

# Performance

## Key performance measures

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 service area aligns with the department's 2026 objectives outlined in the strategic plan and supports the Queensland Government's objectives for the community (refer page 8).

The table below provides an overview of the key performance measures for QFES for 2022–23.

Service area: Fire and Emergency Services							
Performance measures	Notes	2022–23 SDS	Strategic plan	RoGS	2021–22 Actual	2022–23 Target/ Estimate	2022–23 Actual
Rate of accidental residential structure fires reported (per 100,000 households)	1, 2, 3	✓		✓	51.1	<60	48.0
Response times to structure fires including call taking time:	3, 4, 5	✓		✓			
• 50 <sup>th</sup> percentile	6				8.3 minutes	<7.8 minutes	8.2 minutes
• 90 <sup>th</sup> percentile	7				12.9 minutes	<14 minutes	12.5 minutes
Percentage of building and other structure fires confined to room/object of origin	3, 4, 8	✓		✓	81.6%	≥80%	80.6%
Estimated percentage of households with smoke alarm/detector installed	9	✓			97.9%	95%	98.5%
Percentage of building premises inspected and deemed compliant at first inspection	10	✓			57.5%	50%	52.9%
Rate of Unwanted Alarm Activations per Alarm Signalling Equipment	11	✓			2.5	<4	2.3
Engagement levels for volunteers from the Rural Fire Service	12				78%	-	82%
Engagement levels for volunteers from the State Emergency Service	12				80%	-	84%
Percentage of state-wide State Emergency Service volunteers that meet minimal operational training requirements	13	✓			69%	65%	74%
Percentage of disaster management training participants with enhanced capability	14	✓			91%	80%	92%
Fire and Emergency Services expenditure per person	15	✓			\$156	\$166	\$177
Percentage increase in the number of clients who identify that they have had a positive interaction with QFES	16		✓		+ 2 percentage points	+ 2 percentage points	Nil – no change

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

Performance measures	Notes	2022-23 SDS	Strategic plan	RoGS	2021-22 Actual	2022-23 Target/ Estimate	2022-23 Actual
Maintain percentage of total QFES expenditure within QFES' total operating budget tolerances	17		✓		96%	100%	108%
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	18		✓		-	-	-
Percentage increase in engagement levels for volunteers from the Rural Fire Service	19				Nil – no change	-	+ 4 percentage points
Percentage increase in engagement levels for volunteers from the State Emergency Service	19				- 2 percentage points	-	+ 4 percentage points
Percentage of service delivery partners who feel that QFES works collaboratively to achieve results	20		✓		91%	90%	92%
Percentage of delivery partners who are satisfied that QFES' service delivery offerings match local risk profiles	21		✓		-	80%	87%
Percentage increase in the number of exercises that involve partner organisations and the community	22		✓		+ 1 percentage point	+ 1 percentage point	- 9 percentage points
Percentage increase in the number of communities who recognise and understand their local risks	23		✓		+ 3 percentage points	+ 5 percentage points	- 3 percentage points
Number of mitigation activities completed within Operation Sesbania	24				-	-	1,042
Percentage increase in community engagement across prevention, preparedness, response and recovery	25		✓		6%	5%	5%

### Key

- Not available/not applicable

RoGS: Report on Government Services

SDS: Service Delivery Statement

Strategic plan: *Queensland Fire and Emergency Services Strategic Plan 2022-26*

## 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, released 14 March 2019.
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 population growth, road congestion, driver behaviour (distraction and inattention to emergency responder), high density urban residential designs, competing demand and weather.
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 and published on the QFES and Queensland Government Open Data websites.
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. These measures replace 'Percentage of volunteers satisfied with the experience of volunteering for the Rural Fire Service' and 'Percentage of volunteers satisfied with the experience of volunteering for the State Emergency Service' which are discontinued in the 2023–24 SDS. The annual QFES Volunteering for Queensland (VfQ) survey, based on the Queensland Government Working for Queensland (WfQ) survey, was amended in 2022 and the questions relating to the general satisfaction measures were removed. Data for the replacement measures are sourced from the VfQ survey. The measure is calculated from the results for three questions: 'I am proud to tell others I volunteer for my organisation', 'I would recommend my service as a great place to volunteer' and 'I feel strong personal attachment to my organisation'. For each question, a result is calculated from the number of respondents selecting 'satisfied' or 'very satisfied' divided by the number of respondents to the question. The overall engagement measure is the average of the results for the three questions.
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 2022–23 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 Chairs, District Disaster Coordinators and District Disaster Management Group Executive Officers. The 2022–23 and 2021–22 Actuals were above the Target/Estimate of 80 per cent. These higher than anticipated results 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 based on the Queensland Treasury population estimates. This measure is a proxy measure for efficiency, reported in line with the RoGS methodology. Expenditure includes QFES operating expenditure plus a calculated user cost of capital for property, plant and equipment assets excluding land assets. The 2022–23 Actual is above the 2022–23 Target/Estimate mainly due to onboarding of additional firefighting staff, and additional funding for the RFS, SES and enterprise bargaining outcomes. The 2021–22 Actual was below the 2021–22 Target/Estimate of \$162 as QFES was significantly impacted by global supply chain challenges, workforce impacts associated with COVID-19 and vendors not being able to supply services.
16. Data is sourced from the annual QFES Community Insights Survey. Values calculated for 2022–23 and 2021–22 were 83 per cent.
17. This measure reports QFES actual operating expenditure as a percentage of the operating budget. The 2022–23 Actual was above the Target/Estimate of 100 per cent with additional expenditure wholly funded by additional income received during the financial year, which mainly related to additional funding for the RFS, SES, and marine rescue, and enterprise bargaining outcomes. In 2021–22, QFES expenditure was within the total operating budget as 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.
18. The WfQ and VfQ surveys were amended in 2022 with 'safety' assessed under a new sub scale, subsequently changing the methodology for this measure. The percentage of respondents who recognised a collaborative and safe approach to service delivery in 2022–23, based on the revised methodology was 74 per cent which sets the new benchmark for the calculation of this measure into the future.
19. These measures replace the strategic plan measure 'Percentage increase in volunteers who are satisfied with the experience of volunteering for Queensland Fire and Emergency Services'. The annual QFES VfQ survey, based on the Queensland Government WfQ survey, was amended in 2022 and the questions relating to the general satisfaction measures were removed. Data for the replacement measures are sourced from the VfQ survey and show the change in results for the questions detailed in note 12.
20. Data is sourced from the annual QDMTF Satisfaction and Capability Enhancement Survey.
21. Annual surveys are conducted with QFES partners pertinent to QDMA. No survey was undertaken in 2022–23 for the Queensland Disaster Management Guideline and the *Queensland State Disaster Management Plan*. The source for the 2022–23 result is via the QDMTF annual survey only and as such is not comparable to previous years. This survey measures the percentage of respondents who indicated they were either 'very satisfied' or 'satisfied' across a number of items.
22. The 2022–23 and 2021–22 Actuals are determined from the percentage of exercises that QFES participated in that involved QFES partner organisations and the community (a multi-agency exercise)—the 2022–23 result was 83 per cent, in 2021–22 it was 92 per cent and 2020–21 it was 91 per cent. The decrease from 2021–22 (92 per cent) to 2022–23 (83 per cent) can be attributed to a number of targeted internal exercises run across QFES service streams which subsequently did not require the involvement of partner organisations and the community. The number of exercises (multi-agency and internal) conducted in 2022–23 is 30, an increase from 25 conducted in 2021–22.
23. Results are derived from the annual QFES Community Insights Survey. The 2022–23 and 2021–22 Actuals are determined from the percentage of communities who recognise and understand their local risks. The percentage of communities who recognise and understand their local risks in 2022–23 is 47 per cent, in 2021–22 was 50 per cent and 2020–21 was 47 per cent.
24. This measure replaces the strategic plan measure 'Percentage of high-risk bushfire communities where mitigation strategies have been undertaken by QFES'. Operation Sesbania is a three-year rolling program which enables bushfire mitigation activities to be conducted year-round across Queensland, safely and in line with fuel and weather conditions. On 2 May 2022, the Operation Sesbania Dashboard went live and 2022–23 is the first full year of its operation. Refer page 59 for further information regarding Operation Sesbania.
25. This measure is calculated based on core community engagement activities delivered in 2022–23, 2021–22 and 2020–21 through the programs of FFF, RAAP and Safehome. For each discrete program, the percent change was calculated and the three change values were averaged to yield an overall change value.