

Emergency Management Assurance Framework



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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. IGEM 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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Emergency Management Assurance Framework

Purpose

The Emergency Management Assurance Framework (EMAF) provides the basis for delivering the functions of the Office of the Inspector-General of Emergency Management (IGEM) as set out in section 16C of the *Disaster Management Act 2003* (the Act).

Objectives

The objectives of the EMAF are to:

- direct, guide and focus the work of IGEM to ensure all entities working in Queensland's disaster management arrangements strive to achieve positive outcomes for the community
- support continuous improvement in disaster management
- provide transparency in relation to how IGEM delivers its functions.

Who it applies to?

The EMAF applies to IGEM in delivering its functions to provide independent assurance and advice to enhance Queensland's disaster management arrangements.



Framework overview

The Framework is comprised of four main sections:

- Principles
- Good practice attributes
- Disaster management standards
- Assurance activities.

Principles

Four principles underpin effective disaster management in Queensland. These principles are fundamental to effective disaster management and continual improvement of the disaster management system. They recognise the interconnectedness of disaster management across all levels of government, the private sector and the community.

Good practice attributes

The good practice attributes are the qualities that represent effective disaster management. These attributes inform any disaster management standards developed by IGEM.

Disaster management standards

Under the Act, IGEM may make, and regularly review and assess, standards about the way in which entities responsible for disaster management in the State are to undertake disaster management.

IGEM's functions also include to review, assess and report on performance by entities responsible for disaster management in the State against the disaster management standards set by IGEM.

Assurance activities

Assurance activities provide an indication of disaster management effectiveness. They provide a basis for monitoring and assessing individual and collective performance across the sector.

Principles

The principles provide the foundation for the EMAF.

They inform the Standard for Disaster Management in Queensland and the outcomes expected.

Public safety

Keeping the community safe is the primary driver for the continuous improvement of Queensland's disaster management arrangements.

The arrangements are delivered through disaster management groups with a focus on the safety of the community, engaging stakeholders and sharing the responsibility for disaster management.

Leadership

Leadership is demonstrated through a commitment to building a shared culture of excellence across the disaster management sector.

Strategic planning, within the context of resources and risk, underpins clear decision-making and priorities to achieve positive outcomes for, and to enable, the community.

Partnership

Every Queenslanders has a role to ensure our State is resilient, risks are managed, and identified opportunities lead to improvement.

Strong partnerships across the sector improve disaster management outcomes. Partnerships work well when they are well governed, have clear roles and responsibilities, and promote true collaboration.

Performance

A culture of performance drives the productivity and effectiveness of disaster management.

Productivity and effectiveness are measured by a combination of quality, quantity, cost, time and human relationships.

Performance and continuous improvement are monitored and analysed against standards.

Good practice attributes

Through consultation with the sector, it was agreed that an effective disaster management system for Queensland should consistently display five good practice attributes (the attributes). They inform disaster management standards developed by IGEM.

Scalable	Arrangements can be applied to any size or type of event and across all levels of Queensland's disaster management arrangements
Comprehensive	Considers all phases of disaster management, all hazards and risks, and a targeted all agencies approach
Interoperable	Promotes linkages and partnerships between systems, programs and people, to enable sharing of information and coordinated activities across the sector
Value driven	Ensures that the value of services and systems is considered in terms of cost, fit for purpose, quality, and the advancing of broader economic, environmental and social objectives
Adaptable	Arrangements can adapt to a changing climate and environment, remaining flexible to the needs of the community

Disaster management standards

Standard for Disaster Management in Queensland

The Standard for Disaster Management in Queensland (the standard) establishes the outcomes to be achieved for all entities involved in disaster management.

Assurance activities

Assurance activities collectively contribute to the assessment of the overall effectiveness of disaster management in Queensland. Assurance activities may differ in their level of independence, scope, depth and rigour. Environmental and horizon scanning activities inform areas that may require further analysis or enquiry.

Assurance activities led by IGEM

Under section 16C of the Act, IGEM has the function to review and assess the effectiveness of disaster management by State, district and local groups. This is the function under which assurance activities are conducted.

Assurance activities may focus on an aspect of the standard, the capability of an entity, or other topics relevant to the effective functioning of the sector. They may be conducted at the direction of Government or scheduled as part of IGEM's program of work, and may occur post, during or in readiness for future disaster events.

Assurance activity outputs

Papers and reports produced by IGEM provide independent assurance and advice about the effectiveness of emergency management arrangements in Queensland.

Briefing paper

A briefing paper provides the decision maker with a summary of facts about an issue, or an overview of a situation or arrangements. It may address opportunities for improvement or highlight exemplary practice.

Discussion paper

A discussion paper provides greater analysis of an issue, situation or arrangements than a briefing paper, considering trends, other sector or jurisdiction approaches or current best practice research. It may address opportunities for improvement or highlight exemplary practice.

Review report

A review report provides a comprehensive analysis of the effectiveness of a disaster management issue, situation or set of arrangements. The review report is based on evidence, and may include discussion of underlying themes, contributing factors and root causes of issues. The review report includes findings and may include recommendations for improvement informed by lessons identified, research and good practice.

Research paper

A research paper explores an issue, generates discussion and seeks best practice solutions.

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