

## *Inspector-General's message*

The 2014-15 financial year represented a period of significant achievement for the Office of the Inspector-General Emergency Management (IGEM).

Despite only formally being established as a public service office on 1 July 2014, my office has made significant headway under our vision of becoming a catalyst for excellence in emergency management in Queensland.

Underpinning the achievements of 2014-15 has been the development and release of the Emergency Management Assurance Framework and introduction of Queensland's first Standard for Disaster Management.

The ground-breaking Standard establishes the performance requirements for all entities involved in disaster management and forms the basis of Assurance Activities undertaken by the Office of the IGEM.

Central to the development of the Framework and Standard, and the majority of the Office of the IGEM's significant outputs during 2014-15, has been a deep commitment to ground up consultation with stakeholders.

Through a comprehensive Communication and Engagement Strategy and supporting Stakeholder Engagement Framework, I and staff from my office visited many parts of the state during the year, establishing a wide-ranging series of mechanisms and initiatives to ensure stakeholder knowledge, needs and requirements are pivotal in all that we do.

This strong commitment to engaging and partnering with stakeholders was evidenced in our key achievements for the year, which included:

- an evaluation of the governance and doctrine of emergency management training and exercise arrangements in Queensland, comparing them with existing practices in other jurisdictions and sectors, to identify gaps and issues that warrant further review
- exploration of opportunities for greater interoperability across the disaster management sector regarding information sharing
- a review and assessment of the effectiveness of disaster management plans at district and local levels and the introduction of a single assessor, 'review by exception' approach which reduced the impost on stakeholders
- monitoring and supporting work to implement a number of recommendations from the Queensland Floods Commission of Inquiry (2012)
- commencement of the development of a statewide network for disaster management officers and local disaster coordinators to create a vehicle for positive sector change and continuous improvement
- development and commencement of implementation of a customer relationship management system to facilitate ease of access to the Office of the IGEM for stakeholders
- establishment of a memorandum of understanding with the Queensland University of Technology involving a range of initiatives including a student intern placement with the Office of the IGEM, to develop tertiary disaster management excellence.

In addition, a program of reviews was completed by my office in 2014-15 and provided to the Minister for Police, Fire and Emergency Services and Minister for Corrective Services.

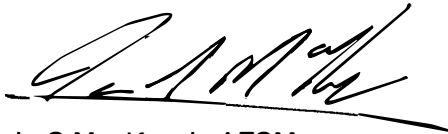
The reviews were:

- a review of cyclone sheltering arrangements for storm surge and cyclones against the Standard for Disaster Management in Queensland
- a review of the impact on the community of the Callide Creek flooding event on 20 February 2015, associated with Tropical Cyclone Marcia
- a review of local governments' capability to issue contextualised, fit-for-purpose, consistent and accurate warnings through all phases of events
- a review of state agency integration at a local and district level to understand the drivers for, and barriers to, integration of Queensland Government agencies in Queensland's disaster management arrangements.

Importantly, the evidence-based recommendations arising from our reviews have been strongly embraced. Of the recommendations made in reviews provided to the Minister for Police, Fire and Emergency Services and Minister for Corrective Services, 98.3% were agreed to by entities to which the recommendations applied.

My strong desire is for our findings and recommendations to be considered as opportunities for the delivery of improved outcomes to the community as this is where our collective focus needs to be. In February 2015, we also conducted our first annual customer satisfaction survey and invited more than 300 stakeholders from state and local government entities involved in emergency and disaster management to participate. The survey results revealed 87.8% of stakeholders were either 'satisfied' or 'very satisfied' with the services and advice provided by my office.

My goal for the coming year is to expand on the excellent achievements of 2014-15 and continue to develop close and collaborative working arrangements with stakeholders to bring about real change and enhanced confidence in disaster management in Queensland.



Iain S MacKenzie AFSM  
**Inspector-General Emergency Management**

14<sup>th</sup> September 2015