

Our vision

One QFES creating safe and resilient communities

Our purpose

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

Our values

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.

Our commitment to Queenslanders

To create safe and resilient communities by minimising the impact and consequences of fire and emergencies on the people, property, environment and economy of Queensland.

Our contribution to government objectives

Our contribution to government objectives is integrated into our service delivery and through the actioning of our strategic plan.

Government objective – Delivering quality frontline services:

- Providing responsive and integrated services
- Supporting disadvantaged Queenslanders

QFES contributes to this government objective through Priority Areas 2, 3, 4 and 5.

Government objective – Building safe, caring and connected communities:

- Encouraging safer and inclusive communities

QFES contributes to this government objective through Priority Areas 1, 4 and 5.

Our commitment to public sector values

QFES is also committed to upholding the Queensland public sector values of:

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



Our risks

- Increase in the impact of climate change
- Service capacity versus community expectations
- Increase in demand for services as the population grows, ages and becomes more culturally diverse

QFES responds to these risks through Priority Areas 1, 2 and 3.

Our opportunities

- Exponential growth in technology
- Achieving seamless interoperability

QFES responds to these risks through Priority Areas 1, 2, 3 and 5.

Queensland Fire and Emergency Services 2017–21 Strategic Plan

Priority Area	1 Prevention and preparedness	2 Response	3 Recovery	4 Strategic capability	5 Business-enabling services
Objectives	Build community capability to prevent incidents occurring and ensure that they are adequately prepared for and able to mitigate the impacts and consequences of fire and emergency events.	Contribute to the provision of a timely, coordinated and appropriate response to minimise the effects of fire and emergency events.	Provide appropriate relief and support during and after responses to fire and emergency events until a managed transition occurs.	Enhance strategic capability and agility.	Provide business-enabling services that enhance, integrate and support the department's service delivery and that are compliant, authorised and fit-for-purpose.
Strategies	<ul style="list-style-type: none"> Collaborate with communities to develop a shared understanding of their risks and empower them to have the capability to manage them. Enhance our peoples' engagement and facilitation skills to work effectively with the community. Create a deeper understanding of diversity and ensure staff develop the skills to work with multicultural and Indigenous communities. 	<ul style="list-style-type: none"> Review the current service delivery model, levy arrangements and supporting legislation to ensure they meet contemporary needs. Continue to develop systems and strategies for a reduction of, and a more appropriate response to, unwanted alarms. Support interoperability through our equipment selection, practices and policies. Ensure that all services within QFES can operationally support each other and complement our ability to deliver services. Work with public safety partners to create, wherever practicable, interoperability in the delivery of services. Provide timely and accurate information to inform and enable communities and responders to adequately prepare for, and respond to, fire and emergency events. 	<ul style="list-style-type: none"> Provide timely advice, reporting and support to other agencies to assist in the recovery process. Conduct damage assessments to inform relief and recovery activities. Provide QFES transition planning that informs communities, government and non-government organisations. Deliver timely and accessible recovery information to the community. Contribute towards recovery operations by providing fit-for-purpose QFES capabilities including logistical and command and control. 	<ul style="list-style-type: none"> Continue to create a transformational culture that promotes a shared understanding of how staff and volunteers work together professionally and respectfully. Progress the creation of a One QFES policy, doctrine, language and concepts of operation. Identify how existing QFES capabilities could be applied to emerging areas of need. Ensure that lessons learned are taken into consideration during future fire and emergency prevention, preparedness, response and recovery programs. 	<ul style="list-style-type: none"> Ensure that our organisational strategy and decisions respond to future need and that they are: timely; accurate; evidenced-based; accountable; and transparent. Strengthen community capability and partnerships. Support evidence-based service delivery through the use of business intelligence and data analysis. Deliver services within the state's financial capability. Develop and implement a QFES Volunteerism Strategy to foster inclusivity and cohesion and remove duplication and barriers. Attract and retain a talented and diverse workforce. Provide safe, healthy and inclusive workplaces. Confirm that our business processes are aligned with contemporary practice and that they legislatively comply. Work with the Public Safety Business Agency (PSBA) to ensure that it is aware of what it needs to deliver to meet the department's business requirements and actively monitor its performance.
Measures of success	<ul style="list-style-type: none"> Level of household preparedness for emergencies and disaster events. Percentage of the community that understand their local hazards. Percentage of households with operational smoke alarms. Percentage of buildings inspected and deemed compliant at first inspection. Percentage of high-risk localities with at least one bushfire mitigation activity completed. Percentage of Area Fire Management Groups established and functioning in all local government areas with identified high bushfire risk. Percentage of statewide State Emergency Service volunteers that meet minimal operational training requirements. 	<ul style="list-style-type: none"> Percentage of disaster management training participants with enhanced capability. Response times to structure fires. Response times to road crashes. Response times to landscape fires. Number of landscape fires attended by the Rural Fire Service. 	<ul style="list-style-type: none"> Percentage of fire investigations completed within designated timeframes. 	<ul style="list-style-type: none"> Percentage of staff that recognise that QFES has a one-team approach to service delivery. Percentage of staff that understand the purpose of QFES. 	<ul style="list-style-type: none"> Total expenditure as a percentage of the approved operating budget. Actual income achieved is no less than one percent below approved target. Level of satisfaction with QFES as a workplace as indicated by workforce survey results. Percentage of volunteers satisfied with the experience of volunteering for the State Emergency Service. Percentage of volunteers satisfied with the experience of volunteering for the Rural Fire Service. Percentage improvement in agency engagement levels. Completion rates for compulsory workplace training. Percentage increase in the number of applications received from females for firefighter vacancies. Percentage increase in the number of applications received from Aboriginal people and Torres Strait Islander people for firefighter vacancies. Percentage of services provided by PSBA that are documented in a service level agreement and where performance is monitored.