

Our vision

A catalyst for excellence in emergency management

Our purpose

To enable confidence in Queensland's emergency management arrangements

Our strategic context

Globalisation, climate adaptation, digital disruption, shifting demographics, cultural diversity and community expectations all form part of the changing landscape within which emergency management operates in Queensland.

Our response to these changes is continuing to evolve.

In the decade since Severe Tropical Cyclone Larry (2006), significant global and local events have shaped trends and priorities in emergency management. The complexity of disasters is increasingly influencing how the Queensland emergency management sector adapts to and plans for events. Community-centric approaches are emerging that draw on local capability, capacity, leadership and ownership of disaster management in a maturing emergency management system.

To mitigate the effects of disasters and build community resilience in Queensland, our current system is directed toward collaboration and cooperation at local, district, state and national levels supported by scalable, agile, interoperable and cost-efficient approaches to emergency management. Confidence and trust in emergency management will continue to be built by authentic leadership that will enable partnerships to deliver improved public safety outcomes, and by accepting performance review as a key to business improvement.

Our strategic risks

Strategic risks that may impact on the achievement of our objectives include:

- Environmental factors and digital disruption may impact the extent to which barriers to responsive and integrated disaster management are effectively reduced for local governments, state agencies and key partners
- Shifting customer expectations may impact the Office's ability to provide valued and contemporary services to key stakeholders and partners in the emergency management sector, and to ensure state agency participation in arrangements at all levels
- The changing hazard environment and disaster events may limit the opportunity to engage with key stakeholders, and ensure appropriate action is being taken to contribute to resilient communities

Mitigation strategies are outlined in our strategic risk register.

Our strategic opportunities

To enable confidence in Queensland's emergency management arrangements in the strategic context within which we operate, we seek to:

- Achieve a more effective balance between shared responsibility, clear accountability and outcome-focused performance in the emergency management sector
- Actively champion authentic leadership across the emergency management sector
- Enhance our understanding of community expectations and identify opportunities for genuine engagement



We are committed to delivering the Queensland Government's objectives for the community of building safe, caring and connected communities and delivering quality frontline services.

We do this by reviewing and assessing the effectiveness of disaster management in Queensland and recommending improvements. We also identify opportunities for cooperative partnerships to support improved community outcomes.

Our functions are prescribed in section 16C of the *Disaster Management Act 2003*.

Our three strategic objectives work together to contribute to the delivery of responsive services and safer communities in times of emergency.

Office of the IGEM Strategic Plan 2017–2021

Our values

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people

