

## Our organisation

### About the Office

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*Our vision: A catalyst for excellence in emergency management*

*Our purpose: To enable confidence in Queensland's emergency management arrangements*

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The Office of the Inspector-General Emergency Management (the Office) was established as a public service office on 1 July 2014 under amendments to the *Disaster Management Act 2003*.

The role of the Office is to support confidence in Queensland's emergency management arrangements.

The Office provides independent assurance and advice to the Government about Queensland's emergency management arrangements. It also undertakes authoritative reporting to enhance accountability and improve outcomes for the community.

The Office does this by conducting reviews and system analysis to identify risks to emergency management planning, preparedness, response and recovery arrangements and by recommending evidence-based improvements.

The Office is located at Level 26, 111 George Street, Brisbane, Queensland 4000.

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#### *Our functions*

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Under the *Disaster Management Act 2003*, the Office's functions include to:

- regularly review and assess the effectiveness of disaster management by the state, including the State Disaster Management Plan and its implementation
- regularly review and assess the effectiveness of disaster management by district and local groups, including district and local disaster management plans
- regularly review and assess cooperation between entities responsible for disaster management in the state, including whether the disaster management systems and procedures employed by those entities are compatible and consistent
- make disaster management standards
- regularly review and assess disaster management standards
- review, assess and report on performance by entities responsible for disaster management in the state against the disaster management standards
- work with entities performing emergency services, departments and the community to identify and improve disaster management capabilities, including volunteer capabilities
- monitor compliance by departments with their disaster management responsibilities
- identify opportunities for cooperative partnerships to improve disaster management outcomes
- report to, and advise, the Minister about issues relating to the above functions.

## Operating environment

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### *Our strategic context*

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The Office operates in the context of Queensland communities that are geographically, economically and ethnically diverse.

Factors such as population growth, vulnerability to natural and human-caused disasters, and forecast increases in the complexity, frequency and severity of natural disasters due to climate change are key considerations for the Office. They continue to drive the Office to promote a coordinated strategic direction for emergency management in Queensland.

The Office draws on good practice, innovation and learning at all levels of Queensland's disaster management arrangements - local, district and state - to support sustainable change in this context. Collaboration, cooperation, co-design and community-centric approaches that build local capability are also key.

Independent reviews conducted by the Office following major events such as cyclone, bushfire and flood contribute to continuous improvement in disaster management. These reviews are critical to providing an assurance of public safety.

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### *Our key stakeholders*

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The Office works with local governments, state government agencies, non-government organisations and universities to improve disaster management outcomes for the community.

It seeks input from affected communities as part of its review activities.

It also collaborates with other jurisdictions on contemporary emergency management issues and practice.

Communication and engagement activities undertaken by the Office are based on four key principles:

- clear, accurate and timely communication
- accessibility and inclusiveness
- transparency
- measurable outcomes and evaluation.

The Public Safety Business Agency (PSBA) provides corporate services to the Office. This includes information and communication technology, finance, procurement, asset management, human resource and audit services.

Queensland Fire and Emergency Services (QFES) provides professional legal and multi-media services to the Office.

Services are delivered in accordance with service level agreements and catalogues that detail the relevant accountabilities of each agency.

### *Our key strategic risks*

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- Customer and stakeholder expectations - a failure to balance competing needs, caused by changing customer and stakeholder expectations, may diminish the Office's ability to provide valued advice and assurance about disaster management effectiveness and outcomes.
  - Changing hazard environment - limited opportunity to engage with emergency management partners, caused by a changing hazard environment and more frequent disasters, may reduce the Office's ability to support action to keep communities safe.
  - Technological change - inadequate monitoring of advances in emergency management service delivery, systems and platforms, caused by rapid technological change, may limit the Office's ability to support collaboration between entities.
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### *Our key strategic opportunities*

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- Balance - achieve a more effective balance between shared responsibility, clear accountability and outcome-focused performance across all tiers of government in the emergency management sector.
  - Champion - actively champion collaboration, partnerships and authentic leadership across the emergency management sector.
  - Empower - promote genuine community engagement and empowerment by emergency management entities.
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### *Our key priorities in 2019–20*

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- Continuing to promote a coordinated strategic direction for emergency management in Queensland.
- Undertaking targeted reviews that identify risks and prioritise improvements in Queensland's emergency management arrangements.
- Providing system monitoring, analysis, oversight and assurance to build stakeholder capability to deliver their emergency management accountabilities.
- Leading the development of a system-wide lessons management program for disaster management in Queensland.
- Enabling a collaborative, sector-wide approach to disaster management research.

These priorities are aligned to the Office's legislated functions and key activities in the *Queensland State Disaster Management Plan*.

There are no known changes to the operating environment of the Office for 2019–20.