

## Our organisation

### About the Office

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*Our vision: A catalyst for excellence in emergency management*

*Our purpose: To enable confidence in Queensland's emergency management arrangements*

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The Office of the Inspector-General Emergency Management was established as a public service office on 1 July 2014 under amendments to the *Disaster Management Act 2003* (the DM Act).

The role of the Office is to enable confidence in Queensland's emergency management arrangements.

The functions of the Office are prescribed under section 16C of the DM Act.

The Office provides independent assurance and advice to the Government about Queensland's emergency management arrangements. It also undertakes assurance activities to enhance outcomes for the community.

The Office does this by conducting reviews and system analysis to identify risks to emergency management planning, preparedness, response and recovery arrangements and by recommending evidence-based improvements.

The Office is located at Level 26, 111 George Street, Brisbane, Queensland 4000.

## Operating environment

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*Our strategic context*

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Emergency and disaster management in Queensland continues to evolve and mature in a context of geographically, economically and ethnically diverse communities.

The Office operates in an environment of forecast increases in the complexity, frequency and severity of natural disasters due to climate change, vulnerability to natural and human-caused disasters, population growth, and the need to build community and infrastructure resilience.

Collaboration, cooperation, co-design and community-centric approaches contribute to continuous improvement in emergency management, helping to keep Queensland's communities safe.

There have been changes to the Office's operating environment in 2019–20 in response to COVID-19.

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*Our key stakeholders*

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The Office engages with a diverse range of stakeholders to ensure confidence in Queensland's disaster management arrangements and drive continuous improvement in disaster planning, preparedness, response and recovery.

The Office works with local governments, state government departments, federal government, non-government organisations and universities to enhance disaster management outcomes for the community.

The Office also seeks input from affected communities as part of its review activities.

It also collaborates with other jurisdictions on contemporary emergency management issues and practice.

The Office's Stakeholder Engagement Framework demonstrates the Office's commitment to effective and meaningful stakeholder engagement.

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### *Corporate services*

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The Public Safety Business Agency (PSBA) provides professional services to the Office. This includes information and communication technology, finance, human resource, procurement, asset management and audit services.

Queensland Fire and Emergency Services (QFES) provides professional legal, right to information and multi-media services to the Office.

Queensland Police Service (QPS) provides intellectual property services to the Office.

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### *Our key strategic risks*

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- Actively engaging with emergency management partners in a changing hazard environment.
- Effectively balancing customer and stakeholder expectations.
- Monitoring advances in emergency management service delivery, systems and platforms.

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### *Our key strategic opportunities*

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- Assurance and evaluation activities enable the identification of lessons and continuous improvement opportunities.
- Stakeholder engagement activities enable the championing of collaboration, enhanced partnerships and more effective use of research-based evidence.

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### *Our key priorities in 2020–21*

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- Conducting independent reviews and assurance activities to enable capacity, capability and continuous improvement.
- Enabling a sector-wide learning culture that is intelligence-led, evidence-based and informed by lessons learned.
- Evaluating and validating the effectiveness of emergency management and the progress of actions against recommendations.
- Working with the sector to embed emergency management standards, frameworks and tools.
- Seeking and empowering trusted partners and networks to enable contemporary research, environmental resilience and community-centric engagement.

These priorities are aligned to the Office's legislated functions and the Queensland State Disaster Management Plan.

The ongoing impacts of COVID-19 will continue to be monitored and adjustments may need to be made to the operating environment of the Office for 2020–21 in accordance with those impacts.