

Office of the Inspector-General Emergency Management

Strategic Plan 2020–24

Our vision

Driving continuous improvement in emergency management

Our purpose

To enhance emergency management in Queensland through collaborative leadership, partnerships and innovation

Government objectives

We contribute to the Queensland Government’s objectives for the community of *safeguarding our health* and *backing our frontline services* by ensuring that the best possible disaster management arrangements are in place to protect and benefit all Queenslanders

Our strategic context

Emergency management in Queensland is forward-thinking and constantly adapting to meet the challenges faced by Queensland’s geographically, economically and ethnically diverse communities.

Queensland is facing increases in the frequency, complexity, severity and compounding effects of natural disasters; vulnerability to a changing climate; a growing and ageing population; strong community expectations; and the need to build social, environmental and economic resilience.

Leadership, shared responsibility and community-centric approaches support responsive service delivery and keep Queensland’s communities safe.

Our strategic risks

- » Limited opportunity to engage with emergency management partners, due to a complex hazard environment and more frequent disasters, may diminish our ability to focus on action to keep communities safe
- » Limited opportunity to innovate, adapt and be a critical friend in a constantly changing environment with competing demands, may diminish our ability to fully enable community confidence in emergency management

Our strategic opportunities

- » Assurance and research will enable continuous improvement
- » Stakeholder engagement and new partnerships will create opportunities for innovative practice
- » Identifying lessons and embedding them into practice will inform future direction

Our values

Adaptability

We share the government’s values of

Courage

Customers first

Inclusiveness

Ideas into action

Innovation

Unleash potential

Integrity

Be courageous

Leadership

Empower people

Our objectives

1. Provide assurance and build emergency management capability

Strategies

- » Conduct independent reviews and assurance activities to enable capacity, capability and continuous improvement
- » Evaluate and validate the effectiveness of emergency management and the progress of actions against recommendations
- » Co-design and embed emergency management standards and tools to enable improved monitoring, evaluation and reporting
- » Enable a learning culture that is intelligence-led, evidence-based and informed by lessons learned
- » Work with the sector to embed frameworks and good governance

2. Seek collaborative partnerships

Strategies

- » Collaborate on engagement activities that deliver a coordinated and shared strategic direction for emergency management in Queensland
- » Seek and empower trusted partners and networks to enable contemporary research, environmental resilience and community-centric engagement
- » Explore contemporary ways to connect and engage with our partners to share knowledge and leading practice
- » Be a critical friend to support continuous improvement, adaptability and innovation in emergency management practice

3. Focus on our people

Strategies

- » Engage and empower our workforce to deliver our vision and purpose
- » Actively champion inclusion and diversity and demonstrate respect for human rights
- » Embed and support a culture of best practice and continuous improvement
- » Model strong ethical leadership that supports our values

Our measures



Customer satisfaction



Average cost per tier three review



Staff survey

Acknowledgement of Traditional Owners and Elders

The Office of the Inspector-General Emergency Management acknowledges Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country. The Office recognises their connection to land, sea and community. We pay our respects to them, their cultures, and to their Elders, past, present and emerging.



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