Queensland Fire and Emergency Services Strategic Plan 2019-2023

Our Purpose

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

Our Opportunities

Our people

If our paid and volunteer workforce continues to develop capability, adaptivity and interoperability due to enhanced skills, knowledge and information, the consequences could be more capable and connected communities in the face of emergencies and disasters.

Technological advances

If technological solutions to existing and new problems emerge due to technological advances, the consequences could be more effective and timely decision making and responsive service delivery.

Capable communities

If communities develop greater capability through preparation, participation and knowledge sharing, the consequences could reduce the impacts of emergency and disaster events.

Our Challenges

Climate change

Increases in the frequency, severity and location of weather events caused by climate change, may lead to an increased demand on QFES services and reduce our ability to service communities.

Service delivery

Failure to adapt the QFES' service delivery model caused by the increasing complexity and scope of the operating environment and changes in demographics and community needs, may result in a reduction in our ability to provide services to communities.

Digital and information systems

Damage or loss to QFES' digital and information systems, caused by unauthorised or inappropriate access, use or disclosure, may impact QFES' ability to respond to emergencies in a timely manner, putting the community at risk.

Our Commitment to Queenslanders

To achieve the Queensland Fire and Emergency Services (QFES) Strategy 2030 and our vision for a connected and capable Queensland, we commit to helping Queenslanders before, during and after a wide range of emergency and disaster events.
We will connect people with the right knowledge, practical skills and resources to strengthen their community's capability and adaptive capacity.

Vision

A connected and capable Queensland in the face of emergencies and disasters.

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 equally committed to upholding the Queensland Public Sector Values:

QFES' contribution to Advancing Queensland's Priorities is indicated by the legend overleaf.

Queensland Government

QFES Strategy 2030 Guiding Principles

Capable Communities

Interoperable

Intelligence

Sustainable

Adaptive

2023 Outcomes

Capable Communities

We have identified what services are required in each community and have designed local service delivery models to support this.

Volunteering opportunities enable more Queenslanders to contribute.

Interoperable

Our people and our partners work together in a seamless way.

Intelligence

We have a culture that values evidence and intelligence-informed decision-making.

Intelligence we create is available to the organisation, our partners and the community, where and when it is needed.

Sustainable

We deliver services informed by local risk, vulnerability and relevance.

We factor lifecycle value and environmental impacts into our strategic investment decisions.

Our business decisions align to our organisational strategy and budget and we understand the related implications.

Adaptive

We are a learning organisation that proactively uses our knowledge to continually challenge the way we work.

We share our knowledge about the triggers and rationale for adjustments to plans or behaviour with the community, our partners and our organisation.

2019-2023 Key Initiatives

Volunteerism, people and culture

Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities.

Promote inclusion and value the diversity of our people.

Deliver a leadership strategy that builds a pipeline of capability for the future.

Involve volunteers early in decision-making and lessons management processes.

Digital transformation

Streamline and digitalise business processes so they are accessible and intuitive.

Connect systems, information and people for enhanced decision-making.

Stakeholder engagement

Empower our people to lead meaningful engagement with our stakeholders.

Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk.

Service alignment

Design and deliver services according to local risk and community need.

Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing.

Strategic investment

Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability.

Climate change

Influence land-use planning and building standards for Queensland.

Support Queenslanders' understanding of, and ability to respond to, climate-related disaster risks.

Knowledge

Apply lessons management and assurance activities for learning and growth.

Support informed decision-making by sharing relevant and reliable information assets.

The icons above show alignment of initiatives with Guiding Principles, Advancing Queensland's Priorities and the Sendai Framework for Disaster Risk Reduction (Ⓢ).

Measures of Success

Capable Communities

Percentage of volunteers who feel they can effectively contribute their skills and experience to QFES.

Percentage of local government areas with service delivery engagement occurring.

Interoperable

Percentage of training activities identified as suitable for multi-service attendance that are attended by more than one service.

Percentage of our people who recognise a 'whole of QFES' approach to service delivery.

Intelligence

Percentage of local disaster management groups participating in a QFES risk workshop.

Percentage of core business and operational systems that are integrated and accessible by all our people.

Sustainable

Percentage of capital project approvals informed by sustainability criteria.

Total QFES expenditure as a percentage of total operating budget.

Adaptive

Percentage of exercises that involve partner organisations and the community.

Percentage of major disaster events that have a formal debrief.