

# Our commitment to stakeholder engagement



## Our focus on stakeholder engagement

QFES is driven by the community it serves, so we acknowledge the need for strong relationships with partners and stakeholders that are collaborative, open, meaningful and outcomes-focused. We are committed to engaging with our stakeholders and our workforce. This ongoing engagement is essential to achieving our shared goal of helping Queenslanders. QFES is committed to developing key relationships to build community resilience and empower others to do the same.

## Our principles for stakeholder engagement

- **Focused** on community, government at all levels, business and industry
- **Integrated** with our partners and interoperable
- **Clear** about our purpose and intent
- **Efficient and effective**
- **Balanced** – from preparedness to response and recovery, with attention on strategy and operations
- **Agile**
- **Outcomes-driven** delivering solutions and results
- **Minimise community impacts** through prevention and mitigation.



A QFES-hosted multi-agency bushfire management workshop to better understand risk and mitigation

## Our commitment to you

In undertaking stakeholder engagement, QFES will be:

- **Inclusive and collaborative** in our approach and processes
- **Transparent** in stating our objectives and intentions
- **Accountable** in the provision of feedback and outcomes
- **Committed** to the engagement process and its continuous improvement.



Working with Indigenous rangers at Hells Gate near the Northern Territory border to learn and apply traditional fire management techniques

## We will also

- Be open, honest and respectful of the ideas, opinions and positions of all parties involved
- See stakeholder engagement as an opportunity to look for innovative and new ways to work together to enhance our relationships and deliver better outcomes for the community.





*Joining forces with partner agencies to work with the community and build resilience*

## Our department's role

Queensland Fire and Emergency Services (QFES) is a leader in fire, emergency management and disaster relief.

Through our three services, QFES has a proud history of serving the community. The Fire and Rescue Service (FRS), the Rural Fire Service (RFS) and State Emergency Service (SES) work with the community creating a stronger, more resilient state.

As an emergency services department, QFES has a shared responsibility for the safety of people and property through the four phases — prevention, preparation, response and recovery — with all four underpinned by emergency management capabilities.

With a paid and volunteer workforce of more than 48,000 people, we are committed to building community resilience and to keeping Queenslanders safe.



*Toowoomba Fire and Rescue crews have engaged with new arrivals to Australia to better understand their needs*

## Our vision

One QFES creating safe and resilient communities.

## Our mission

To help the community to prevent, prepare for, respond to and recover from the impact of fire and emergency events.

## Our values

Our approach to stakeholder engagement is guided by QFES' values of:

### Respect

We appreciate and value each other and our differences.

### Integrity

We are individually accountable for our performance and undertake our duties with diligence and transparency.

### Courage

We are brave when facing adversity, value ethical behaviour and challenge wrongdoing.

### Loyalty

We are committed to each other, have pride in our organisation and are dedicated to keeping Queensland communities safe.

### Trust

We are open, honest and dependable.

These values underpin our relationships with the community, our partners and stakeholders.

## Our stakeholders

QFES has a broad range of stakeholders in government, non-government organisations, industry and the wider community.

