

Our vision

Creating safe and resilient communities.

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.

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



Our purpose

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

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 the Queensland Government’s objectives, *Our Future State: Advancing Queensland’s Priorities*, is integrated into our service delivery and through the actioning of our strategic plan:

Government objective – *Keep communities safe*

QFES contributes to this government objective through Priority Areas 1, 2, 3 and 4.

Government objective – *Be a responsive government*

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

Our risks

QFES needs to take into consideration the following risks:

- climate change will lead to more intense and frequent weather events with the department needing to plan to meet this increased demand
- changing needs of an ageing and geographically dispersed population will result in the department having to adjust service delivery to better meet community needs.

QFES responds to these risks through priority areas 1, 2 and 3.

Our opportunities

QFES needs to take into consideration the following opportunities:

- harnessing technology to inform decision making, monitor safety and create efficiencies
- creating a workforce model that is more reflective of our changing demographics
- working more closely with business partners to find cost savings through increased interoperability and innovation.

QFES responds to these opportunities through priority areas 4 and 5.

Priority areas	1 Prevention and preparedness	2 Response	3 Recovery	4 Strategic capability	5 Business-enabling services
Outcomes <i>What we will achieve</i>	Communities are appropriately skilled and resourced to prevent incidents occurring and are adequately prepared for, and able to mitigate, the impacts of fire and emergency events.	Timely, coordinated and appropriate responses are provided to fire and emergency events that minimise their effects.	Appropriate relief and support is provided after responses to fire and emergency events until a managed transition occurs.	QFES is strategically capable and agile.	QFES' business enabling services enhance, integrate and support the department's service delivery and are compliant, authorised and fit-for-purpose.
Key initiatives <i>What we will deliver to achieve our outcomes</i>	<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. Ensure the department's culture values diversity and that the workforce displays inclusive leadership and behaviour. 	<ul style="list-style-type: none"> Continue to develop systems and strategies for a reduction of, and a more appropriate response to, unwanted alarms. Support interoperability through establishing shared QFES policies and practices including equipment selection. 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 shared QFES policies, 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. Deliver services within the state's financial capability. Attract and retain a talented and diverse workforce and provide safe, healthy and inclusive workplaces. Confirm that our business processes are aligned with contemporary practice and that they legislatively comply. Partner with the Public Safety Business Agency (PSBA) to ensure the efficient delivery of the department's corporate services, asset management, financial and human resource requirements.
Measures of success <i>How we will monitor our performance</i>	<ul style="list-style-type: none"> 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 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. Percentage of building and other structure fires confined to room/object of origin. Rate of unwanted alarm activations per alarm signalling equipment. 	<ul style="list-style-type: none"> Number of damage assessments undertaken by QFES. 	<ul style="list-style-type: none"> Percentage of staff that recognise that the department has a shared QFES approach to service delivery. Percentage of staff that understand how their work contributes to organisational objectives. 	<ul style="list-style-type: none"> Total expenditure as a percentage of the approved operating budget. 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. Agency engagement levels. Completion rates for compulsory workplace training.