

Queensland Fire and Emergency Services Strategic Plan 2020-2024

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, communities may be more capable and connected in the face of emergencies and disasters.

Technological advances

If technological solutions to existing and new problems emerge due to technological advances, they could result in more effective and timely decision-making and responsive service delivery.

Capable communities

If communities develop greater capability through preparation, participation and knowledge sharing, the impacts of emergencies and disasters could be reduced.

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 and reduced 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 QFES Strategy 2030 and our vision for a connected and capable Queensland, we commit to helping Queenslanders — as individuals and members of a community — 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. We will respect, protect and promote human rights in our decision-making and actions.



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:



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Unite & Recover

QFES contributes to the State Government's objectives for the community, as follows:

Safeguarding our health

Safeguard people's health and jobs by keeping Queensland pandemic ready.

Backing our frontline services

Deliver world-class frontline services in key areas such as health, education and community safety.



QFES Strategy 2030 Guiding Principles



2024 Outcomes

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.

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

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

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

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

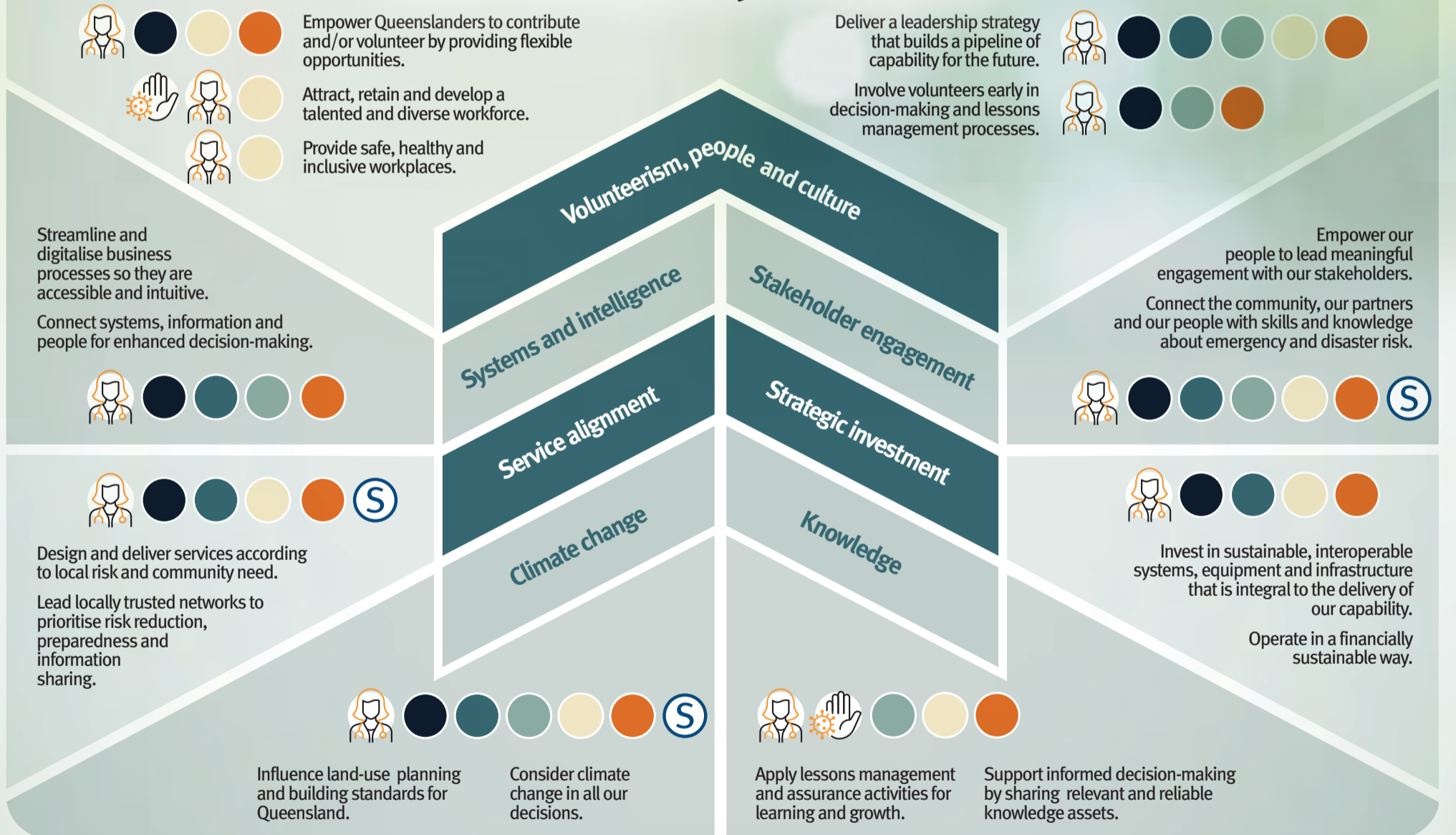
We factor lifecycle value and environmental impacts into our strategic investment decisions.

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

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.

2020-2024 Key Initiatives



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

Measures of Success

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.

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.

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.

Percentage of capital project approvals informed by sustainability criteria.

Total QFES expenditure as a percentage of total operating budget.

Percentage of exercises that involve partner organisations and the community.

Percentage of major disaster events that have a formal debrief.