

Inspector-General's message



The Office of the Inspector-General Emergency Management (IGEM) made significant progress during 2015-16 in achieving its vision of being a catalyst for excellence in emergency management in Queensland.

Against a backdrop of a quieter storm and cyclone season, the Office of the IGEM led a broad range of initiatives and assurance activities to ensure Queenslanders benefit from the best possible disaster management arrangements.

The ongoing adoption and application of the Emergency Management Assurance Framework and Queensland's Standard for Disaster Management (the Standard) were key to the Office's activities in 2015-16, and formed the basis of assurance activities undertaken by the Office of the IGEM.

Three formal reviews headlined the 2015-16 series of assurance activities:

- Seqwater and SunWater Warnings Communications
- Capability at a district and local level for the Warwick disaster district
- Aboriginal and Torres Strait Islander Councils' Capability to Deliver Disaster Management Responsibilities.

In addition, the Office of the IGEM completed:

- an analysis of documents relating to 152 disaster management exercises, carried out between 2010 and 2015, to identify trends, innovation and good practice
- an evaluation of the achievements of the improvement strategies in the *State Disaster Coordination Centre: Room for Improvement Report June 2014*.

To enhance disaster management excellence at the local level, the Office of the IGEM developed a range of products including:

- a single online process to assess local and district disaster management plans
- an online Prioritisation Tool to support entities to undertake a health check of their disaster management arrangements against the Standard
- a series of 'Accountabilities in practice' fact sheets for practitioners.

To assist stakeholders to better understand and apply the Standard, workshops were held across Queensland, inclusive of chairs and members of local and district disaster management groups.

The Office of the IGEM continued to drive its deep commitment to engagement, communication, collaboration and partnering with disaster management stakeholders.

As part of this commitment, a Disaster Management Officer Network was established to provide an opportunity for practitioners to connect; keep abreast of developments in disaster management arrangements and associated doctrine; and to share and develop skills, knowledge, resources, ideas and innovation. The network, which included a three day forum in Cairns (May 2016), has grown to include 71 officers from 51 local governments and one member from the Local Government Association of Queensland, in just seven months.

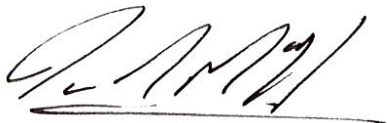
The focus on collaboration, partnerships and engagement was also highlighted in 2015-16 through:

- creation of an IGEM Advisory Panel to provide practical advice from key stakeholder groups
- development of an online e-newsletter *IGEM Connect*, shared with more than 1,200 stakeholders
- partnering with practitioners in the Wide Bay and North Burnett region to undertake a study into disaster management arrangements for seniors living in their own homes
- engagement and partnering with individuals and agencies through innovation-related initiatives such as GovHack
- establishment of online platforms within the disaster management sector to support networking, encourage good practice and sharing of ideas
- development of a multi-faceted research framework in collaboration with industry and the tertiary sector to deliver high quality research that contributes to continuous improvement in practice and community outcomes in Queensland
- significant progression of the development of a disaster management lexicon through a working group comprising sector representatives.

In support of this engagement-focussed approach, staff from the Office of the IGEM also met with Mayors and senior executives from local governments throughout Queensland; addressed a number of local and district disaster management group meetings; spoke at local, national and international conferences; and participated in numerous exercises, workshops, forums and symposiums.

This commitment to collaboration, partnering and driving excellence in disaster management from the ground up was reflected in stakeholder satisfaction with the work of the Office of the IGEM. Overall, 83% of stakeholders were either 'satisfied' or 'very satisfied' with the services and advice provided by the Office of the IGEM.

My goal for the coming year is to take the excellent work of 2015-16 to the next level and continue to facilitate the delivery of the best possible disaster management arrangements for all Queenslanders.



Iain S MacKenzie AFSM
Inspector-General Emergency Management

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