

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 the IGEM's functions.

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

Our Strategic Objectives

Strategic Plan 2021–25

In 2021-2022, IGEM delivered a range of programs and initiatives to achieve its three strategic objectives, in accordance with its [Strategic Plan 2021-25](#).

The three strategic objectives are:

1. provide assurance and build emergency management capability
2. seek collaborative partnerships
3. 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

Queensland is considered the most disaster-prone state in Australia¹. Communities are at the forefront of disaster impacts. In addition to the compounding effects of natural disasters, Queensland's urban, regional and remote communities continue to face a range of cascading socio-economic impacts which underscore the importance of building social, environmental and economic resilience.

¹ Queensland Reconstruction Authority: March 2022 Quarterly Update qra_report_-_march_2022_quarterly.pdf

Impacts which affect Queensland communities include climate change, an ageing and shifting population, rapid digital transformation, and biosecurity.

Queensland's emergency management leaders and personnel must be forward-thinking, collaborative, share responsibility, be agile and ready to adapt to meet challenges faced by Queensland's geographically, economically and ethnically diverse communities.

Delivery of the legislated functions of IGEM provides the disaster and emergency management sector with accountability. This also enables a culture of continuous improvement and best practice in the delivery of co-ordinated community-centred responses to keep people safe and make communities more resilient to disaster risks and impacts.

Our key stakeholders

To deliver IGEM's legislated functions we work with a diverse range of partners and stakeholders, all with a shared commitment to improving Queensland's disaster management arrangements. Our partners and stakeholders include local governments, state and federal government agencies, non-government organisations and universities. When conducting reviews, we engage with impacted communities and First Nations people to learn and inform our work.

Our people work closely with our partners and key stakeholders to enable contemporary research, community-centric engagement, adaptability and innovation in emergency management practice. Effective and authentic engagement is pivotal to establishing and strengthening long-lasting, connected, and meaningful relationships that enable continuous improvement. We do this through our *Stakeholder Engagement Framework*. We continue to build on our connections with university researchers, disaster managements, government, and non-government agencies through the *Queensland Disaster Management Research Framework*.

As part of the delivering the South East Queensland Flooding and Rainfall 2022 Review, we continued to engage with stakeholders through a variety of mediums, including Twitter and Facebook, by working closely with local governments, media outlets and members of parliament in south east Queensland to promote IGEMs schedule of community forums.

Highlights in 2021-22 include:

- delivery of the inaugural Research Forum in July 2021. The forum showcased how Queensland uses research and practice together to manage Queensland's complex and changing disaster environment. While the forum was an online event, due to COVID-19, it attracted nearly 500 registrations from across Australia and internationally; and
- completion of eight community forums between 26 April 2022 and 29 June 2022, as part of the South East Queensland Rainfall and Flooding, February to March 2002 Review, in addition to observing one community meeting as part of the South East Review. These forums were delivered in partnership with the Department of Communities, Housing and Digital Economy and the Australian Red Cross who offered support to members of the public. The community forums were tremendous examples of community bonds, resilience, tenacity, and an enduring Queensland spirit.

Our corporate services

On 1 July 2021 our corporate service delivery functions, including the provision of governance, human resources, information and communication technology, finance, right to information and procurement services, were transferred to Queensland Police Service (QPS). We continued Service Level Agreements with:

- Queensland Fire and Emergency Services (QFES) for strategic content services, and cabinet and parliamentary support provided by the Cabinet, Legislation and Liaison Office; and
- Queensland Shared Services (QSS) for specific aspects of finance and human resource services as defined through an endorsed service catalogue.

Our strategic risks and opportunities in 2021-22

Risks

- Limited opportunity to engage with emergency management partners due to a complex hazard environment and more frequent disasters; and
- Limited opportunity to innovate, adapt and be a critical friend in a constantly changing environment with competing demands.

Opportunities

- Assurance and research to enable continuous improvement
- Stakeholder engagement and new partnerships to create opportunities for innovative practice; and
- Identifying lessons and embedding them into practice to inform future direction.

Our key priorities in 2022-23

In 2022–23, the IGEM will:

- complete a review of the South East Queensland rainfall and flooding event that occurred 22 February to 7 March 2022
- continue working with lead agencies to monitor, evaluate and report on the progress of implementation of Queensland Government action plans published in response to IGEM reviews
- conduct capability reviews in consultation with key partners to provide a greater level of assurance about disaster management activities and performance
- deliver a second Queensland disaster management research forum to coincide with the Asia Pacific Ministerial Conference on Disaster Risk Reduction to be held in Brisbane in September 2022
- continue the facilitation of an annual disaster management plan assessment process to review the effectiveness of district and local plans.