

Importance survey results

Towards the end of the last financial year AF&RS staff helped the Chief Fire Officer/Chief Executive carry out a new Importance Survey. The survey saw staff from across the service going out in the community to ask members of the public how important they considered a number of aspects of the fire and rescue service to be.

Questions included how quickly the service responds in an emergency, how much the fire and rescue service costs and how well we work with partner agencies.

A total of 5,778 surveys were completed with 95% of respondents considering our emergency response times to be the most important issue for them, followed by the completion of Home Fire Safety Visits and the fitting of smoke detectors in homes.

How much the fire and rescue service costs, how diverse the service is, how well we work with our partners and how often we consult the community about our work were also considered important by members of the public. However, these aspects of the service were considered less important than our response times and Home Fire Safety Visit service.

Results

Question	Extremely important	Very important	Important	Not very important	Not important at all	Most important
How quickly the FRS gets to me if I have an emergency	5352 94%	292 5%	44 1%	6 0%	2 0%	4974 95%
Whether the FRS will visit my home for safety advice and/or fix alarms	936 16%	1527 27%	1937 34%	1132 20%	206 4%	87 2%
How much the FRS costs	539 9%	982 17%	1772 31%	1634 28%	835 14%	61 1%
How diverse the FRS is	434 8%	733 13%	1103 19%	1388 24%	2021 36%	50 1%
How well the FRS works with partners	1152 20%	1928 34%	1686 29%	717 13%	234 4%	53 1%
How often the FRS consults me	314 6%	804 14%	1782 31%	2038 36%	756 13%	19 0%