

Inspector-General's message

The Office of the Inspector-General Emergency Management (the Office) made significant progress during the 2017-18 financial year in delivering on its vision of being the catalyst for disaster management excellence in Queensland.

Through the ground-breaking Emergency Management Assurance Framework and Australia's first Standard for Disaster Management, the Office undertook a comprehensive program of assurance activities and initiatives to support the development and maintenance of world class disaster management arrangements.

And consistent with an ongoing core value of the Office, ground-up consultation with stakeholders formed the foundation of how we approached and delivered our assurance activities throughout the year.

This collaborative approach was an instrumental component of reviews during 2017-18, which included:

- a review of disaster management arrangements associated with Tropical Cyclone Debbie. As part of the review, the Office was tasked to ensure good practice was identified; lessons learnt from the event were captured; and that common themes for improvement were adopted.
- the Townsville Capability Review, which assessed the ability of the Townsville District Disaster Management Group, and local disaster management groups in Richmond, Palm Island, Hinchinbrook, Flinders, Charters Towers, Burdekin and Townsville to meet future challenges, as measured against the Standard for Disaster Management in Queensland.
- a review of evacuation management arrangements, which assessed the extent to which arrangements and plans reflect good practice, the Standard for Disaster Management in Queensland, and the capacity to adapt plans to events.

Apart from reviews, the Office undertook a comprehensive range of other activities and initiatives during 2017-18 to further enhance disaster management excellence at the local, State and Federal levels. Achievements surrounding this work included:

- the development of the first draft of a Queensland-specific disaster management lexicon, to ensure consistency and common understanding of key words used within the sector
- the commencement of a system-wide lessons management program to enable improvement strategies and innovative solutions, good practice, and ideas to grow capability
- the development of a research framework to collaboratively develop and promote disaster management, specifically for the Queensland context
- winning the Leadership Category of the 2017 Premier's Awards for Excellence for the Disaster Management Officers' Network; the network now incorporates 91 staff from 55 councils
- securing formal White Ribbon accreditation as part of the Office's active support and commitment to seeking to prevent violence against women
- commencement of a refresh of the ground-breaking Emergency Management Assurance Framework and Standard for Disaster Management in Queensland
- partnership with the Commonwealth and the coordination of Queensland's involvement in the



Inspector-General Iain MacKenzie

development of the Australian Vulnerability Profile, which seeks to better understand and mitigate risks nationally

- partnering with tertiary institutions on pivotal disaster management studies including community engagement and associated tools; the use of augmented and virtual reality; environmental recovery; and a needs analysis and good practice study regarding datasets used by practitioners
- leading, collaborating and presenting with key partners including Australian Fire and Emergency Services Authorities Council, Queensland University of Technology, Australian Institute of Police Management, Griffith University, Council on the Ageing, Australian Strategic Policy Institute, University of Queensland, and the Australian National University
- development of a contemporary disaster management analytics dashboard, in collaboration with the Department of Housing and Public Works, to allow enhanced analysis and sharing of data from annual disaster management plan assessments.

While much was achieved in driving disaster management excellence during the financial year, more work needs to be done, particularly in the area of lessons management.

Accordingly, my goal for the coming year is to expand on the excellent work of 2017-18 and continue to embrace close and collaborative working arrangements with stakeholders, to bring about real change and enhanced confidence in disaster management arrangements in Queensland.

A black and white image of a handwritten signature in cursive script, reading "Iain S MacKenzie". The signature is written on a white background and is enclosed within a black rectangular border.

Iain S MacKenzie AFSM

Inspector-General Emergency Management