

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 2018–19.

Service area: Fire and emergency services

Performance measures	Notes	Strategic plan	2018–19 SDS	RoGS	2017–18 Actual	2018–19 Target/ Estimate	2018–19 Actual
Rate of accidental residential structure fires reported (per 100,000 households)	1, 2, 3		✓	✓	54.9	<60	56.3
Response times to structure fires including call taking time:	3, 4, 5	✓	✓	✓			
» 50 th percentile	6				7.9 minutes	<7.8 minutes	8.1 minutes
» 90 th percentile	7				12.3 minutes	<14.0 minutes	12.6 minutes
Percentage of building and other structure fires confined to room/object of origin	3, 4, 8	✓	✓		83.6%	≥80%	82.7%
Estimated percentage of households with smoke alarm/ detector installed	9		✓	✓	97.1%	95%	-
Percentage of building premises inspected and deemed compliant at first inspection	10	✓	✓		56.2%	50%	55.8%
Rate of Unwanted Alarm Activations per Alarm Signalling Equipment	11	✓	✓		2.4	<4	2.3
Percentage of volunteers satisfied with the experience of volunteering for the Rural Fire Service	12	✓	✓		-	≥75%	72%
Percentage of volunteers satisfied with the experience of volunteering for the State Emergency Service	12	✓	✓		-	≥75%	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	✓	✓		92%	75%	88%

Service area: Fire and emergency services (cont'd)

Performance measures	Notes	Strategic plan	2018-19 SDS	RoGS	2017-18 Actual	2018-19 Target/ Estimate	2018-19 Actual
Fire and Emergency Services expenditure per person	15		✓		\$136.37	\$138.00	\$142.29
Percentage of households with operational smoke alarms	16	✓		✓	79.9%	95%	-
Percentage of high-risk localities with at least one bushfire mitigation activity completed	17	✓			71%	-	87%
Response times to mobile property crashes	4, 5, 18	✓					
» 50 th percentile					8.5 minutes	-	7.9 minutes
» 90 th percentile					14.1 minutes	-	13.3 minutes
Response times to landscape fires	4, 5, 19	✓					
» 50 th percentile					11.0 minutes	-	11.1 minutes
» 90 th percentile					20.2 minutes	-	20.5 minutes
Number of damage assessments undertaken by QFES	20	✓			2,020	-	9,489
Percentage of staff that recognise that the department has a shared QFES approach to service delivery	21	✓			57%	-	67%
Percentage of staff that understand how their work contributes to organisational objectives	22	✓			91%	-	92%
Total expenditure as a percentage of the approved operating budget	23	✓			103%	100%	103%
Level of satisfaction with QFES as a workplace as indicated by workforce survey results	24	✓			83%	-	82%
Agency engagement levels	25	✓			74%	-	75%
Completion rates for compulsory workplace training	26	✓			95%	-	-

Key:

- Not available / not applicable

RoGS: 2019 Report on Government Services

SDS: Service Delivery Statement

Strategic plan: Queensland Fire and Emergency Services Strategic Plan 2018-2022

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.
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. The 2018–19 Actual will be available following the Community Insights Survey which is expected to be conducted by 30 September 2019.
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 provides an indication of 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. This measure 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 culture. The survey was in field from 25 February to 7 April 2019. The 2018–19 result for RFS satisfaction was impacted by the significant workload undertaken by volunteers throughout the 2018–19 bushfire season. This is a biennial survey. The next survey is scheduled for 2020.
13. This measure represents the percentage of active SES volunteers who have completed the most common minimum training competency of Storm Damage Operations. The 2018–19 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.
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.

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 reported in line with the RoGS methodology. The 2018–19 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 2017–18 Actual was above the Target/Estimate of \$134.00, mainly due to an increase in the contribution to PSBA for agreed additional activities/services and capital projects. The 2018–19 Actual is 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).
16. 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 that have been tested and are operational. Results are derived from the annual QFES Community Insights Survey. The 2017–18 Actual has been revised from the 2017–18 annual report following data cleansing. The 2018–19 Actual will be available following the Community Insights Survey which is expected to be conducted by 30 September 2019.
17. During Operation Cool Burn, priority locations for mitigation are identified by Area Fire Management Groups made up of key stakeholders such as land management agencies and local governments as well as QFES representatives. These locations are then treated with risk mitigation measures of targeted community education, fire line upgrades, hazard reduction burns or a combination of these activities. Some activities cannot be completed most commonly due to climatic conditions. Following Operation Cool Burn, QFES regions consider the risk areas that remain as part of their preparation and planning for the bushfire season itself. There are many activities carried out outside of the Operation Cool Burn period or in areas away from the Operation Cool Burn targets which also contribute to bushfire mitigation.
18. This strategic plan measure has been amended from 'Response times to road crashes'. Mobile property crashes encompass a broader range of incidents attended by QFES including road crashes. This measure reports the time within which 50 per cent and 90 per cent of the first responding QFES appliances arrive at the scene of a mobile property crash.
19. This strategic plan measure reports the time within which 50 per cent and 90 per cent of the first responding QFES appliances arrive at the scene of a landscape fire.
20. This is a new measure in the strategic plan. QFES provides appropriate relief and support during and after response to fire and emergency events until a managed transition occurs. Damage assessments inform QFES, its partners and the community of the relief and recovery activities required. The 2018–19 result was impacted by the monsoon flooding event in January–February 2019.
21. Data is sourced from the annual Working for Queensland (WfQ) survey. The 2017–18 data was derived from an agency specific question to determine staff's views as to whether 'QFES has a *'one QFES'* approach to service delivery'. The 2018–19 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'.
22. Data is sourced from the annual WfQ survey. The 2017–18 and 2018–19 data was derived from the survey factor 'My job' (question 21b: I understand how my work contributes to my organisation's objectives).
23. The 2017–18 and 2018–19 additional expenditure was funded by additional income received in that financial year.
24. Data is sourced from the annual WfQ survey. The 2017–18 and 2018–19 data was derived from the survey factor 'My job' (question 35: All things considered, how satisfied are you with your current job?).
25. Data is sourced from the annual WfQ survey. This factor is derived from a number of questions about staff's views of the organisation including 'My organisation inspires me to do the best in my job', 'My organisation motivates me to help it achieve its objectives' and 'I am proud to tell others I work for my organisation'.
26. In 2017–18, compulsory workplace training referred to the QFES Workplace Behaviour Training (WBT) package. The WBT package contained modules that addressed the *Code of Conduct for the Queensland Public Service* and identified what is acceptable workplace behaviour. The *Think. Say. Do.* awareness package replaced the WBT. The awareness package is comprised of eight modules including workplace behaviour and Code of Conduct. *Think. Say. Do.* was not compulsory during 2018–19 however, a total of 3,818 QFES personnel completed the awareness package during this period and the package continues to be promoted across the department. QFES is considering introducing *Think. Say. Do.* as a compulsory workplace training program to ensure employees are aware of their ethics-related rights, responsibilities and obligations through targeted education and training.