management stakeholders.
15. This measure reports the fire and emergency services' expenditure divided by the estimated population of Queensland. Population data is sourced from the Australian Bureau of Statistics catalogue no. 3101.0 Australian Demographic Statistics. This measure is a proxy measure for efficiency, reported in line with the RoGS methodology. The 2019-20 Target/Estimate is based on Queensland Treasury population estimates. Expenditure includes QFES operating expenditure plus a calculated user cost of capital for property, plant and equipment assets excluding land assets. The 2018-19 Actual was above the Target/Estimate of \$138.00 due to significant bushfire and severe weather events in 2018-19, and additional investment for public safety regional radio communications (\$6.4 million of a total \$26.9 million over 2018-19 and 2019-20). The 2019-20 Actual is above the Target/Estimate of \$143.00 due to significant bushfire events in 2019-20, costs associated with the coronavirus pandemic (COVID-19) public quarantine accommodation and additional investment for public safety regional radio communications (\$13.8 million in 2019-20).
16. New strategic plan measure. Data is sourced from the QFES Volunteering for Queensland survey which commenced in 2014. The survey measures the percentage of volunteers who indicated they 'strongly agree' or 'agree' to the statement 'QFES recognises and utilises the skills and experience I bring to my volunteer role'. This survey has historically been conducted biennially, therefore no data is available for 2019-20. From September 2020, QFES workforce experience surveys will be conducted annually.
17. New strategic plan measure. The 2019-20 Actual is measured against the seven QFES regions. A new system to more accurately track engagement activities at a local level is being developed in 2020-21.
18. New strategic plan measure. The QDMTF underpins responsibilities and requirements for QFES and its partner agencies. More work will be undertaken in 2020-21 to identify the baseline internal training courses suitable for multi-service attendance and a more accurate tracking mechanism across the regions for enhanced consistency in reporting. Training in 2019-20 was impacted by the extreme bushfire season and COVID-19.
19. Data is sourced from the annual Working for Queensland (WfQ) survey. The 2018-19 and 2019-20 data was derived from an agency-specific question to determine the views of staff as to whether 'QFES has a *'whole of QFES'* approach to service delivery'.
20. This measure has been amended from 'Percentage of local disaster management groups participating in a QFES risk workshop'. Implementation of the Queensland Emergency Risk Management Framework (QERMF) commenced in 2017, with QFES responsible for facilitating the ongoing development and implementation across Queensland's disaster management arrangements. This measure has been split to identify Indigenous councils separately, as the QERMF risk management process is delivered via a different mechanism of engagement and support to non-Indigenous councils. Engagement in 2019-20 was impacted by the extreme bushfire season and COVID-19.
21. This measure has been amended from 'Percentage of core business and operational systems that are integrated and accessible by all our people' as accessibility is complex to measure and differs depending on role and need. Integration in QFES is defined as the ability to share user accounts and information between systems. QFES has identified 10 key systems that should be integrated. This measure may be refined in the future to ensure alignment with the delivery of ICT programs of work for QFES.
22. New strategic plan measure. QFES capital works builds support and encourages sustainable practices wherever possible, however a system is not yet in place to accurately capture this data. In 2020-21, more concise sustainability measures will be introduced on capital works builds for ongoing reporting.

**Notes (cont'd):**

23. The 2018-19 additional expenditure was funded by additional income received in that financial year. The 2019-20 additional expenditure was largely funded by additional income received in that financial year, however a deficit of \$8 million remained due to the timing of reimbursement for disaster event costs and COVID-19 public quarantine accommodation costs. The outstanding reimbursement will be received in 2020-21.
24. New strategic plan measure. Sixteen exercises were held across QFES regions throughout 2019-20. QFES' ability to run exercises in 2019-20 was impacted by the extreme bushfire season and COVID-19.
25. A seasonal debrief of the 2019-20 bushfire season was undertaken by QFES. In 2020-21 this measure will be amended to 'Percentage of level three incidents with a formal review undertaken' to ensure a lessons management approach can be understood and applied at a more localised, incident specific level as opposed to a rolled-up, whole-of-season approach.