



# Queensland Fire and Emergency Services Strategic Plan 2021-25

Our guiding principles from Strategy 2030



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 Vision

To create and sustain a safe and resilient Queensland in the face of fires, emergencies and disasters

## Our Purpose

Deliver contemporary and effective fire, emergency and disaster management services that meet Queensland communities' needs

## Our Opportunities

- Optimise existing and leverage emerging partnerships to enhance community connectedness and capability to manage risk and enhance resiliency
- Harness research and enable technological and innovative advancements to deliver more sustainable services
- Adapt our workforce arrangements to provide greater flexibility and budget sustainability and comply with COVID-19 directives as we transition to a new normal




## Our Challenges

- Continue to meet community, stakeholder and government expectations
- Continue to ensure information technology infrastructure and information management enable us to continue to adapt to new and emergent technology while reducing impacts on future efficiency and effectiveness
- Continue to ensure the QFES' service delivery model meets the shifts in demographic and workplace trends, and the global threat of climate change

### Our 2025 Objectives

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| A strong, collaborative and sustainable <b>QFES</b> recognised for contemporary and adaptable fire, emergency and disaster management service delivery | <b>Collaboration</b> occurs with communities and partners before, during and after fires, emergencies and disasters | <b>Communities</b> are connected and capable in the face of fires, emergencies and disasters |
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### Our 2021-25 Strategies\*

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| <ul style="list-style-type: none"> <li>• Lead and support locally trusted networks to prioritise risk reduction, preparedness and information sharing</li> <li>• Deliver public value and service optimisation through contemporary and sustainable resource management</li> <li>• Lead the development and implementation of future-focused legislation and policy</li> <li>• Connect evidence-based decision-making to operationalise strategy, enhance performance and realise efficiencies</li> <li>• Maintain a commitment to ensure the health and safety of our staff and volunteers </li> </ul> | <ul style="list-style-type: none"> <li>• Work collaboratively with communities and our partners to plan and deliver efficient and effective emergency services across the prevention, preparedness, response and recovery phases of all types of fires, emergencies and disasters</li> <li>• Harness the knowledge, diversity, ability and experience of all our staff and volunteers to enhance the scope and quality of the services we deliver </li> </ul> | <ul style="list-style-type: none"> <li>• Use place-based, decentralised service delivery to inform, empower and support our communities, people and partners before, during and after fires, emergencies and disasters </li> </ul> |
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### Our Measures of Success

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| <ul style="list-style-type: none"> <li>• Percentage increase in the number of clients who identify that they have had a positive interaction with QFES</li> <li>• Total QFES expenditure as a percentage is within QFES' total operating budget</li> <li>• Percentage increase in our Working for Queensland and Volunteering for Queensland surveys of our people, who recognise a collaborative and safe approach to service delivery</li> <li>• Percentage increase in volunteers who are satisfied with the experience of volunteering for Queensland Fire and Emergency Services</li> </ul> | <ul style="list-style-type: none"> <li>• Percentage of service delivery partners who feel that QFES works collaboratively to achieve results</li> <li>• Percentage of delivery partners who are satisfied that QFES' service delivery offerings match local risk profiles</li> <li>• Percentage increase in the number of exercises that involve partner organisations and the community</li> </ul> | <ul style="list-style-type: none"> <li>• Percentage increase in the number of communities who recognise and understand their local risks</li> <li>• Percentage of high-risk bushfire communities where mitigation strategies have been undertaken by QFES</li> <li>• Percentage increase in community engagement across prevention, preparedness, response and recovery</li> </ul> |
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\*When implementing our strategies QFES will respect, protect and promote human rights in our decision-making and actions.

QFES contributes to the Unite and Recover - Queensland Economic Recovery Plan objectives for the community:

