

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 2021–22.

Service area: Fire and Emergency Services						
Performance measures	Notes	Strategic plan	2021–22 SDS	2020–21 Actual	2021–22 Target/ Estimate	2021–22 Actual
Rate of accidental residential structure fires reported (per 100,000 households)	1, 2, 3		✓	56.8	<60	51.1
Response times to structure fires including call taking time:	3, 4, 5		✓			
• 50 th percentile	6			8.1 minutes	<7.8 minutes	8.3 minutes
• 90 th percentile	7			12.8 minutes	<14 minutes	12.9 minutes
Percentage of building and other structure fires confined to room/object of origin	3, 4, 8		✓	82.5%	≥80%	81.6%
Estimated percentage of households with smoke alarm/detector installed	9		✓	97.8%	95%	-
Percentage of building premises inspected and deemed compliant at first inspection	10		✓	56.6%	50%	57.5%
Rate of Unwanted Alarm Activations per Alarm Signalling Equipment	11		✓	2.1	<4	2.5
Percentage of volunteers satisfied with the experience of volunteering for the Rural Fire Service	12		✓	73%	75%	75%
Percentage of volunteers satisfied with the experience of volunteering for the State Emergency Service	12		✓	76%	75%	78%
Percentage of state-wide State Emergency Service volunteers that meet minimal operational training requirements	13		✓	71%	65%	69%
Percentage of disaster management training participants with enhanced capability	14		✓	91%	80%	91%

Service area: Fire and Emergency Services

Performance measures	Notes	Strategic plan	2021-22 SDS	2020-21 Actual	2021-22 Target/ Estimate	2021-22 Actual
Fire and Emergency Services expenditure per person	15		✓	\$159	\$162	\$156
Percentage increase in the number of clients who identify that they have had a positive interaction with QFES	16	✓		-	-	+ 2 percentage points
Total QFES expenditure as a percentage is within QFES' total operating budget	17	✓		103%	100%	96%
Percentage of staff and volunteers who recognise a collaborative and safe approach to service delivery	18	✓		-	-	86%
Percentage increase in volunteers who are satisfied with the experience of volunteering for Queensland Fire and Emergency Services	19	✓		-	-	+2 percentage points
Percentage of service delivery partners who feel that QFES works collaboratively to achieve results	20	✓		-	-	91%
Percentage of delivery partners who are satisfied that QFES' service delivery offerings match local risk profiles	21	✓		-	-	83%
Percentage increase in the number of exercises that involve partner organisations and the community	22	✓		-	-	+1 percentage point
Percentage increase in the number of communities who recognise and understand their local risks	23	✓		-	-	+3 percentage points
Percentage of high-risk bushfire communities where mitigation strategies have been undertaken by QFES	24	✓		-	-	-
Percentage increase in community engagement across prevention, preparedness, response and recovery	25	✓		-	-	Nil – no change

Key

- Not available/not applicable

SDS: Service Delivery Statement

Strategic plan: *Queensland Fire and Emergency Services Strategic Plan 2021-2025*

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. The Report on Government Services (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. This measure is reported in RoGS.
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. This measure is reported in RoGS.
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 and published on the QFES and Queensland Government Open Data websites. The 2021–22 result is expected to be available by 31 December 2022.
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. 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 (VfQ) survey. The VfQ survey measures the percentage of volunteers who indicated they were either ‘very satisfied’ or ‘satisfied’ based on the question ‘all things considered, how satisfied are you with your volunteering?’.
13. This measure represents the percentage of active SES volunteers who have completed the most common minimum training competency of Storm Damage Operations and have a current Storm Damage Operator appointment. The 2021–22 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. All active SES volunteers have been trained in various functions such as land search, road crash rescue, vertical rescue, flood boats, traffic management, agency support, incident management and/or specialist rescue.
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 (LDMG) Chairs, District Disaster Coordinators and District Disaster Management Group (DDMG) Executive Officers. The 2020–21 Actual was above the Target/Estimate of 75 per cent. The higher than anticipated results in 2020–21 and 2021–22 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 2021–22 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 2021–22 Actual is below the 2021–22 Target/Estimate as QFES has been significantly impacted by the ongoing global supply chain challenges, workforce impacts associated with COVID-19 and vendors not being able to supply services. The 2020–21 Actual was below the Target/Estimate of \$162 due to the timing of COVID-19 related hotel quarantine expenditure. The 2020–21 Target/Estimate included an estimate of COVID-19 related hotel quarantine expenditure, whereas the 2020–21 Actual was adjusted to exclude all reimbursable hotel quarantine costs.
16. New strategic plan measure. Data is sourced from the annual QFES Community Insights Survey. Values calculated for 2020–21 and 2021–22 were 81 per cent and 83 per cent respectively.
17. In 2021–22, QFES expenditure was within the total operating budget. QFES did not fully expend the planned budget due to being significantly impacted by the ongoing global supply chain challenges, workforce impacts associated with COVID-19, and vendors not being able to supply services. The 2020–21 additional expenditure was funded by additional income received in that financial year.
18. This measure has been amended from 'Percentage increase in our Working for Queensland and Volunteering for Queensland surveys of our people, who recognise a collaborative and safe approach to service delivery' – a new strategic plan measure. Data is sourced from the QFES WfQ and VfQ surveys. The 2021–22 result is the average of the results of two questions: 'People in my workgroup are committed to workplace safety' and 'I respect and value the contribution of all QFES services'. The 2021–22 Actuals were 86 per cent for both the WfQ and VfQ surveys.
19. New strategic plan measure. Data is sourced from the VfQ survey and shows the change in results for the questions detailed in note 12.
20. New strategic plan measure. Data is sourced from the annual QDMTF Satisfaction and Capability Enhancement Survey.
21. New strategic plan measure. Data is sourced from service delivery partners in relation to the QDMTF, Queensland Disaster Management Guideline and *Queensland State Disaster Management Plan*. These surveys measured the percentage of respondents who indicated they were either 'very satisfied' or 'satisfied' across a number of items.
22. New strategic plan measure. The 2021–22 Actual has been determined from the percentage of exercises that QFES participated in that involved QFES partner organisations and the community (a multi-agency exercise)—2020–21 result of 91 per cent and 2021–22 result of 92 per cent.
23. New strategic plan measure. Results are derived from the QFES Community Insights Survey. The 2021–22 Actual has been determined from the percentage of communities who recognise and understand their local risks—2020–21 result of 47 per cent and 2021–22 result of 50 per cent.
24. On 15 January 2022, QFES and its partners transitioned to a year-round mitigation program known as Operation Sesbania which replaced Operation Cool Burn (a period of heightened mitigation activity generally held from the beginning of April to the end of August each year). The Operation Sesbania Dashboard went live on 2 May 2022. The dashboard supports reporting and recording of community education and bushfire mitigation activities with appropriate performance measures under development.
25. New strategic plan measure. Community engagement activities included FFF, RAAP and disaster mitigation activities. Community engagement activities completed in 2020–21 totalled 7,820 and in 2021–22 totalled 7,797.