

Office of the Inspector-General of Emergency Management

Strategic Plan 2021–25

Our vision

Driving continuous improvement in emergency management

Our purpose

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

Government's objectives

We contribute to the Queensland Government's objectives for the community of



Safeguarding our health



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

Our measures

1. Provide assurance and build emergency management capability

Strategies

- 1.1 Conduct independent reviews and assurance activities to enable capacity, capability and continuous improvement
- 1.2 Regularly assess the effectiveness of emergency management and the progress of actions against relevant recommendations
- 1.3 Co-design, regularly review and embed disaster management standards, frameworks and tools to enable continuous improvement in Queensland's disaster management arrangements
- 1.4 Enable a learning culture that is intelligence-led, evidence-based and informed by lessons

Safeguarding



our health

Backing our



frontline services



Average cost per tier three review



Customer satisfaction

2. Seek collaborative partnerships

Strategies

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

Backing our



frontline services



Customer satisfaction

3. Focus on our people

Strategies

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



Customer satisfaction



Staff survey

The Office of the Inspector-General of Emergency Management will respect, protect and promote human rights in its decision-making and actions.

Acknowledgement

The Office of the Inspector-General of Emergency Management acknowledges Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country. We recognise 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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