

## Inspector-General's message

The 2018–19 financial year was a rewarding year for the Office of the Inspector-General Emergency Management (the Office).

In the wake of a severe heatwave and bushfires in late 2018, and an unprecedented monsoon trough that affected more than half of the State in early 2019, the Office undertook two major reviews.

These reviews revealed the strength and capability of Queensland's disaster management arrangements to meet the challenges of events of this nature. Importantly, these reviews also identified where lessons learnt through earlier events had been successfully applied.

Another key achievement for 2018–19 was the comprehensive refresh of the ground-breaking Emergency Management Assurance Framework (the Framework) and Standard for Disaster Management in Queensland (the Standard). The refresh included extensive consultation with around 100 stakeholders over 1000 hours to ensure that the Framework and the Standard remain relevant to the sector.

Akin to the findings of the Office's key reviews this year, work to refresh the Framework and the Standard has been highly rewarding. These types of outcomes, in part driven by the work of my Office over the past five years, are the real test of success.

Another key headline activity for the Office and the disaster management sector during 2018–19 was the development of the Queensland Disaster Management Research Framework (the Research Framework).

Unique in Australia, the Research Framework has brought together people from State and local government and major universities in Queensland to drive a more collaborative approach to disaster management research. The Framework now includes a database of more than 150 researchers, and a Research Advisory Panel that will cooperatively identify and drive research priorities and activities into the future.

In 2018–19, the Office also:

- completed a review of the efficiency and effectiveness of recovery governance
- commenced a capability review of the Mount Isa Disaster District
- continued to progress the development of the Lessons Management Program
- published the Queensland Disaster Management Lexicon
- supported the award-winning Disaster Management Officers' Network, which now boasts 112 members from 58 councils
- facilitated the review and assessment of the effectiveness of disaster management plans at local and district levels.

The commitment of the Office to collaborating and partnering with the sector to drive excellence in disaster management from the ground up is reflected in the results of the most recent customer satisfaction survey. Eighty three percent of respondents have told us that they were satisfied or very satisfied with the services and advice provided.

While this will be my last annual report as the Inspector-General, the Office is committed to taking the excellent work of 2018–19 to the next level in 2019–20 and striving to ensure the best possible disaster management arrangements exist for all Queenslanders.



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**Inspector-General Emergency Management**



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