

Office of the IGEM Strategic Plan

2016 – 2020

Our Environment

As a result of Queensland's geography and climate, Queensland will continue to experience significant natural disasters, with flooding and tropical cyclones (including storm tide and cyclonic winds) among the most damaging natural hazards.¹

Disaster management within Queensland is predicated on local capability and capacity, supported and augmented through a scalable, responsive model.

The model builds upon the availability and coordination of support at local, district, state and national levels. Success relies on key stakeholders working collaboratively and cooperatively in a Westminster-style system to contribute to outcomes that benefit the community.

To take account of the many variables, any system that aims to mitigate the effects of disasters must be comprehensive, scalable, adaptive, cost efficient and provide for interoperability between stakeholders. Fundamental to success is a:

- unity of purpose
- common philosophy, and
- common language across the stakeholders.

1 Historical analysis of natural hazard building losses and fatalities for Queensland 1900-2011 October 2012

Our Strategic Objectives

We are committed to delivering on the Queensland Government's objectives for the community of building safe, caring and connected communities and delivering quality frontline services.

We do this by reviewing and assessing Queensland's disaster management arrangements for opportunities to improve community outcomes.

Objective One

Government, stakeholders and the community receive independent assurance and advice about Queensland's emergency management arrangements.

Strategies

- Embed and validate the Emergency Management Assurance Framework in collaboration with stakeholders.
- Provide diligent oversight to ensure that accountabilities and responsibilities are known, understood and met across emergency management.

Objective Two

Authoritative reporting enhances accountability and improved community confidence and outcomes in emergency management.

Strategies

- Design and apply assurance activities, tools and processes that are valued by our stakeholders and enable performance improvements, evaluation and reporting.
- Undertake targeted reviews and system analysis that identify risks, gaps and prioritise improvements on the basis of community outcomes.

Our Vision

A catalyst for excellence in Emergency Management

Our Purpose

To enable confidence in Queensland's emergency management arrangements

Our Accountabilities

The functions of the Office of the Inspector-General Emergency Management under the *Disaster Management Act 2003* include:

- To regularly review and assess the effectiveness of disaster management by the State, including the State Disaster Management Plan and its implementation
- To regularly review and assess the effectiveness of disaster management by district and local groups, including district and local disaster management plans
- To regularly review and assess cooperation between entities responsible for disaster management
- To make disaster management standards
- To regularly review and assess disaster management standards
- To review, assess and report on performance by entities responsible for disaster management in the State against the disaster management standards
- To work with entities performing emergency services, departments and the community to identify and improve disaster management capabilities, including volunteer capabilities
- To monitor compliance by departments with their disaster management responsibilities
- To identify opportunities for cooperative partnerships to improve disaster management outcomes, and
- To report to, and advise the Minister about issues relating to these functions.

Our Values



Customers
first



Ideas into
action



Unleash
potential



Be
courageous



Empower
people

Strategic Risks and Challenges

- Reducing barriers to responsive and integrated disaster management for local governments, state agencies and other partners
- Ensuring performance is measured against outcomes
- Ensuring continued support for shared responsibilities balanced with clear accountabilities
- Ensuring clear expectations of leadership across the emergency management sector
- Providing valued services to key stakeholders
- Ensuring all stakeholders understand their risks and are taking appropriate action to mitigate these risks
- Ensuring the broader disaster management framework remains contemporary, and
- Ensuring the value of advice and related outcomes is greater than the investment required for implementation.

Objective Three

Drive a culture of excellence and innovation across the emergency management sector by connecting stakeholders, creating partnerships and marshalling expertise.

Strategies

- Encourage and harness trusted partnerships, enabled by transparent systems and processes, that promote innovation, interoperability, consultation and knowledge transfer across the emergency management sector.
- Connect and engage with stakeholders through key platforms that enable timely and open communication and help us to understand their needs.
- Integrate lessons identified, research, analysis and good practice into the provision of evidence-based emergency management policy and advice.
- Provide timely, clear and helpful information and advice that enhances links between emergency management and interdependent policy and programs.
- Promote a coordinated strategic direction for emergency management in Queensland.

Objective Four

A high-performing, agile, engaged and connected workforce that consistently delivers quality services.

Strategies

- Strengthen workforce capability, talent and agility.
- Foster a culture of high-performance that models our values and promotes transparency, fairness, integrity and accountability in all that we do.
- Actively champion inclusion and diversity, collaboration and authentic leadership.
- Support innovation, quality assurance and excellence through processes and systems that support data management and information sharing.

Key Performance Indicators

- Customer satisfaction of key stakeholders.
- Proportion of recommendations agreed to by entities to which the recommendations apply.