

Appendix C:

Audit scope and method

Scope of this audit

Who we examined

We examined the following agency:

Agency	Its key responsibilities
FRV	<ul style="list-style-type: none">• Responding to fires, complex rescues, road crashes, emergency medical calls and hazardous chemical spills across Melbourne and Victoria's major regional centres• Educating the community about preventing fires• Reforming operational and strategic policy

Other agencies involved in this audit

Some FRV staff are seconded to CFA. CFA works in partnership with FRV to support these staff. We consulted with CFA when we developed our engagement strategy and engaged with it during the audit on findings related to secondees.

We also consulted with the Department of Justice and Community Safety when we developed our engagement strategy.

WorkSafe Victoria gave us data about relevant workers compensation claims.

Our audit objective

To determine whether FRV supports its staff to maintain their mental health.

What we examined

We examined how FRV supported its staff's mental health between 2020 and 2024.

We also considered historical information from MFB from 2018–20 where relevant.

We examined how FRV:

- ensures firefighter recruits are medically fit for the role
- educates its staff about mental health
- builds a supportive culture
- makes decisions about staff mental health
- prepares staff for life after retirement.

We also analysed data from WorkSafe Victoria about:

- FRV from 2020 to 2023
- MFB from 2018 to 2020.

Aspects of performance examined

Our mandate for performance audits and reviews includes the assessment of economy, effectiveness, efficiency and compliance (often referred to as the '3Es + C').

In this audit we focused on the following aspects:

Economy	Effectiveness	Efficiency	Compliance
○	●	○	○

Key:

- Primary focus
- Secondary focus
- Not assessed

Conducting this audit

Assessing performance

To form a conclusion against our objective we used the following lines of inquiry and associated evaluation criteria.

Line of inquiry	Criteria
1. FRV effectively supports and promotes a mentally healthy and supportive workplace and culture.	1.1 Appropriate screening is in place to ensure recruitment of suitable employees to reduce the risk of mental illness.
	1.2 Mental health awareness information and training is provided to all employees.
	1.3 A clearly communicated and promoted mental health and wellbeing strategy is in place incorporating policies, programs and practices that address FRV's specific risk profile.
	1.4 Senior leadership takes responsibility and is accountable for creating a workplace culture that actively supports good mental health.
2. FRV proactively identifies, monitors and manages employees' mental health and wellbeing risks.	2.1 Management proactively identifies, documents and assesses psychosocial hazards and the associated risk to their employees and uses this information to inform its mental health and wellbeing strategy.
	2.2 FRV promotes a culture of open communication and support, providing employees with accessible avenues to report incidents and signs of poor mental health.
	2.3 Management captures, analyses and reports appropriate information on mental health and wellbeing of the FRV workforce to inform decision-making and identify workers at high risk.
	2.4 Management monitors trends and changes to employee mental health and wellbeing over time.
	2.5 Employees, including those transitioning out of active service, have access to a range of varied and accessible professional advisory and support service options.

Our methods

As part of the audit we:

- surveyed FRV staff about their mental health and wellbeing in January and February 2024
 - reviewed the relevant policies, procedures, plans and processes FRV has used from 2020 to 2024
 - evaluated how FRV collected and used data about staff wellbeing from 2020 to 2024
 - analysed WorkSafe Victoria's data about:
 - FRV from 2020 to 2023
 - MFB from 2018 to 2020.
-

Compliance

We conducted our audit in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain reasonable assurance to provide a basis for our conclusion.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

Cost and time

The full cost of the audit and preparation of this report was \$860,000.

The duration of the audit was 15 months from initiation to tabling.
