

Our organisation

About us

Our vision: Driving continuous improvement in emergency management

Our purpose: To enhance emergency management in Queensland through collaborative leadership, partnerships and innovation

The Office of the Inspector-General of Emergency Management (IGEM) provides assurance and advice to enhance Queensland's emergency management arrangements.

IGEM is established under the *Disaster Management Act 2003* (the DM Act) to enable confidence in Queensland's emergency management arrangements. Section 16C of the DM Act prescribes our functions.

IGEM plays a key role in reviewing and assessing the effectiveness of Queensland's disaster management arrangements, building emergency management capability and collaborative partnerships.

The current and ongoing focus of IGEM's work is on conducting reviews at the direction of the Queensland Government.

Strategic Plan 2020–24

In 2020–21, IGEM delivered programs and activities to achieve its three strategic objectives in accordance with its *Strategic Plan 2020–24*.

The three strategic objectives are:

- provide assurance and build emergency management capability
- seek collaborative partnerships
- focus on our people.

IGEM's performance against these objectives is measured through service standards as described on page 12.

Operating environment

Our strategic context

Emergency management in Queensland is forward-thinking and constantly adapting to meet the challenges faced by Queensland's geographically, economically and ethnically diverse communities.

Queensland is facing increases in the frequency, complexity, severity and compounding effects of natural disasters; a changing climate; a growing and ageing population; strong community expectations; and the need to build social, environmental and economic resilience.

Leadership, shared responsibility and community-centred approaches support responsive service delivery and keep Queensland's communities safe.

Our key stakeholders

Activities delivered by IGEM support key stakeholders and the community to prepare, respond, recover and be resilient in the face of disasters and severe weather events.

IGEM works with its partners and key stakeholders to enable contemporary research, community-centric engagement, adaptability and innovation in emergency management practice. Key partners and stakeholders include local governments, state government agencies, federal government, non-government organisations and universities. The IGEM also engages with impacted communities when conducting reviews.

IGEM's commitment to effective and authentic engagement is outlined in IGEM's *Stakeholder Engagement Framework*.

During 2020–21, four editions of the e-newsletter IGEM Connect were issued to over 1400 stakeholders. IGEM also continued to engage with stakeholders via Twitter and Facebook.

Our corporate services

During 2020–21, the Public Safety Business Agency (PSBA) provided professional information and communications technology, financial, procurement, asset management and human resource services to the public safety agencies including Queensland Fire and Emergency Services (QFES), Queensland Police Service (QPS) and IGEM. IGEM received intellectual property services from QPS and legal, right to information, and multi-media support services from QFES.

On 7 September 2020, the Queensland Government announced its intention to integrate the PSBA functions and staff into the public safety agencies of the QPS and QFES, as part of a wider strategy to structurally reform government statutory bodies and agencies and increase further efficiencies in the delivery of quality outcomes to the community of Queensland.

The disestablishment of PSBA, as per the *Administrative Arrangements Order (No.1) 2021*, was completed by 30 June 2021. Please refer to PSBA's Final Report 2020-21 for more information at www.parliament.qld.gov.au.

Our strategic risks and opportunities

IGEM's key strategic risk for 2020–21 was limited opportunity to engage with emergency management partners, due to a complex hazard environment, increase in operational tempo and more frequent disasters. IGEM worked closely with key partners to manage this risk and ensure review timeframes were met. IGEM's key strategic opportunities for the reporting period included:

- assurance and research to enable continuous improvement in disaster management.
- stakeholder engagement and new partnerships to create opportunities for innovative practice
- identifying lessons and highlighting them in IGEM reviews to promote good practice.

Our key priorities in 2021–22:

- continuing to serve as an independent review mechanism for government
- delivering review and assurance activities that include a focus on compounding events, rapid onset events, such as COVID-19 and community readiness for future events
- conducting strategically focused capability reviews
- continuing to implement a program for monitoring, evaluation and reporting on IGEM's review recommendations
- embedding emergency management standards, frameworks and providing resources to support contemporary disaster management practices
- continuing to apply the Queensland Disaster Management Research Framework to build disaster management capability and support the translation of research into disaster management practice.

IGEM priorities are aligned to IGEM's legislated functions and the *Queensland State Disaster Management Plan*.

IGEM will continue to be agile in response to COVID-19 and its priorities may be adjusted to ensure continuity in service delivery to key stakeholders.