



South Eastern Region Business Plan 2017-18

Our Purpose: To support the South Eastern Region community as one QFES to prevent, prepare for, respond to and recover from emergency incidents and events

Priority Area 1: Prevention and preparedness		Objective 1: 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							
PLANNING				QUARTERLY REPORTING <i>(This shaded section does not need to be completed until quarterly reporting is due)</i>					
Departmental Strategies	Divisional level Deliverables for 2017-18	Regional Initiatives for 2017-18	Responsible Officer	Action Officer	Due Date	What has your work area delivered over the last quarter to progress this initiative?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
<ul style="list-style-type: none"> These are extracted from the QFES 2017-2021 Strategic Plan. Please note that your work area may not contribute to all 2017-2021 Strategic Plan strategies, so remove the items in this column that are not relevant. Please consult Appendix 3 of the Business Planning Guidelines, for any whole of government/high level commitments that you may also need to contribute to. <p><i>(Please do not alter the wording of items in this column)</i></p>	<ul style="list-style-type: none"> Insert which deliverables your division will action that will contribute to the department strategies in the 2017-2021 Strategic Plan (these appear in the column to the left). Your Division may have a lead or support role for deliverables. These deliverables can be found in your Division's Business Plan Do not alter the wording of items from the division's business plan 	<p>How will your Directorate/Region contribute to the Division's deliverables in 2017-2018?</p> <p>Your contribution could be a:</p> <ul style="list-style-type: none"> direct copy of divisional deliverables; or subset of them; or supporting initiative; or stand-alone initiative that does not directly relate to the Strategic Plan. 	<p>Identify the responsible:</p> <ul style="list-style-type: none"> work area; position; and Officer's name. 		<p>Insert the date that the initiative is to be completed by.</p>	<ul style="list-style-type: none"> Use dot points. Keep them high level, short and concise. Only document work undertaken during the relevant reporting quarter. 	<p>Traffic Light Legend</p> <p>Completed ●</p> <p>On schedule ●</p> <p>Requires Monitoring ●</p> <p>Of concern ●</p> <p><i>(Copy and paste)</i></p>	<p>(Only required if amber or red)</p> <p>Why is performance not as expected?</p>	<p>(Only required if amber or red)</p> <ul style="list-style-type: none"> What corrective strategies are being put into place to address under performance? Corrective strategies should be transferred to the 2017-18 deliverables column and allocated a responsible officer and due date.
1.1	Collaborate with communities to develop a shared understanding of their risks and empower them to have the capability to manage them.	Discharging the obligations of the Disaster Management Act 2003.	Continue to support to Local Government Associations 's (LGAs) and other whole of government agencies with provision of advice to enhance community resilience	Senior Leadership Team (SLT)	EMC	30 June 2018			
			Assist with the annual assessments of the Local and District Disaster Management Plans (LDMP and DDMP)	Emergency Management Controller (EMC) and QFES Core Rep	EMC	31 October 2017			
			Leverage off Inspector General Emergency Management (IGEM), Disaster Management (DM) standards, to support in providing assistance to all agencies	EMC QFES Core Reps	EMC	30 June 2018			
			Enhance relationships with the LGA Disaster Management Officer's (DMOs) and Disaster Management Group (DMG) member agencies to ensure South Eastern Region's EMC's are firmly entrenched in the DM landscape to develop and implement 'best practice' strategies	EMC, QFES Core Reps	EMC	30 June 2018			
			Develop engagement and communication strategies with partners in DM	EMC, QFES Core Reps SER CEO	EMC	30 June 2018			

Departmental Strategies	Divisional level Deliverables for 2017-18	Regional Initiatives for 2017-18	Responsible Officer	Action Officer	Due Date	What has your work area delivered over the last quarter to progress this initiative?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
		Deliver training to identified disaster management stakeholders in accordance with the Queensland Disaster Management Training Framework (QDMTF)	EMC	EMC	30 June 2018				
	Provide contemporary bush fire hazard mapping (BPA mapping layer).	N/A							
	Contribute to the implementation of the Queensland State Planning Policy on bushfire hazards.	N/A							
	Ensure that the development of risk mitigation plans are overseen by the State Interagency Departmental Committee (SIDC).	Facilitate one Regional Interagency Departmental Committee (RIDC) each year to review area fire management plans	Regional Manager (RM), Rural Fire Service (RFS)	RMRFS	30 March 2018				
	Engage with research and professional bodies to determine developments in severe weather preparedness.	Support the conduct of severe weather preseason workshop	EMC	EMC	30 June 2018				
	Continue to mature Queensland Emergency Risk Management Framework.	Facilitate workshops in conjunction with State Emergency Risk Management (SERM)	EMC	EMC	30 June 2018				
	Develop and promote severe weather informational products.	Promote severe weather event informational products to partners, stakeholders and the community	SLT	CEO	30 June 2018				
	Review of SES approved functions.	Undertake a review of SES approved functions in each LGA	RM State Emergency Service (SES)	RM SES	30 June 2018				
		Deliver training and capability to meet the SES functions in each LGA	RM SES	RM SES	30 June 2018				
	Develop a QFES Community Engagement Framework.	Implement the QFES Community Engagement framework as required	Regional Integrated Planning Executive (RIPE) Community Engagement Officer (CEO)	CEO	30 June 2018				
	Develop a QFES Stakeholder Engagement Framework.	Implement the QFES Stakeholder Engagement framework as required	RIPE	CEO	30 June 2018				
	Coordinate and engage with state level partners including LGAQ and State Government departments.	Establish and maintain engagement with key stakeholders	RIPE	CEO	30 June 2018				
		Support the role out of SES Memorandum of Agreements (MoA) with local governments as required	RM SES	RM SES	30 June 2018				
		Review and update Memorandum of Understanding (MoU), Mutual Aid	RIPE	GC Zone Cmdr DMO	30 June 2018				

Departmental Strategies	Divisional level Deliverables for 2017-18	Regional Initiatives for 2017-18	Responsible Officer	Action Officer	Due Date	What has your work area delivered over the last quarter to progress this initiative?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
		Agreements (MAA) and MoAs with external agencies and partners							
	Implement the new domestic smoke alarm legislation.	Provide information, education and advice on the new domestic smoke alarm legislation	SLT	MCSO	30 June 2018				
	Ensure compliance with legislative responsibilities in the built environment.	Support and conduct Licensed Premises Inspection with partners	Manager Community Safety Office (MSCO)	MCSO	30 June 2018				
		Provide Building Approval assessments and inspections within legislative timeframes	MCSO	MCSO	30 June 2018				
		Conduct scheduled Maintenance Inspection Reports in all Commands in line with the established targets	Zone and Area C/drs	A/Cdrs	30 June 2018				
	Deliver community safety education programs.	Participate in regional local government safety campaigns	CEO, RM RFS	CEO	30 June 2018				
		Deliver community engagement programs such as FireEd, Bushfire Ed, FFF, PAS, RAAP, Safespace, Safespace and expos at regional shows and community days	MCSO Zone and Area Commanders CEO, RM RFS	CEO	30 June 2018				
		Present fire prevention and safety presentations to community groups, not for profit organisations, schools and colleges	MCSO Zone and Area C/drs, RM RFS	Stations	30 June 2018				
		Deliver community engagement risk mitigation activities identified in the bush fire risk management plans	RM RFS	RM RFS	By the close of Operation Cool Burn				
	Support the safe conduct of the 2018 Commonwealth Games.	Develop and implement the regional Commonwealth Games sub-committee	Gold Coast Zone Commander	GC Zone Cmdr	30 April 2018				
1.2	Enhance our peoples' engagement and facilitation skills to work effectively with the community.	Establish a SES Volunteer Community Educator (VCE) capability and continue to develop the VCE concept.	Update VCE skills when state wide course is released	RM SES	RM SES	30 June 2018			
		Support the review of engagement training and development arrangements for volunteers and staff.	Participate in the review of regional engagement training requirement	RIPE	MPDC	30 June 2018			
			Facilitate regional volunteer engagement through first officer forums	RM RFS	RM RFS	30 June 2018			
			Contribute to the RFS VCE review	RIPE	RM RFS	30 June 2018			
1.3	Create a deeper understanding of diversity and ensure staff develop the skills to work with multicultural and Indigenous communities.	Deliver the QFES cultural reform programs, including IGEM review of Aboriginal and Torres Strait Islander Councils' capability to deliver disaster management responsibilities and recommendations (2016).	Develop and implement a cultural engagement plan for South Eastern region	RIPE	DRD	30 June 2018			

Performance Measures (Priority Area 1)*	Performance Owner*	Quarter 1 Target* (Sep 17)	Quarter 1 Actual* (Sep 17)	Quarter 2 Target* (Dec 17)	Quarter 2 Actual* (Dec 17)	Quarter 3 Target* (Mar 18)	Quarter 3 Actual* (Mar 18)	Quarter 4 Target* (Jun 18)	Quarter 4 Actual* (Jun 18)	2017-18 End of Year Target* (Jun 18)	2017-18 End of Year Actual* (Jun 18)	Variance Explanation*	Corrective Strategies*
<ul style="list-style-type: none"> Insert performance measures which will allow the work area to review progress towards the 2017-2021 Strategic Plan's objectives. Example: Percentage or numerical measures. 	Insert the name of the officer (including their position title and work area) that is accountable for ensuring that the target will be met. Nominate one position only.	Insert the result to be achieved against the performance measures by 30 September 2017.	Insert the actual result achieved against the performance measures as at 30 September 2017.	Insert the result to be achieved against the performance measures by 31 December 2017.	Insert the actual result achieved against the performance measures as at 31 December 2017.	Insert the result to be achieved against the performance measures by 31 March 2018.	Insert the actual result achieved against the performance measures as at 31 March 2018.	Insert the result to be achieved against the performance measures by 30 June 2018.	Insert the actual result achieved against the performance measures as at 30 June 2018.	Insert the result to be achieved against the performance measures by 30 June 2018.	Insert the actual result achieved against the performance measures as at 30 June 2018.	(Only required if +/- 10 % above or below the target) Why is performance not as expected?	<ul style="list-style-type: none"> What corrective strategies are being put into place to address under performance? Corrective strategies should be transferred to the 2017-18 initiatives column (above) and allocated a responsible officer and due date.
Level of household preparedness for emergencies and disaster events	ACs									100%			
Percentage of the community that understand their local hazards	ACs									100%			
Percentage of households with operational smoke alarms	ACs									100%			
Percentage of the community that are aware of the changes in smoke alarm legislation	ACs									100%			
Percentage of high risk localities with at least one mitigation activity completed during Operation Cool Burn.	RM RFS									100%			
Percentage of Area Fire Management Groups established and functioning in all LGA with identified high bushfire risk.	Area Director (AD) RFS									100%			
Number of annual review undertaken of Neighbourhood safe places	RM RFS									100%			
Number of Bushfire Risk Management plans that have been developed and reviewed annually	RM RFS									100%			
Number of flood boat operators (4) trained relevant to the number of flood boats in the fleet.	RM SES									100%			
Number of multi-agency exercises participated in	AC									100% of scheduled			
Number of Joint Agency Licensed Premises inspections	MCSO									100%			
Number of Building Approval assessments completed within legislative timeframes	MCSO									100%			
Number of completed Maintenance Inspection Reports.	Area Commanders									100%			
Number of annual assessments of the Local and District Disaster Management Plans.	EMC									100%			

PLANNING		QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)							
Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
2.1	Review the current service delivery model, levy arrangements and supporting legislation to ensure they meet contemporary needs.	Contribute to reviews of current and future service delivery models, levy arrangements and supporting legislation.	Participate in organisational reviews as required	RIPE	DRD	30 June 2018			
		Identify opportunities for service delivery improvements.	Continue to identify opportunities to enhance service delivery capabilities eg Capability Framework	RIPE	DRD	30 June 2018			
2.2	Continue to develop systems and strategies for a reduction of, and a more appropriate response to, unwanted alarms.	Deliver the current unwanted alarm reduction strategy.	Participate in the unwanted alarms reduction strategy	MCSO	MCSO	30 June 2018			
		Review the effectiveness of the alarm reduction strategy and recommend alternative strategies if applicable.	Participate in the ongoing review of the effectiveness of the alarm reduction strategy	MCSO	MCSO	30 June 2018			
2.3	Support interoperability through our equipment selection, practices and policies.	Establish the relevant sub-committees under the Operations Management Committee.	Participate in relevant sub-committees	RIPE	MOBM	30 June 2018			
			Provide advice to enable interoperability selection of equipment	RIPE	MOBM	30 June 2018			
2.4	Ensure that all services within QFES can operationally support each other and complement our ability to deliver services.	Review and implement the State Rescue Policy.	Provide input into the QFES State Rescue Policy review	RIPE	DRO	30 June 2018			
			Implement the approved policy	RM SES DRO	DRO	Dependant on date of approval			
		Implement the State Integrated Planning Executive model.	N/A						
		Review of the Regional Integrated Planning Executive model (RIPE).	Participate in the review of the RIPE	RIPE	DRO	8 August 2017			
		Implement RIPE Review recommendations	RIPE	AC	30 June 2018				
2.5	Work with public safety partners to create, wherever practicable, interoperability in the delivery of services.	Continue to participate in interagency committees and work groups.	Continue to participate in interagency committees and work groups.	SLT	DRD	30 June 2018			
			Conduct 2 exercises through the financial year to exercise all services and capabilities. These major exercises will include capability testing the ROC and ICC.	RIPE SLT	MPDC	30 June 2018			
			Identify opportunities for enhanced training and promote inter-agency activities	SLT	MPDC	30 June 2018			
		Maintain service agreements on behalf of the Queensland Government.	N/A						
2.6	Provide timely and accurate information to inform and enable communities and responders to adequately prepare for, and respond to, fire and emergency events.	Issue warnings in accordance with the State Disaster Management Plan (e.g. emergency alerts) and distribution of timely and accurate activity briefs.	Promote the use of warnings in accordance with the State Disaster Management Plan	SLT	EMC	30 June 2018			
		Undertake a review of bush fire warnings.	Provide input into the review of bush fire warnings as required	RIPE	RM RFS	30 June 2018			

Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
	Implement the QFES led recommendation/s of the IGEM review of Cyclone and Storm Tide Sheltering Arrangements (CSTSA).	Support the recommendation/s of the IGEM review of Cyclone and Storm Tide Sheltering Arrangements (CSTSA) as applicable	RIPE	DRO	30 June 2018				
	Continue to support the development of the national fire danger rating system.	Provide input into the review of the national fire danger rating systems	RIPE	RM RFS	30 June 2018				

Performance Measures (Priority Area 2)*	Performance Owner*	Quarter 1 Target* (Sep 17)	Quarter 1 Actual* (Sep 17)	Quarter 2 Target* (Dec 17)	Quarter 2 Actual* (Dec 17)	Quarter 3 Target* (Mar 18)	Quarter 3 Actual* (Mar 18)	Quarter 4 Target* (Jun 18)	Quarter 4 Actual* (Jun 18)	2017-18 End of Year Target* (Jun 18)	2017-18 End of Year Actual* (Jun 18)	Variance Explanation*	Corrective Strategies*
Response times to structure fires 50 th percentile 90 th percentile	DRO									<7.8 minutes < 14 minutes			
Percentage of State Emergency Service volunteers that meet minimal operational training requirements. (Operational Performance Targets)	RM SES									75%			
Percentage of landscape fires attended by Rural Fire Service.	RM RFS												
Number of ROC and ICC exercises	RIPE												

PLANNING

QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)

Departmental Strategies*		Divisional level Deliverables for 2017-18*	Directorate/Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
3.1	Provide timely advice, reporting and support to other agencies to assist in the recovery process.	Participate in the Disaster Management Group activities.	Participate in the DMG activities	EMC QFES Core Rep	EMC	30 June 2018				
		Support the State Recovery Coordinator and Government agencies through the provision of timely reports and information.	Provide recovery support to the State Recovery Coordinator and Government agencies including the provision of timely reports and information as required	EMC QFES Core Rep	EMC	30 June 2018				
3.2	Conduct damage assessments to inform relief and recovery activities.	Deliver damage assessment activities across Queensland.	Undertake damage assessment activities across SER	Director Regional Operations (DRO)	DRO	30 June 2018				
		Review the current QFES damage assessment methodology.	Support the review of current QFES damage assessment methodology	DRO	Regional Technical Rescue Coordinator	30 June 2018				
3.3	Provide QFES transition planning that informs communities, government and non-government organisations.	Identify external stakeholder needs to influence the capture of damage assessment information.	N/A see 3.2 review							
		Synchronise QFES transition planning with relevant stakeholders.	Contribute to local and district Disaster Management group transition planning	RIPE	EMC	30 June 2018				
3.4	Deliver timely and accessible recovery information to the community.	Define and deliver timely and accessible recovery information for the community as required, in consultation with other agencies.	Assist with the provision and dissemination of information in consultation with local government to the community	RIPE	EMC	30 June 2018				
3.5	Contribute towards recovery operations by providing fit-for-purpose QFES capabilities including logistical and command and control.	Review and define QFES role in recovery operations and transition planning.	Contribute to the review and definition of QFES role in recovery operations and transition planning	RIPE	EMC	30 June 2018				

Performance Measures (Priority Area 3)*	Performance Owner*	Quarter 1 Target* (Sep 17)	Quarter 1 Actual* (Sep 17)	Quarter 2 Target* (Dec 17)	Quarter 2 Actual* (Dec 17)	Quarter 3 Target* (Mar 18)	Quarter 3 Actual* (Mar 18)	Quarter 4 Target* (Jun 18)	Quarter 4 Actual* (Jun 18)	2017-18 End of Year Target* (Jun 18)	2017-18 End of Year Actual* (Jun 18)	Variance Explanation*	Corrective Strategies*
Number of damage assessments completed	RIPE									100% of required activities			
Percentage of damage assessments completed within nominated timeframes	RIPE									100% of required activities			

QFES RTI Final Release

PLANNING **QUARTERLY REPORTING** (This shaded section does not need to be completed until quarterly reporting is due)

Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
4.1 Continue to create a transformational culture that promotes a shared understanding of how staff and volunteers work together professionally and respectfully.	Support the cultural transformation through participation in training and related transformational program.	Continue to attend QFES transformation workshop	RIPE	DRD	30 June 2018				
		Complete 360 degree feedback by the Senior Leadership team	RIPE	DRD	30 June 2018				
		Participate in organisational cultural change activities	SER Workforce	DRD	30 June 2018				
		Promote professionalism and respectfulness through training and accountable leadership	RIPE	MPDC	30 June 2018				
		Undertake workplace investigations courses	SLT	MPDC	30 June 2018				
		Implement the Personal Achievement and Development Plan (PADP) process when available	SLT	AC	30 June 2018				
		Undertake workplace categorisation, investigations and finalisation regarding conduct matters as required.	SLT	DRD	30 June 2018				
4.2 Progress the creation of a One-QFES policy, doctrine, language and concepts of operation.	Lead the policy and doctrine development that promotes interoperability through the QFES Governance Framework.	Implement the QFES Capability Framework in line with community risk	RIPE	DRO	30 June 2018				
		Review regional operational plans in line with One-QFES policy	RIPE	DRO	30 June 2018				
		Review the SER QFES capability statement	RIPE	BDO	30 June 2018				
		Develop a regional training strategy including more shared training and key priority areas	RIPE	MPDC	31 December 2018				
4.3 Identify how existing QFES capabilities could be applied to emerging areas of need.	Liaise with stakeholders to identify and agree on the emerging areas of need.	Liaise with regional stakeholders to identify and agree on emerging areas of need as required	SLT	DRO	30 June 2018				
	Scope an integrated Emergency Management Planning Framework.	N/A							

Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
4.4 Ensure that lessons learned are taken into consideration during future fire and emergency prevention, preparedness, response and recovery programs.	Implement lessons learned from previous events to improve service delivery including policy development, pre-season training and exercises.	Review and implement lessons learnt from activities and events	RIPE	DRO	30 June 2018				
	Develop a program of work to better capture and coordinate lessons learned.	Develop a regional lessons learned matrix, to capture lessons learned that will enhance operational capability	RIPE	DRO	30 October 2017				
		Undertake capture of lessons learned in line with regional matrix	As directed by RIPE	DRO	30 June 2018				
		Communicate lessons learned	As directed by RIPE	DRO	30 June 2018				

Performance Measures (Priority Area 4)*	Performance Owner*	Quarter 1 Target* (Sep 17)	Quarter 1 Actual* (Sep 17)	Quarter 2 Target* (Dec 17)	Quarter 2 Actual* (Dec 17)	Quarter 3 Target* (Mar 18)	Quarter 3 Actual* (Mar 18)	Quarter 4 Target* (Jun 18)	Quarter 4 Actual* (Jun 18)	2017-18 End of Year Target* (Jun 18)	2017-18 End of Year Actual* (Jun 18)	Variance Explanation*	Corrective Strategies*
Percentage of staff that recognise that QFES has a one-team approach to service delivery	RIPE												
Percentage of staff that understand the purpose of QFES	RIPE												
Percentage of SLT members who have completed 360 degree feedback	SLT												
Percentage of regional operational plans reviewed to reflect the one-QFES policy	RIPE												
Percentage of workplace matters completed within CaPE timeframes	SHR												
Percentage of workforce who have completed code of conduct training	RIPE									100%			
Percentage of workforce who have completed workplace behaviour training	RIPE									100%			
Percentage of senior officers who have completed workplace investigations course	RIPE									100%			
Percentage of relevant staff who have completed PADPs	RIPE									100%			

PLANNING

QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)

Departmental Strategies*		Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
5.1	Ensure that our organisational strategy and decisions respond to future need and that they are: timely; accurate; evidenced-based; accountable; and transparent.	Contribute to and support the implementation of the QFES Governance Framework as developed under the Board of Management.	Educate the workforce on the QFES Governance Framework	SLT		31 December 2017				
			Adhere to the QFES Governance Framework	QFES Workforce		30 June 2018				
			Attend QFES Committees as appropriate	Assistant Commissioner (AC) Other staff as directed		30 June 2018				
5.2	Strengthen community capability and partnerships.	See 1.1	See 1.1							
5.3	Support evidence-based service delivery through the use of business intelligence and data analysis.	Contribute to robust evidence-based decision making through the capture of data.	Train SER workforce in the appropriate capture of data and use of systems	RIPE	DRD	30 June 2018				
			Implement the NEXUS program	NEXUS Implementation lead	Nexus Project Team	30 June 2018				
5.4	Deliver services within the state's financial capability.	Ensure services are delivered within agreed budget. Identify opportunities for efficiency.	Ensure services are delivered within agreed budget	RIPE	DRO	30 June 2018				
			Identify and implement service delivery strategies appropriate with community expectations and demand	RIPE	DRO	30 June 2018				
			Undertake an analysis of QFES service provision, capability and capacity throughout the region (including services of PSBA)	RIPE	DRO	30 June 2018				
			Develop and submit a South Eastern Region, 20 year forward capital plan	AC	Project Officer	31 December 2017				
5.5	Develop and implement a QFES Volunteerism Strategy to foster inclusivity and cohesion and remove duplication and barriers.	Lead the development of the QFES Volunteerism Strategy. Develop an implementation plan for the QFES Volunteerism Strategy.	Support the development of the QFES Volunteerism Strategy	RIPE	RM RFS RM SES	30 June 2018				
			Support the implementation of the QFES Volunteerism Strategy as required	RIPE	RM RFS RM SES	30 June 2018				
5.6	Attract and retain a talented and diverse workforce.	Continue to support the attraction and retention of	Initiatives to be developed depending	RIPE		30 June 2018				

Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
	QFES auxiliary staff and volunteers.	the outcome of the QFES Volunteerism strategy and Auxiliary review							
		Promote inclusive and equitable professional development and recruitment opportunities.	RIPE	DRD	30 June 2018				
		Promote open and transparent recruitment and professional development opportunities	RIPE	SHRO					
		Develop a regional retention plan for non-operational staff	Director Regional Development (DRD)	SHRO	31 December 2017				
		Develop a South Eastern region workforce plan (10 year)	DRD	SHRO	31 December 2017				
		Implement the regional Working for Queensland (WFQ) action plan	RIPE	DRD	30 June 2018				
		Develop initiatives to support leadership development and awareness of development opportunities	RIPE	DRD	30 June 2018				
		Encourage diversification of skills across the workforce	RIPE	DRD	30 June 2018				
5.7	Provide safe, healthy and inclusive workplaces.	Manage safe, healthy and inclusive workplaces.	Promote safe, healthy and inclusive workplaces throughout South Eastern region	SLT	WHS	30 June 2018			
		Investigate all workplace incident/hazards as per legislative requirement and implement learnings	SLT	WHS	30 June 2018				
		Deliver training to meet organisational requirement ie.ICAM	DRD	WHS	30 June 2018				
		Develop and implement excess leave balance plans as a first priority to reducing excess leave	Zone Commanders RM RFS RM SES DRD	SHRO	30 June 2018				

Departmental Strategies*	Divisional level Deliverables for 2017-18*	Regional Initiatives for 2017-18*	Responsible Officer*	Action Officer	Due Date*	What has your work area delivered over the last quarter to progress this initiative?*	Quarterly Performance Assessment**	Variance Explanation*	Corrective Strategies*
		Complete the absenteeism management process	SLT	SHRO	30 June 2018				
		Maintain an effective regional workplace health and safety committee	DRD	WHS	30 June 2018				
5.8	Confirm that our business processes are aligned with contemporary practice and that they legislatively comply.	Contribute to QFES legislative compliance.	SLT	DRD	30 June 2018				
5.9	Work with the Public Safety Business Agency (PSBA) to ensure that they are aware of what they need to deliver to meet the department's business requirements and actively monitor their performance.	Actively manage the services provided by PSBA.	RIPE DRD OBMC	DRD	30 June 2018				
		Clarify roles and expectations of PSBA services	RIPE	DRD	30 June 2018				

Performance Measures (Priority Area 5)*	Performance Owner*	Quarter 1 Target* (Sep 17)	Quarter 1 Actual* (Sep 17)	Quarter 2 Target* (Dec 17)	Quarter 2 Actual* (Dec 17)	Quarter 3 Target* (Mar 18)	Quarter 3 Actual* (Mar 18)	Quarter 4 Target* (Jun 18)	Quarter 4 Actual* (Jun 18)	2017-18 End of Year Target* (Jun 18)	2017-18 End of Year Actual* (Jun 18)	Variance Explanation*	Corrective Strategies*
Total expenditure as a percentage of the approved operating budget.	RIPE												
Level of satisfaction with QFES as a workplace as indicated by workforce survey results.	RIPE												
Percentage improvement in agency engagement levels.	RIPE												
Percentage of approved finance committee actions that are completed and closed	AC												
Percentage of paid workforce that have completed NEXUS training	RIPE									75%			
Percentage of volunteer workforce that have completed NEXUS training	RIPE									75%			
Percentage of agreed SLT meeting actions that are completed and closed	SLT												
Percentage reduction in absenteeism	RIPE												
Percentage reduction in excess leave	RIPE												
Average injury downtime rate	RIPE												



South Eastern Region Business Plan 2018-19

Status	Final draft
Endorsed	
Date	

Our Purpose: Together with our partner agencies we support the community of South Eastern Region to prevent, prepare for, respond to and recover from emergency incidents and events.

Priority Area 1: Prevention and preparedness Outcome 1: 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.

PLANNING							QUARTERLY REPORTING (Apr - Jun 2019)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
1.1	G1	A1 Continue to mature the Queensland Emergency Risk Management Framework	T1 Work with local governments to identify risks and utilise the tools developed	DRO	CORE REP AND EMC	Ongoing				
1.1	G1	A2 Ensure service delivery is aligned to areas of need and prioritised according to risk	T1 Continue to align the way services are delivered to respond to a changing risk profile	AC	RIPE (DRD)	30/06/2019				
1.1	G2	A5 Tailor, deliver and evaluate community safety education programs prioritising delivery to communities at risk	T1 Continue to tailor, deliver and evaluate community safety education programs across all hazards.	Chair of RCEN	RCEO	30/06/2019				
1.1	G2	A6 Develop and promote severe weather engagement products (based on communities' needs)	T1 See task G2 A5			30/06/2019				
1.1	G2	A7 Consult with Local Disaster Management Groups, key stakeholders and District Disaster Management Groups to ensure consistent products are produced	T2 Consult with Local Disaster Management Groups, key stakeholders and District Disaster Management Groups to ensure consistent products are produced	DRO	CORE REP AND EMC					
1.1	G4	A12 Implement Operation Knock, Knock	T1 Conduct Operation Knock, Knock activities	CHAIR RCEN	RCEO	30/09/2018				
1.1	G4	A13 Implement Operation Cool Burn	T1 Implement Operation Cool Burn	RM, RFS	BSO	31/08/2018				
1.1	G4	A14 Implement the Regional Community Engagement Network	T1 Embed the Regional Community Engagement Network	Chair of RCEN	RCEO	30/06/2019				
1.1	G5	A16 Continue oversight of the implementation of the new smoke alarm legislation	T1 Continue to promote the implementation of the new smoke alarm legislation	DRD	MCSO	30/06/2019				
1.1	G5	A17 Continue to deliver a building fire safety compliance program	T1 Continue to deliver a building fire safety compliance program	DRD	MCSO	30/06/2019				
1.2	G7	A22 Establish a SES Volunteer Community Educator (VCE) capability and continue to develop the QFES VCE concepts toward a single QFES program	T1 Support the SES Volunteer Community Educator (VCE) capability when established.	RM, SES	RM, SES	30/06/2019				
1.2	G7	A24 Continue to support the RFS Volunteer Community Educator program	T1 Continue to support the RFS Volunteer Community Educator program	RM, RFS	BSO	30/06/2019				
1.2	G7	A25 Work with the Regional Community Engagement Network to enhance skills/approaches	T1 Continue to support the Regional Community Engagement Network to enhance skills/approaches	AC	RIPE	30/06/2019				
1.3	G8	A26 Implement the QFES Fairness, Equity and Inclusion Framework	T1 Support the implementation of the QFES Fairness, Equity and Inclusion Framework when established	AC	RIPE	30/06/2019				
1.3	G8	A27 Implement the QFES Disability Services Plan	T1 Support the implementation of the QFES Disability Services Plan	AC	RIPE	30/06/2019				

PLANNING							QUARTERLY REPORTING (Apr - Jun 2019)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
1.3	G8	A28 Further embed the Allies of Inclusion program	T1 Support the implementation and further embed the Allies of Inclusion program	AC	RIPE	30/06/2019				
Priority Area 2: Response							Outcome 2: Timely, coordinated and appropriate responses are provided to fire and emergency events that minimise their effects.			
PLANNING							QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
2.1	G1	A1 Deliver the current unwanted alarm reduction strategy	T1 Deliver the current unwanted alarm reduction strategy	DRD	MCSO	30/06/2019				
2.1	G1	A4 Undertake education with relevant clients upon system connection and activation	T1 Undertake education with relevant clients upon system connection and activation	DRD	MCSO	30/06/2019				
2.2	G2	A10 Invite all QFES services to key events (e.g. when a new station or brigade is opened)	T1 Continue to invite all QFES services to key events (e.g. when a new station or brigade is opened)	RIPE	RIPE ADMINS	30/06/2019				
2.2	G2	A11 Undertake a review of regional operational plans	T1 Continue to undertake an annual review of regional operational plans to promote an inclusive approach	AC	RIPE	30/06/2019				
2.2	G2	A7 Identify and conduct shared training to enhance interoperability	T1 Continue to identify and conduct shared training to enhance interoperability	RIPE	MPDC	30/06/2019				
2.2	G2	A8 Ensure the Regional Integrated Planning Executive (RIPE) model identifies opportunities for, and supports greater, interoperability	T1 Ensure the Regional Integrated Planning (RIPE) Executive model identifies opportunities for, and support, greater interoperability	RIPE	MPDC	30/06/2019				
2.2	G2	A8 Ensure the Regional Integrated Planning Executive (RIPE) model identifies opportunities for, and supports greater, interoperability	T2 Conduct joint training exercises	RIPE	MPDC	30/06/2019				
2.3	G3	A12 Conduct QFES-wide exercises to promote knowledge sharing and information transfer between service areas to better understand each other	T1 Continue to conduct QFES-wide exercises to promote knowledge sharing and information transfer between service areas to better understand each other	RIPE	DRO, RIM RFS, RM SES	30/06/2019				
2.4	G4	A14 Continue to implement the QFES Stakeholder Engagement Strategy	T1 Continue to facilitate area Fire Management Groups and the regional interdepartmental committee	RM RFS	BSO	30/06/2019				
2.4	G4	A14 Continue to implement the QFES Stakeholder Engagement Strategy	T2 Implement a regional QFES stakeholder engagement strategy	AC	RIPE	30/06/2019				
Priority Area 3: Recovery							Outcome 3: Appropriate relief and support is provided after responses to fire and emergency events until a managed transition occurs.			
PLANNING							QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
3.1	G1	A2 Promote the early notifications of impacts to agency partners	T1 Provide early notification and agency reports on a regular and ad hoc basis to our partners via the LDMG and DDMG	RIPE	Core Representative, EMC	Ongoing				
3.1	G1	A2 Promote the early notifications of impacts to agency partners	T2 Ensure a process is enacted to provide strategic advice to the Core Rep and EMC	RIPE	Incident Controller/DMO	30/06/2019				
3.1	G1	A3 Consult with agency partners on reporting needs to ensure relevant information is provided in the format required	T1 Ensure agency partners are consulted and provided with relevant information in the agreed format	DRO	EMC	Ongoing				

PLANNING							QUARTERLY REPORTING (Apr - Jun 2019)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
3.4	G4	A8 Communication related to recovery is accurate, consistent and coordinated	T1 Provide regional recovery related communication to the appropriate internal stakeholders in an accurate and consistent way	DRO	ROC Coordinator/DMO	30/06/2019				
Priority Area 4: Strategic capability							Outcome 4: Enhance strategic capability and agility			
PLANNING							QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
4.1	G1	A1 Continue to influence the department's culture through the QFES Transforms Leadership Program including Step Up training	T1 Ensure appropriate leaders in the region receive Step Up and other transformational leadership development	RIPE	SLT	30/06/2019				
4.1	G1	A2 Implement the combined conduct training program for QFES' workforce	T1 Ensure all regional staff and volunteers undertake the combined conduct training program for QFES	RIPE	SLT	30/06/2019				
4.1	G1	A3 Continue to promote the complaints management process	T1 Promote the complaints management process during staff engagement activities	RIPE	SLT	30/06/2019				
4.2	G2	A5 Develop a contemporary service delivery model	T1 Provide advice and input into a contemporary service delivery model	RIPE	SLT	30/06/2019				
4.2	G2	A7 Develop an agreed Resource to Risk Model	T1 Provide advice and input into the development of an agreed Resource to Risk Model	RIPE	SLT	30/06/2019				
4.2	G3	A12 Implement the Capability Framework	T1 Contribute to the development of the capability framework	RIPE	SLT	30/06/2019				
4.3	G4	A13 Develop and implement the Knowledge Generation and ensure that it is aligned to capability and lessons	T1 Trial the Knowledge Generation debrief document	RM, RFS	RM, RFS	28/02/2019				
4.3	G4	A13 Develop and implement the Knowledge Generation and ensure that it is aligned to capability and lessons	T2 Contribute, where required, to the Knowledge Generation	RIPE	SLT	30/06/2019				
4.3	G4	A14 Implement the recommendations from the review of QFES' Governance Framework	T1 Support the implementation of the recommendations from the review of QFES' Governance Framework	RIPE	SLT	30/06/2019				
4.3	G4	A15 Implement the Lessons Management Framework	T1 Support the implementation of the Lessons Management Framework	RIPE	SLT	30/06/2019				
4.3	G4	A17 Seek opportunities for the workforce to gain experience in other agencies and areas of QFES	T1 Encourage leaders to seek opportunities for the workforce to gain experience in other agencies and areas of QFES	RIPE	SLT	30/06/2019				
4.3	G4	A19 Investigate the establishment of a team service catalogue which documents team capabilities	T1 Update the regional capability statement	RIPE	SLT	30/06/2019				
4.3	G5	A21 Implement the 2018-19 Corporate Plan	T1 Develop a regional business plan that aligns with the Corporate Plan	RIPE	SLT	30/06/2019				

PLANNING							QUARTERLY REPORTING (Apr - Jun 2019)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
Priority Area 5: Business enabling services							Outcome 5: QFES' business enabling services enhance, integrate and support the department's service delivery and are compliant, authorised and fit-for-purpose.			
PLANNING							QUARTERLY REPORTING (This shaded section does not need to be completed until quarterly reporting is due)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies
5.2	G2	A12 Identify opportunities to make the department more fiscally aware	T1 Communicate fiscal arrangements through the SLT to personnel	RIPE	SLT	30/06/2019				
5.2	G3	A13 Identify opportunities for efficiencies	T1 Identify opportunities for efficiencies across regional operations to ensure fiscally responsible investment	RIPE	SLT	30/06/2019				
5.2	G3	A14 Ensure fiscal sustainability principles are embedded into QFES governance processes	T1 Continue to ensure the regional finance committee and LAFCS apply fiscal sustainability principles	RIPE	Chairs of the Finance Committee and LAFCS	30/06/2019				
5.2	G3	A15 Implement the recommendations of the QFES Procurement Review	T1 Implement the recommendations of the QFES Procurement Review as they apply to the region	RIPE	SLT	30/06/2019				
5.2	G3	A16 Implement the recommendations of the Public Safety Entities Corporate Card Review	T1 Implement the recommendations of the Public Safety Entities Corporate Card review as required	RIPE	SLT	30/06/2019				
5.2	G3	A17 Develop and implement a Total Asset Management Plan	T1 Implement the Total Asset Management Plan once developed	RIPE	SLT	30/06/2019				
5.2	G3	A19 Develop and implement a Strategic Procurement Plan	T1 Comply with corporate governance arrangements in relation to a Strategic Procurement Plan once developed	RIPE	SLT	30/06/2019				
5.3	G4	A20 Develop and implement a People and Culture Strategy	T1 Implement the People and Culture Strategy regionally once developed	RIPE	SLT	30/06/2019				
5.3	G4	A21 Continue to implement and evaluate the QFES Transforms Strategy	T1 Continue to implement the QFES Transforms Strategy	RIPE	SLT	30/06/2019				
5.3	G4	A22 Continue to promote and support the Performance and Development Plan (PADP) process for all QFES staff	T1 Continue to promote and support the Performance and Development Plan process	RIPE	SLT	30/06/2019				
5.3	G4	A23 Implement the QFES Volunteerism Strategy	T1 Implement the QFES Volunteerism Strategy in the region	RIPE	RM, RFS and RM, SES	30/06/2019				
5.3	G5	A24 Develop and implement a QFES Workplace Health and Safety Framework and associated initiatives	T1 Implement the QFES Workplace Health and Safety Framework and associated initiatives as required	RIPE	SLT	30/06/2019				
5.3	G5	A25 Implement White Ribbon accreditation initiatives	T1 Continue to implement White Ribbon accreditation initiatives	AC	DRD	30/06/2019				
5.3	G5	A26 Implement flexible work arrangements	T1 Develop and implement flexible work arrangements where appropriate	RIPE	SLT	30/06/2019				
5.4	G6	A30 Continue to undertake the levy audit program	T1 Continually assess the levy boundaries in the region and adjust accordingly	DRD	OBM	30/06/2019				
5.5	G7	A32 Undertake a review of PSBA service agreements including comparing them to the department's business needs	T1 Provide input into the review of PSBA service agreements	RIPE	SLT	30/06/2019				
5.5	G7	A33 Monitor and document compliance with the service agreements	T1 Monitor, document and report compliance with the service agreements (at a regional level), to the relevant corporate area or agency	RIPE	SLT	30/06/2019				

PLANNING							QUARTERLY REPORTING (Apr - Jun 2019)			
Initiative No.	Goal No.	Activities	Tasks	Accountable Officer	Responsible Officer	Due Dates	What has your work area delivered over the last quarter to progress this task?	Quarterly Performance Assessment	Variance Explanation	Corrective Strategies

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Combined draft - South Eastern Performance Measures 2018-19

Performance Measures (Priority Area 1)*	Performance Owner*	Quarter 1 <i>Target*</i> (Sep 18)	Quarter 1 <i>Actual*</i> (Sep 18)	Quarter 2 <i>Target*</i> (Dec 18)	Quarter 2 <i>Actual*</i> (Dec 18)	Quarter 3 <i>Target*</i> (Mar 19)	Quarter 3 <i>Actual*</i> (Mar 19)	Quarter 4 <i>Target*</i> (Jun 19)	Quarter 4 <i>Actual*</i> (Jun 19)	2018-19 End of Year <i>Target*</i> (Jun 19)	2018-19 End of Year <i>Actual*</i> (Jun 19)	Variance Explanation*	Corrective Strategies*
Number of annual assessments of the Local and District Disaster Management Plans	DRO									8			
Number of annual reviews undertaken of Neighbourhood Safe Places	RM RFS	NA		NA		NA		100%		100%			
Number of Building Approval assessments completed within legislative timeframes	DRO	70%		70%		70%		70%		70%			
Number of Bushfire Risk Management plans that have been developed and reviewed annually	RM RFS									100%			
Number of completed Maintenance Inspection Reports	DRO	226		453		678		907		904			
Number of flood boat operators (4) trained relevant to the number of flood boats in the fleet	RM SES									100%			
Number of multi-agency exercises that the region has participated in	DRO	4		8		12		17		17			
Percentage of Area Fire Management Groups established and functioning within identified high bushfire risk	RM RFS	25%		50%		75%		100%		100%			
Percentage of high risk localities with at least one mitigation activity completed during Operation Cool Burn	RM RFS									100%			
Percentage attendance by Core reps at LDMG meetings	DRO	100%		100%		100%		100%		100%			
Percentage attendance by Core reps at DDMG meetings	DRO	100%		100%		100%		100%		100%			
Performance Measures (Priority Area 2)*	Performance Owner*	Quarter 1 <i>Target*</i> (Sep 18)	Quarter 1 <i>Actual*</i> (Sep 18)	Quarter 2 <i>Target*</i> (Dec 18)	Quarter 2 <i>Actual*</i> (Dec 18)	Quarter 3 <i>Target*</i> (Mar 19)	Quarter 3 <i>Actual*</i> (Mar 19)	Quarter 4 <i>Target*</i> (Jun 19)	Quarter 4 <i>Actual*</i> (Jun 19)	2018-19 End of Year <i>Target*</i> (Jun 19)	2018-19 End of Year <i>Actual*</i> (Jun 19)	Variance Explanation*	Corrective Strategies*
Number of ROC and ICC exercises undertaken	DRO									100% of scheduled activities			
Percentage of State Emergency Service volunteers that meet minimal operational training requirements (Operational Performance Targets)	RM SES									The total of Operational Members for the Region: 790 (including 47 reserve) is 86.2% of the regional total of 916.			
Response times to structure fires	DRO												
50th percentile		7.8		7.8		7.8		7.8		7.8			
90th percentile		14		14		14		14		14			
Performance Measures (Priority Area 3)*	Performance Owner*	Quarter 1 <i>Target*</i> (Sep 18)	Quarter 1 <i>Actual*</i> (Sep 18)	Quarter 2 <i>Target*</i> (Dec 18)	Quarter 2 <i>Actual*</i> (Dec 18)	Quarter 3 <i>Target*</i> (Mar 19)	Quarter 3 <i>Actual*</i> (Mar 19)	Quarter 4 <i>Target*</i> (Jun 19)	Quarter 4 <i>Actual*</i> (Jun 19)	2018-19 End of Year <i>Target*</i> (Jun 19)	2018-19 End of Year <i>Actual*</i> (Jun 19)	Variance Explanation*	Corrective Strategies*
Percentage of damage assessments completed within nominated timeframes	AC							0		100% of required activities			
Performance Measures (Priority Area 4)*	Performance Owner*	Quarter 1 <i>Target*</i> (Sep 18)	Quarter 1 <i>Actual*</i> (Sep 18)	Quarter 2 <i>Target*</i> (Dec 18)	Quarter 2 <i>Actual*</i> (Dec 18)	Quarter 3 <i>Target*</i> (Mar 19)	Quarter 3 <i>Actual*</i> (Mar 19)	Quarter 4 <i>Target*</i> (Jun 19)	Quarter 4 <i>Actual*</i> (Jun 19)	2018-19 End of Year <i>Target*</i> (Jun 19)	2018-19 End of Year <i>Actual*</i> (Jun 19)	Variance Explanation*	Corrective Strategies*
Percentage of the workforce who have completed Think, Say, Do training	RIPE									100%			
Percentage of regional operational plans reviewed to reflect all three services	RIPE									100%			
Percentage of relevant staff who have completed PADPs	SLT									100%			
Percentage of SLT members who have completed 360 degree feedback	RIPE									100%			
Percentage of workplace matters completed within CAPE timeframes	SLT									100%			
Performance Measures (Priority Area 5)*	Performance Owner*	Quarter 1 <i>Target*</i> (Sep 18)	Quarter 1 <i>Actual*</i> (Sep 18)	Quarter 2 <i>Target*</i> (Dec 18)	Quarter 2 <i>Actual*</i> (Dec 18)	Quarter 3 <i>Target*</i> (Mar 19)	Quarter 3 <i>Actual*</i> (Mar 19)	Quarter 4 <i>Target*</i> (Jun 19)	Quarter 4 <i>Actual*</i> (Jun 19)	2018-19 End of Year <i>Target*</i> (Jun 19)	2018-19 End of Year <i>Actual*</i> (Jun 19)	Variance Explanation*	Corrective Strategies*
Percentage of agreed SLT meeting actions that are completed and closed	SLT					100%		100%		100%			
Percentage of agreed RIPE meeting actions that are completed and closed	RIPE					100%		100%		100%			
Percentage of approved finance committee actions that are completed and closed	AC					100%		100%		100%			

Completed
On schedule
Requires monitoring
Of concern

QFES RTI Final Release



Status	Final
Approved by	Assistant Commissioner <small>Irrelevant information</small>
Date	

Our Purpose:

To engage with communities and partner agencies whilst providing integrated QFES service delivery across prevention, preparedness, response and recovery.

CAPABLE COMMUNITIES 2023 OUTCOMES

- a. We have identified what services are required in each community and have designed local service delivery models to support this.
- b. Volunteering opportunities, enable more Queenslanders to contribute.

TASKS					TASK ALIGNMENT TO STRATEGY				
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives	Activity No.	Corporate Plan Activities
1	Build Level 2 incident management capability for RFS and SES volunteers	30/06/2020	<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner	a. We have identified what services are required in each community and have designed local service delivery models	Volunteerism, people and culture	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	111	Implement the QFES Volunteerism Strategy
2	Extend consultative forums to include volunteer input (regional SES VCC and RFBAQ) and meeting with SES local controllers 4 times per year	30/06/2020	<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner	a. We have identified what services are required in each community and have designed local service delivery models	Volunteerism, people and culture	Involve volunteers early in decision-making and lessons management processes	121	Implement the education and development elements of the Lessons Management Framework for volunteers
3	All QFES core disaster group representatives are trained to the mandatory requirements and attend 100% of LDMG and DDMG meetings	30/06/2020	Irrelevant information Emergency Management Coordinators	<small>Irrelevant information</small> Director Regional Operations	a. We have identified what services are required in each community and have designed local service delivery models	Service alignment	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	323	Suggest: Manage Regional Engagement and Communication Networks
4	Ensure our people are supported to deliver community engagement through the provision of appropriate tools, resources, guidance and coordination	30/06/2020	<small>Irrelevant information</small> Regional Community Engagement Officer	<small>Irrelevant information</small> Director Regional Operations	a. We have identified what services are required in each community and have designed local service delivery models	Knowledge	Empower our people to lead meaningful engagement with our stakeholders	421	Publish and implement the QFES Engagement Strategy
5	Proactively engage key stakeholders in delivering targeted and place-based strategies to enhance community resilience.	30/06/2020	<small>Irrelevant information</small> Regional Community Engagement Officer	<small>Irrelevant information</small> Director Regional Operations	a. We have identified what services are required in each community and have designed local service delivery models	Stakeholder engagement	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	413	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk
6	Identify innovative solutions to increase cross-training capability for auxiliary firefighters and volunteers	30/06/2020	RLT	<small>Irrelevant information</small> Assistant Commissioner	b. Volunteering opportunities enable more Queenslanders to contribute	Volunteerism, people and culture	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	111	Implement the QFES Volunteerism Strategy
7	Develop a regional strategy for recruitment of SES volunteers	30/06/2020	<small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner	b. Volunteering opportunities enable more Queenslanders to contribute	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered
8	Continue to empower volunteers by encouraging inclusion in Incident Management Teams and the Regional Operations Centre		<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner	b. Volunteering opportunities enable more Queenslanders to contribute	Volunteerism, people and culture	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	111	Implement the QFES Volunteerism Strategy

INTEROPERABLE 2023 OUTCOMES

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

TASKS					TASK ALIGNMENT TO STRATEGY				
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives	Activity No.	Corporate Plan Activities
9	Prioritise regional exercises incorporating stakeholders and all three services for an improved operational capability and unified approach	30/06/2020	RLT	<small>Irrelevant information</small> Assistant Commissioner	a. Our people and our partners work together in a seamless way	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	514	Identify and conduct shared training and exercises to enhance interoperability



South Eastern Region Business Plan 2019-20

Status	Final
Approved by	Assistant Commissioner [Redacted]
Date	

10	Increase capability sharing and development between services for improved response	30/06/2020	RLT	[Redacted] Assistant Commissioner	a. Our people and our partners work together in a seamless way	Knowledge	Apply lessons management and assurance activities for learning and growth	623	Design and implement a contemporary approach to exercising and readiness planning
11	Implement the CID regional realignment changes to ensure all services transition as smoothly as possible and are equitably supported	30/06/2020	RLT	[Redacted] Assistant Commissioner	a. Our people and our partners work together in a seamless way	Volunteerism, people and culture	Deliver a leadership strategy that builds a pipeline of capability for the future	132	Continue to implement the QFES Transforms program
12	Consider all service requirements in future planning decisions	30/06/2020	[Redacted] A/Director Regional Development	[Redacted] Assistant Commissioner	a. Our people and our partners work together in a seamless way	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered
13	Prioritise Council partnerships through EMCs and group membership and build our regional capability	30/06/2020	Irrelevant information Emergency Management Coordinators	[Redacted] Director Regional Operations	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Knowledge	Connect the community, our partners and our people with skills and knowledge and emergency disaster and risk	413	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk
14	Provide a flexible approach to applied training courses/programs so key partners and services can be involved	30/06/2020	[Redacted] Manager Professional Development Command	[Redacted] A/Director Regional Development	a. Our people and our partners work together in a seamless way	Knowledge	Apply lessons management and assurance activities for learning and growth	623	Design and implement contemporary approach to exercising and readiness planning
15	RCEN meetings are held quarterly with representation from all services to foster collaboration and ensure a planned and coordinated approach to engagement	30/06/2020	[Redacted] Regional Community Engagement Officer	[Redacted] Assistant Commissioner	a. Our people and our partners work together in a seamless way	Service alignment	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	322	Suggest: Manage Regional Engagement and Communication Networks
16	Review workload sharing and interoperability process between Firecoms to enhance service delivery	30/06/2020	[Redacted] Manager Firecom	[Redacted] Assistant Commissioner	a. Our people and our partners work together in a seamless way	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered

INTELLIGENCE 2023 OUTCOMES

- a. We have a culture that values evidence and intelligence-informed decision-making.
- b. Intelligence we create is available to the organisation, our partners and the community, where and when it is needed.

TASKS					TASK ALIGNMENT TO STRATEGY				
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives	Activity No.	Corporate Plan Activities
17	Look for opportunities to source QFES data and analytic services to support business	30/06/2020	RLT	[Redacted] Assistant Commissioner	a. We have a culture that values evidence and intelligence-informed decision-making	Digital transformation	Connect systems, information and people for enhanced decision-making	211	Implement the Information Management Framework to enable data exchange
18	Utilise the COP functions that are currently available (Dashboards) in the ROC and on mobile devices and adopt new additions as they are added.	30/06/2020	[Redacted] Director Regional Operations	[Redacted] Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Digital transformation	Connect systems, information and people for enhanced decision making	214	Implement a Common Operating Procedure
19	Support volunteer access to, and knowledge of Mobile Situational Awareness (MSA) when rolled out	30/06/2020	[Redacted] Regional Manager RFS [Redacted] Regional Manager SES	[Redacted] Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Digital transformation	Connect systems, information and people for enhanced decision making	214	Implement a Common Operating Procedure
20	SES volunteers are trained in new GWN protocols	30/06/2020	[Redacted] Regional Manager SES	[Redacted] Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Digital transformation	Connect systems, information and people for enhanced decision making	213	Provide robust radio connectivity to support better decision making in remote locations
21	Develop a SER Action Plan informed by the Working for Queensland and Volunteering for Queensland Surveys	30/06/2020	RLT	[Redacted] Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy



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22	SES LAPS and FRS LAPS to be uploaded onto iPad and mobile devices	30/06/2020	Regional Manager SES Business Development Officer PSBA IT Partner	Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Digital transformation	Connect systems, information and people for enhanced decision making	214	Implement a Common Operating Procedure
23	Deliver AIIMS training to identified staff and volunteers to increase regional capability	30/06/2020	Manager Professional Development	A/Director Regional Development	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Knowledge	Apply lessons management and assurance activities for learning and growth	623	Design and implement contemporary approach to exercising and readiness planning
24	Deliver Firecom Information sessions to operational staff throughout SER	30/06/2020	Manager Firecom	Assistant Commissioner	b. Intelligence we create is available to the organisation, our partners and our community, where and when it is needed	Stakeholder engagement	Connect the community, our partners and our people with skills and knowledge and emergency disaster and risk	413	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk

SUSTAINABLE 2023 OUTCOMES

- a. We deliver services informed by local risk, vulnerability and relevance.
- b. We factor lifecycle value and environmental impacts into our strategic investment decisions.
- c. Our business decisions align to our organisational strategy and budget and we understand the related implications.

TASKS				TASK ALIGNMENT TO STRATEGY					
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives	Activity No.	Corporate Plan Activities
25	Provide advice and input into a contemporary service delivery model	30/06/2020	RLT	Assistant Commissioner	a. We deliver services informed by local risk, vulnerability and relevance	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered
26	Deliver community safety education programs to targeted groups identified in the SER Stakeholder Engagement Strategy	30/06/2020	Regional Community Engagement Officer	RLT	a. We deliver services informed by local risk, vulnerability and relevance	Service alignment	Design and deliver services according to local risk and community need	314	Evaluate and update community safety education programs, prioritising delivery to communities at risk
27	Undertake a review of regional operational plans and local knowledge templates	31/03/2020	A/Operations Business Management Command	Director Regional Operations A/Director Regional Development	a. We deliver services informed by local risk, vulnerability and relevance	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered
28	Implement a ROC model in the region that is sustainable and meets the needs of the increased reporting expectations	31/12/2019	RLT	Assistant Commissioner	a. We deliver services informed by local risk, vulnerability and relevance	Service alignment	Design and deliver services according to local risk and community need	311	Create a place-based service delivery model that adapts to the community in which the service is delivered
29	Support fire management groups and develop continued relationships with LDMGs and other stakeholders	30/06/2020	Regional Manager RFS	Assistant Commissioner	a. We deliver services informed by local risk, vulnerability and relevance	Service alignment	Design and deliver services according to local risk and community need	315	Engage with the community to raise awareness regarding the services provided by QFES in response to local risk
30	Deliver community engagement and risk mitigation activities identified through the Bushfire Risk Mitigation Plan (BRMP) developed through AFMG process	30/06/2020	Bushfire Safety Officer	Regional Manager RFS	a. We deliver services informed by local risk, vulnerability and relevance	Stakeholder engagement	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	413	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk
31	Deliver Operation Community Connect activities	30/06/2020	Regional Community Engagement Officer	RLT	a. We deliver services informed by local risk, vulnerability and relevance	Stakeholder engagement	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	413	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk
32	Review the SER 20 year plan and broaden its scope to include planning requirements across the three services	Ongoing	Zone Commander West Moreton	Assistant Commissioner A/Director Regional Development	c. Our business decisions align to our organisational strategy and budget and we understand the related implications	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	511	Ensure fiscal sustainability principles are embedded into QFES' governance processes



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33	Work with PSBA to ensure that works have begun for the building of the Yarrabilba Fire and Rescue Station	30/06/2020	<small>Irrelevant information</small> A/Operations Business Management Command	<small>Irrelevant information</small> A/Director Regional Development	c. Our business decisions align to our organisational strategy and budget and we understand the related implications	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	511	Ensure fiscal sustainability principles are embedded into QFES' governance processes
34	Identify strategies to reduce overtime in FRS including RHQ staffing model and work with the whole of department project when initiated	30/06/2020	<small>Irrelevant information</small> Director Regional Operations	<small>Irrelevant information</small> Assistant Commissioner	c. Our business decisions align to our organisational strategy and budget and we understand the related implications	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	529	Determine the cost of delivering capability with a focus on fiscal sustainability
35	Manage Firecom SER RAM to reduce overtime liability to meet budgeted goals	30/06/2020	<small>Irrelevant information</small> Manager Firecom	<small>Irrelevant information</small> Assistant Commissioner	c. Our business decisions align to our organisational strategy and budget and we understand the related implications	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	511	Ensure fiscal sustainability principles are embedded into QFES' governance processes

ADAPTIVE 2023 OUTCOMES

- a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work.
- b. We share our knowledge about the triggers and rationale for adjustments to plans or behaviour with the community, our partners and our organisation.

TASKS					TASK ALIGNMENT TO STRATEGY				
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives	Activity No.	Corporate Plan Activities
36	Review our lessons management processes to ensure they are captured in our planning discussions and inform our stakeholder engagement	30/06/2020	RLT	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Knowledge	Apply lessons management and assurance activities for learning and growth	621	Finalise implementation of Lessons Management Framework
37	Review governance processes across the three service areas to improve service delivery e.g. record keeping, information management, decision making	Ongoing	<small>Irrelevant information</small> Executive Officer	RLT	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Digital transformation	Streamline and digitalise business processes so they are accessible and intuitive	221	Align the Knowledge Management Framework to the Information Management Framework and Digital Technology Business Architecture
38	Implement meaningful Personal Achievement Development Plans for Senior Officer cohort and support staff in all three services	30/09/2019	SLT	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Volunteerism, people and culture	Deliver a leadership strategy that builds a pipeline of capability for the future	132	Continue to implement the QFES Transforms program
39	Support the SES onboarding of GWN by Firecom	30/06/2020	Firecom Supervisors	<small>Irrelevant information</small> Manager Firecom <small>Irrelevant information</small> Regional Manager SES	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Digital transformation	Connect systems, information and people for enhanced decision making	213	Provide robust radio connectivity to support better decision making in remote locations
40	Develop a regional training calendar	30/06/2020	<small>Irrelevant information</small> Manager Professional Development Command	<small>Irrelevant information</small> A/Director Regional Development	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Service alignment	Design and deliver services according to local risk and community need	314	Evaluate and update community safety education programs, prioritising delivery to communities at risk
41	To provide an effective portfolio-based training structure that can efficiently deliver quality skill acquisitions and skill maintenance programs	30/06/2020	<small>Irrelevant information</small> Manager Professional Development Command	<small>Irrelevant information</small> A/Director Regional Development	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy
42	Develop Firecom Operator equipment cache's, roles and processes, supporting ICC's for resource management and regional oversight	30/06/2020	<small>Irrelevant information</small> Manager Firecom	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Strategic investment	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	512	Integrate, where practicable, multiple QFES services into the one precinct



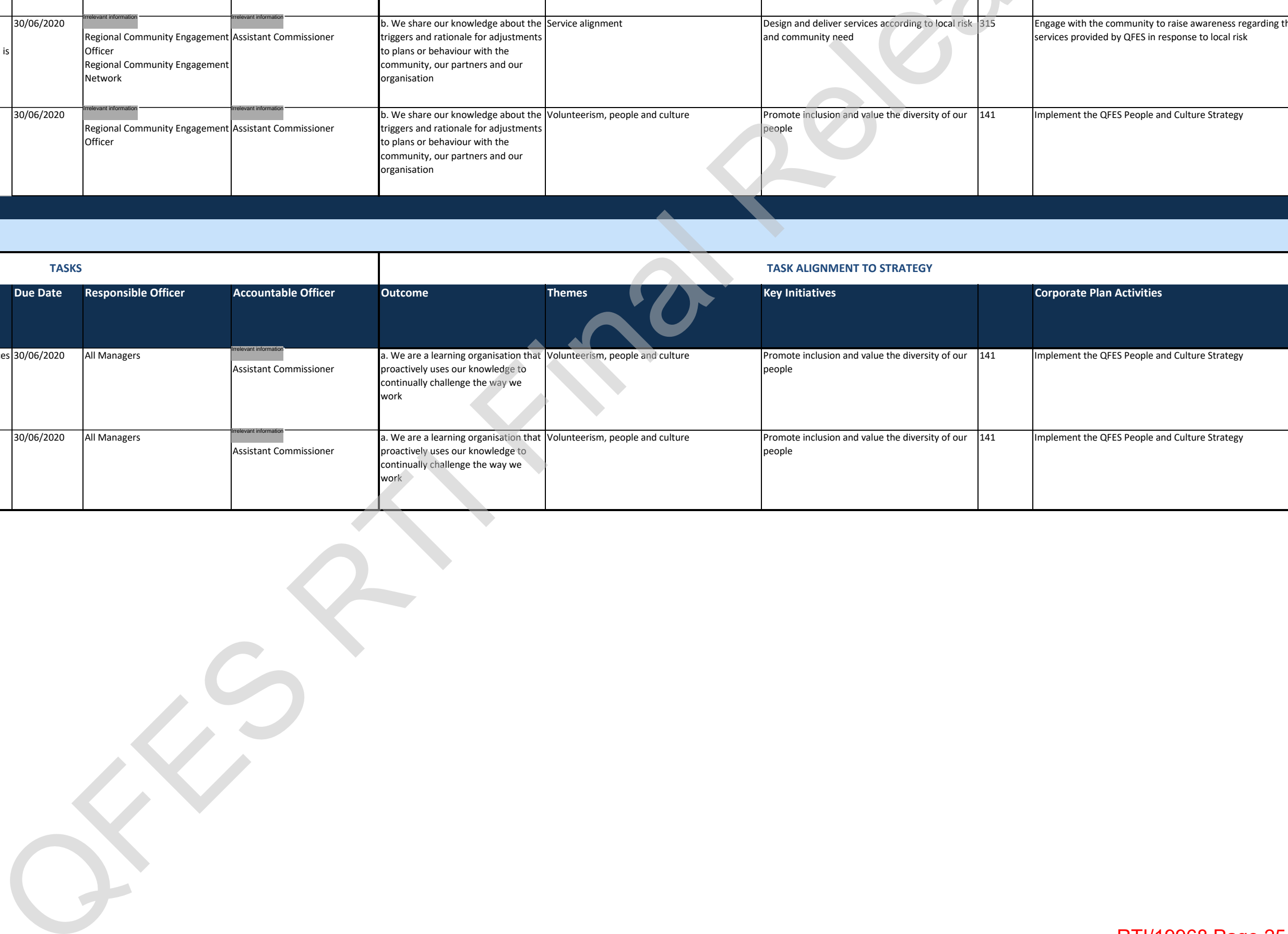
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43	Continue to build the capability of the senior leadership team across all three services and involve SLT in decision making for the region	30/06/2020	RLT	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy
44	Develop an Annual Engagement Plan in consultation with Regional Community Engagement Network (RCEN) that supports and is aligned with the QFES Engagement Strategy	30/06/2020	<small>Irrelevant information</small> Regional Community Engagement Officer Regional Community Engagement Network	<small>Irrelevant information</small> Assistant Commissioner	b. We share our knowledge about the triggers and rationale for adjustments to plans or behaviour with the community, our partners and our organisation	Service alignment	Design and deliver services according to local risk and community need	315	Engage with the community to raise awareness regarding the services provided by QFES in response to local risk
45	Deliver a bi-monthly regional newsletter incorporating all three services	30/06/2020	<small>Irrelevant information</small> Regional Community Engagement Officer	<small>Irrelevant information</small> Assistant Commissioner	b. We share our knowledge about the triggers and rationale for adjustments to plans or behaviour with the community, our partners and our organisation	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy

OTHER

TASKS					TASK ALIGNMENT TO STRATEGY				
ID	2019-20 Tasks <i>How your area will contribute to the outcome</i>	Due Date	Responsible Officer	Accountable Officer	Outcome	Themes	Key Initiatives		Corporate Plan Activities
46	Ongoing management of excessive leave balances and absenteeism within area of responsibility.	30/06/2020	All Managers	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy
47	Support public service staff training and skills professional development	30/06/2020	All Managers	<small>Irrelevant information</small> Assistant Commissioner	a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work	Volunteerism, people and culture	Promote inclusion and value the diversity of our people	141	Implement the QFES People and Culture Strategy





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Our Purpose:

To engage with communities and partner agencies whilst providing integrated QFES service delivery across prevention, preparedness, response and recovery.

CAPABLE COMMUNITIES 2024 OUTCOMES

- a. We have identified what services are required in each community and have designed local service delivery models to support this.
- b. Volunteering opportunities, enable more Queenslanders to contribute.

STRATEGIC ALIGNMENT		TASKS				
ID	Strategic Plan Key Initiatives	Corporate Plan Activities (if applicable)	2020-21 Tasks <i>How your area will contribute to the outcome/s</i>	Due Date	Responsible Officer	Accountable Officer
1	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	Continue to implement the QFES Volunteerism Strategy	Continue to build Level 2 incident management capability for RFS and SES volunteers	30/06/2021	<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner
2	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	Continue to implement the QFES Volunteerism Strategy	Identify and schedule courses and programs to continue to empower volunteers by encouraging inclusion in Incident Management Teams and the Regional Operations Centre	30/06/2021	<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner
3	Empower Queenslanders to contribute and/or volunteer by providing flexible opportunities	Continue to implement the QFES Volunteerism Strategy	Identify innovative solutions to increase training on the Fire Warden Framework and capability for volunteer Fire Wardens.	30/06/2021	<small>Irrelevant information</small> Chief Fire Warden SER	<small>Irrelevant information</small> Assistant Commissioner
4	Involve volunteers early in decision-making and lessons management processes	Continue to implement the QFES Volunteerism Strategy	Extend consultative forums to include volunteer input (regional SES VCC and RFBAQ) and meeting with SES local controllers 4 times per year	30/06/2021	<small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner
5	Design and deliver services according to local risk and community need	Continue to implement the QFES Volunteerism Strategy	Develop and implement a regional strategy for recruitment of SES volunteers. Incorporate data from Volunteering for Queensland surveys into strategies to improve the volunteering experience.	30/06/2021	<small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner
6	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk	All QFES core disaster group representatives are trained to the mandatory procedural requirements and attend 100% of LDMG and DDMG meetings (via mixed methods, including MS Teams, Zoom, Skype).	30/06/2021	Emergency Management Coordinators	<small>Irrelevant information</small> Director Regional Operations
7	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk	Identify and develop suitable staff as agency Liaison Officers supporting LDMG and DDMG.	30/06/2021	Emergency Management Coordinators <small>Irrelevant information</small>	<small>Irrelevant information</small> Assistant Commissioner
8	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	Tailor, deliver and evaluate community safety education programs, prioritising delivery to communities at risk	Engage with stakeholders to develop and deliver targeted strategies to enhance community resilience	30/06/2021	<small>Irrelevant information</small> Regional Community Engagement Officer	<small>Irrelevant information</small> Assistant Commissioner

INTEROPERABLE 2024 OUTCOMES

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



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STRATEGIC ALIGNMENT			TASKS			
ID	Strategic Plan Key Initiatives	Corporate Plan Activities (if applicable)	2020-21 Tasks <i>How your area will contribute to the outcome/s</i>	Due Date	Responsible Officer	Accountable Officer
9	Apply lessons management and assurance activities for learning and growth	Not applicable	Increase capability sharing and development between services for improved response	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
10	Deliver a leadership strategy that builds a pipeline of capability for the future	Develop a five-year Operational Communications Investment Plan	Continue implementation of the CID regional realignment changes to ensure all services transition as smoothly as possible and are equitably supported	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
11	Design and deliver services according to local risk and community need	Not applicable	Consider all service requirements in future planning decisions	30/06/2021	<small>Irrelevant information</small> , Director Regional Development	<small>Irrelevant information</small> Assistant Commissioner
12	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	Not applicable	Deliver training to identified disaster management stakeholders in accordance with the Queensland Disaster Management Training Framework (QDMTF)	30/06/2021	Emergency Management Coordinators	<small>Irrelevant information</small> Director Regional Operations
13	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	Publish and implement the QFES Engagement Strategy	AC to Chair the RCEN from June 20/21 to re-establish and reinvigorate RCEN to assist in regional community resilience	30/06/2021		<small>Irrelevant information</small> Assistant Commissioner
14	Design and deliver services according to local risk and community need	Develop a five-year Operational Communications Investment Plan	Continue to review workload sharing and interoperability process between Firecoms to enhance service delivery	30/06/2021	<small>Irrelevant information</small> Manager Firecom	<small>Irrelevant information</small> Assistant Commissioner
15	Attract, retain and develop a talented and diverse workforce	Not applicable	Support public service staff development	30/06/2021	All Managers	<small>Irrelevant information</small> Assistant Commissioner
16	Empower our people to lead meaningful engagement with our stakeholders	Not applicable	Continue to consult and engage with our people and industrial bodies - FLG, UFUQ Issues Forum, Togethe Union, Aux Teams meetings, VA and RFBAQ etc.	30/06/2021	<small>Irrelevant information</small> Director Regional Operations	<small>Irrelevant information</small> Assistant Commissioner

INTELLIGENCE 2024 OUTCOMES

- a. We have a culture that values evidence and intelligence-informed decision-making.
- b. Intelligence we create is available to the organisation, our partners and the community, where and when it is needed.

STRATEGIC ALIGNMENT			TASKS			
ID	Strategic Plan Key Initiatives	Corporate Plan Activities (if applicable)	2020-21 Tasks <i>How your area will contribute to the outcome/s</i>	Due Date	Responsible Officer	Accountable Officer
17	Connect systems, information and people for enhanced decision making	Make evidence-based improvements to public information processes and practices to enhance warnings, mapping and platforms for distribution	Look for opportunities to source QFES data and analytic services to support business	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
18	Connect systems, information and people for enhanced decision making	Make evidence-based improvements to public information processes and practices to enhance warnings, mapping and platforms for distribution	Support volunteer access to, and knowledge of Field Mobility for Emergency Services when rolled out	30/06/2021	<small>Irrelevant information</small> Regional Manager RFS	<small>Irrelevant information</small> Assistant Commissioner
19	Connect systems, information and people for enhanced decision making	Continue to support legacy ICT projects whilst the ICT Strategy is being finalised	SES volunteers are trained in new GWN protocols	30/06/2021	<small>Irrelevant information</small> Regional Manager SES	<small>Irrelevant information</small> Assistant Commissioner
20	Provide safe, healthy and inclusive workplaces	Make evidence-based improvements to public information processes and practices to enhance warnings, mapping and platforms for distribution	Develop a SER Action Plan informed by the 2020 Workforce Experience Survey	30/11/2020	RLT	<small>Irrelevant information</small> Assistant Commissioner



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21	Connect systems, information and people for enhanced decision making	Make evidence-based improvements to public information processes and practices to enhance warnings, mapping and platforms for distribution	SES Area Controller to work with LC's to develop LAPS (Include as standing agenda item in SES LC/VCC workshop and at SES group visits).	30/06/2021	<small>Irrelevant information</small> Area Controller SES <small>Irrelevant information</small> Business Development Officer <small>Irrelevant information</small> PSBA IT Partner	<small>Irrelevant information</small> Assistant Commissioner
22	Connect systems, information and people for enhanced decision making	Continue to support legacy ICT projects whilst the ICT Strategy is being finalised	SES LAPS to be uploaded onto iPad and mobile devices	30/06/2021	<small>Irrelevant information</small> Regional Manager SES <small>Irrelevant information</small> Business Development Officer <small>Irrelevant information</small> PSBA IT Partner	<small>Irrelevant information</small> Assistant Commissioner
23	Apply lessons management and assurance activities for learning and growth	Make evidence-based improvements to public information processes and practices to enhance warnings, mapping and platforms for distribution	Conduct debriefs after all major incidents	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
24	Apply lessons management and assurance activities for learning and growth	Not applicable	Deliver AllIMS training to identified staff and volunteers to increase regional capability	30/06/2021	<small>Irrelevant information</small> Manager Professional Development Area Directors RFS Area Controllers SES	<small>Irrelevant information</small> Director Regional Development <small>Irrelevant information</small> Regional Manager RFS <small>Irrelevant information</small> Regional Manager SES
25	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	Not applicable	Deliver Firecom Information sessions to operational staff throughout SER	30/06/2021	<small>Irrelevant information</small> Manager Firecom	<small>Irrelevant information</small> Assistant Commissioner

SUSTAINABLE 2024 OUTCOMES

- a. We deliver services informed by local risk, vulnerability and relevance.
- b. We factor lifecycle value and environmental impacts into our strategic investment decisions.
- c. Our business decisions align to our organisational strategy and budget and we understand the related implications.

STRATEGIC ALIGNMENT		TASKS				
ID	Strategic Plan Key Initiatives	Corporate Plan Activities (if applicable)	2020-21 Tasks <i>How your area will contribute to the outcome/s</i>	Due Date	Responsible Officer	Accountable Officer
26	Design and deliver services according to local risk and community need	Implement a QFES Decision Making Model	Provide advice and input into a contemporary service delivery model	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner



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27	Design and deliver services according to local risk and community need	Create a place-based service delivery model that adapts to the community in which the service is delivered	Continue to review regional Fire and Rescue operational plans	31/03/2021	<small>Irrelevant information</small> A/Operations Business Management Command	<small>Irrelevant information</small> Director Regional Operations <small>Irrelevant information</small> Director Regional Development
28	Design and deliver services according to local risk and community need	Create a place-based service delivery model that adapts to the community in which the service is delivered	Support fire management groups and develop continued relationships with LDMGs, Local Government and other stakeholders	30/06/2021	<small>Irrelevant information</small> Regional Manager RFS	<small>Irrelevant information</small> Assistant Commissioner
29	Connect the community, our partners and our people with skills and knowledge about emergency and disaster risk	Create a place-based service delivery model that adapts to the community in which the service is delivered	Deliver community engagement and risk mitigation activities identified through the Bushfire Risk Mitigation Plan (BRMP) developed through AFMG process	30/06/2021	RFS Bushfire Safety Officers	<small>Irrelevant information</small> Regional Manager RFS
30	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	Embed fiscal sustainability principles into QFES' governance processes	Continue to review and monitor strategies to reduce overtime in FRS	30/06/2021	<small>Irrelevant information</small> Director Regional Operations	<small>Irrelevant information</small> Assistant Commissioner
31	Operate in a financially sustainable way	Not applicable	Adopt and implement the outcomes of the Bridgman review recommendations	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
32	Provide safe, healthy and inclusive workplaces	Embed fiscal sustainability principles into QFES' governance processes	Ongoing management of excessive leave balances and absenteeism within area of responsibility.	30/06/2021	All Managers	<small>Irrelevant information</small> Assistant Commissioner
33	Operate in a financially sustainable way	Embed fiscal sustainability principles into QFES' governance processes	Continue to review budget monthly and identify budget savings strategies	30/06/2021	Finance Committee	<small>Irrelevant information</small> Assistant Commissioner

ADAPTIVE 2024 OUTCOMES

- a. We are a learning organisation that proactively uses our knowledge to continually challenge the way we work.
- b. We share our knowledge about the triggers and rationale for adjustments to plans or behaviour with the community, our partners and our organisation.

STRATEGIC ALIGNMENT		TASKS				
ID	Strategic Plan Key Initiatives	Corporate Plan Activities (if applicable)	2020-21 Tasks <i>How your area will contribute to the outcome/s</i>	Due Date	Responsible Officer	Accountable Officer
34	Apply lessons management and assurance activities for learning and growth	Continue to support the Royal Commission into National Natural Disaster Arrangements and implement recommendations	Implement lessons learned from 2019-20 bushfires and COVID-19	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
35	Design and deliver services according to local risk and community need	Implement the QFES People and Culture Strategy	Regularly update the regional training calendar and publish on QFES SER Gateway	30/06/2021	Manager Professional Development Command	<small>Irrelevant information</small> Director Regional Development
36	Lead locally trusted networks to prioritise risk reduction, preparedness and information sharing	Implement the QFES People and Culture Strategy	Review training processes and structure to enhance operational service delivery and minimise risk	30/06/2021	Manager Professional Development Command	<small>Irrelevant information</small> Director Regional Development



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37	Invest in sustainable, interoperable systems, equipment and infrastructure that are integral to the delivery of our capability	Continue to support the Royal Commission into National Natural Disaster Arrangements and implement recommendations	Develop and implement regional RPAS capability	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
38	Attract, retain and develop a talented and diverse workforce	Implement the QFES People and Culture Strategy	PADP training for all senior leadership team including development plans (July 2020)	Ongoing	SLT	<small>Irrelevant information</small> Assistant Commissioner
39	Streamline and digitalise business processes so they are accessible and intuitive	Continue to adapt the department's service delivery approach and workplace arrangements to comply with COVID-19 health directives and transition back to a new normal	Review governance processes across the three service areas to improve service delivery e.g. record keeping, information management, decision making	Ongoing	<small>Irrelevant information</small> Executive Officer	RLT
40	Connect systems, information and people for enhanced decision making	Not applicable	Support the SES onboarding of GWN by Firecom - SER supporting project with Firecom SME part of the project team	30/06/2021	Firecom Supervisors	<small>Irrelevant information</small> Manager Firecom <small>Irrelevant information</small> Regional Manager SES
41	Provide safe, healthy and inclusive workplaces	Implement the QFES People and Culture Strategy	Continue to build the capability of the senior leadership team across all three services and involve SLT in decision making for the region	30/06/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner
42	Design and deliver services according to local risk and community need	Not applicable	Implement the Annual Engagement Plan in consultation with Regional Community Engagement Network (RCEN) that supports and is aligned with the QFES Engagement Strategy	30/06/2021	<small>Irrelevant information</small> Regional Community Engagement Officer Regional Community Engagement Network	<small>Irrelevant information</small> Assistant Commissioner
43	Design and deliver services according to local risk and community need	Implement the QFES People and Culture Strategy	Increase the number of qualified BAO2 staff to reduce customer wait time in Performance Solution Assessment Process and enhance Community Safety Capability	30/06/2021	<small>Irrelevant information</small> Manager Community Safety Operations Branch	<small>Irrelevant information</small> Director Regional Development
44	Design and deliver services according to local risk and community need	Implement the QFES People and Culture Strategy	Workplace Health and Safety refresher training to be offered to all front-line managers (Inspectors and Area Controllers - all services) to improve WHS awareness and focus (scheduled for financial year 20/21) <i>(this is task related to Work for Queensland Action Plan 2019)</i>	31/12/2021	RLT	<small>Irrelevant information</small> Assistant Commissioner

QFES RTI Final Release

Performance Measures Guiding Principle: Capable Communities	Performance Owner*	Half Yearly Target* (Dec 31, 2020)	Half Yearly Actual* (Dec 31, 2020)	Half Yearly Target* (June 30, 2021)	Half Yearly Actual* (June 30, 2021)	2020-21 Annual Target* (June 30, 2021)	2020-21 Annual Actual* (June 30, 2021)	Variance Explanation*	Corrective Strategies*
Percentage of SES volunteers trained in GWN protocols	Irrelevant information RM SES	N/A		70%		70%			
Percentage of State Emergency Service volunteers that meet minimal operational training requirements	Irrelevant information RM SES	80%		80%		80%			
Number of flood boat operators (4) trained relevant to the number of flood boats in the fleet	Irrelevant information RM SES	4		4		8			
Number of Area Fire Management Groups established and functioning within identified high bushfire risk	Irrelevant information RM RFS	2		2		4			
Performance Measures Guiding Principle: Interoperable	Performance Owner*	Half Yearly Target* (Dec 31, 2020)	Half Yearly Actual* (Dec 31, 2020)	Half Yearly Target* (June 30, 2021)	Half Yearly Actual* (June 30, 2021)	2020-21 Annual Target* (June 30, 2021)	2020-21 Annual Actual* (June 30, 2021)	Variance Explanation*	Corrective Strategies*
Percentage of core disaster group members that meet mandatory training requirements in accordance with PR8001.1.3 Appendix C	Emergency Management Coordinators	100%		100%		100%			
Percentage attendance by three services at RCEN meetings (3 per year)	Irrelevant information Chair RCEN / RCEO	100%		100%		100%			
Deliver training to identified disaster management stakeholders in accordance with the Queensland Disaster Management Training Framework (QDMTF)	Emergency Management Coordinators	75%		80%		80%			
Performance Measures Guiding Principle: Intelligence	Performance Owner*	Half Yearly Target* (Dec 31, 2020)	Half Yearly Actual* (Dec 31, 2020)	Half Yearly Target* (June 30, 2021)	Half Yearly Actual* (June 30, 2021)	2020-21 Annual Target* (June 30, 2021)	2020-21 Annual Actual* (June 30, 2021)	Variance Explanation*	Corrective Strategies*
Number of RFS consultative forums per year to include volunteer input	Irrelevant information RM RFS	2		2		4			
Number of SES consultative forums per year to include local controller input	Irrelevant information RM SES	2		2		4			
Percentage of LDMG and DDMGs that have had refresher training and/or password checks to the QFES dashboards	Emergency Management Coordinators	100%		100%		100%			
Performance Measures Guiding Principle: Sustainable	Performance Owner*	Half Yearly Target* (Dec 31, 2020)	Half Yearly Actual* (Dec 31, 2020)	Half Yearly Target* (June 30, 2021)	Half Yearly Actual* (June 30, 2021)	2020-21 Annual Target* (June 30, 2021)	2020-21 Annual Actual* (June 30, 2021)	Variance Explanation*	Corrective Strategies*
Percentage of Senior Leadership Team who have completed PADPs	Irrelevant information AC	60%		90%		90%			
Response times to structure fires including call taking time: 50th percentile 90th percentile (1)	Irrelevant information DRO	<7.8 minutes <14 minutes		<7.8 minutes <14 minutes		<7.8 minutes <14 minutes			
Percentage of 000 calls answered in 10 seconds	Irrelevant information Firecom Manager	90%		90%		90%			
Percentage of building plans assessed within legislative requirements (15 days)	Manager CSOB	100%		100%		100%			
Percentage of capital project approvals informed by environmental sustainability criteria	Irrelevant information DRD	100%		100%		100%			
Performance Measures Guiding Principle: Adaptive	Performance Owner*	Half Yearly Target* (Dec 31, 2020)	Half Yearly Actual* (Dec 31, 2020)	Half Yearly Target* (June 30, 2021)	Half Yearly Actual* (June 30, 2021)	2020-21 Annual Target* (June 30, 2021)	2020-21 Annual Actual* (June 30, 2021)	Variance Explanation*	Corrective Strategies*
Percentage of annual Local and District Disaster Management Plan reviews undertaken and sent back to the relevant group	Emergency Management Coordinators	50%		100%		100%			
Assist with the annual assessments of the Local and District Disaster Management Plans (LDMP and DDMP)	Emergency Management Coordinators								

2021-22 QFES Organisational Plan- Regional Tasks for Executive Performance Agreements

*** ID number is from the QFES Organisational Plan

All Regional/Directorate Priorities to be included

ID	How will we get there?	Priority Owner	Accountable	What tasks will assist?	Accountable	What tasks will assist?	Accountable	What tasks will assist?	Accountable	What tasks will assist?	Accountable	What tasks will assist?	Accountable	What tasks will assist?	Accountable	What tasks will assist?
	<p>How will we get there? Ensure the future sustainability of QFES through the continued implementation of the QFES Fiscal Sustainability Strategy Source: Ministerial Charter Letter Also reported to QFES Reporting GC Agency Progress Report</p>	<p>Accountable All Assistant Commissioners and Executive Directos</p>		<p>What tasks will assist? Adhere to the Standing Order - QFES Budget Savings Rules</p>												
1.11	Develop, implement and monitor the QFES Work Health and Safety Management System (WHSMS)	Assistant Commissioner QFES People	Assistant Commissioner Brisbane Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner South Eastern Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner South Western Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner North Coast Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner Central Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner Northern Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved	Assistant Commissioner Far Northern Region	Implement and monitor at a regional level, the QFES Work Health and Safety Management System (WHSMS) when approved
1.15	Commence the development of the SES Future State	Assistant Commissioner State Emergency Service	Assistant Commissioner Brisbane Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner South Eastern Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner South Western Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner North Coast Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner Central Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner Northern Region	Support and contribute to the organisational development of the SES Future State	Assistant Commissioner Far Northern Region	Support and contribute to the organisational development of the SES Future State
1.15	Recruit an additional 357 frontline firefighters over five years (Ministerial Charter Letter-also reported to QFES Reporting GC Agency Progress Report)	Assistant Commissioner QFES People	Assistant Commissioner Brisbane Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner South Eastern Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner South Western Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner North Coast Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner Central Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner Northern Region	Support the Regional implementation strategy provide by QFES People	Assistant Commissioner Far Northern Region	Support the Regional implementation strategy provide by QFES People
1.16	Closely manage policies and procedures to provide a reduction in the use of overtime to staff 1 and 3 rostering	Assistant Commissioner Fire & Rescue Service	Assistant Commissioner Brisbane Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner South Eastern Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner South Western Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner North Coast Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner Central Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner Northern Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19 	Assistant Commissioner Far Northern Region	<ul style="list-style-type: none"> Implement people management strategies Monitoring and adjustment of approached in line with CA19
1.17	Implement and monitor the appropriate use of aviation assets (i.e. RPAS, LATs, rotary and fixed wing aircraft).	Assistant Commissioner Fire & Rescue Service	Assistant Commissioner Brisbane Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner South Eastern Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner South Western Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner North Coast Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner Central Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner Northern Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team	Assistant Commissioner Far Northern Region	Continue to develop and deliver RPAS capability through effective partnership with RPAS State team
2.5	Continue to proactively mitigate bushfire risk through implementing Operation Coolburn <i>Source: Ministerial Charter Letter 'Continue collaboration with Rural Fire Brigades in undertaking early preparation activities ahead of the bushfire season.'</i>	Assistant Commissioner Rural Fire Service	Assistant Commissioner Brisbane Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner South Eastern Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner South Western Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner North Coast Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner Central Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner Northern Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes 	Assistant Commissioner Far Northern Region	<ul style="list-style-type: none"> Develop, review and implement regional Bushfire Risk Management Plan Continue to support Specific Fire Management Groups and Area Fire Management Groups Continue to build partnerships with traditional owners and indigenous ranger groups to achieve burning for country outcomes
3.1	Continue to develop the QFES Regional Model to ensure resources are in the right place, at the right time.	Assistant Commissioner Fire & Rescue Service	Assistant Commissioner Brisbane Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner South Eastern Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner South Western Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner North Coast Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner Central Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner Northern Region	Regional Leadership Team to work collaboratively on QFES service delivery	Assistant Commissioner Far Northern Region	Regional Leadership Team to work collaboratively on QFES service delivery
3.3	Continue oversight of the implementation of the smoke alarm legislation contained in the Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016, which will make Queensland households the safest in Australia in relation to fire safety. <i>Source: Ministerial Charter Letter</i>	Assistant Commissioner Fire & Rescue Service	Assistant Commissioner Brisbane Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner South Eastern Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner South Western Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner North Coast Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner Central Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner Northern Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required 	Assistant Commissioner Far Northern Region	<ul style="list-style-type: none"> Continue to implement State driven Directives in support of smoke alarm legislation as required Continue to provide community messaging supporting smoke alarm legislation Undertake community engagement activities with regards to smoke alarm legislation as required

Specific Regional Priorities

How will we get there?	Priority Owner/Accountable	What tasks will assist?
<p>Implement strategies to support the Queensland Government's response to North Coast Region specific recommendations outlined in the Inspector-General Emergency Management's (IGEM) K'gari Bushfire Review Report 1: 2021-221</p>	<p>Assistant Commissioner North Coast Region</p>	<ul style="list-style-type: none"> Establish an NCR Working Group to monitor compliance with NCR specific recommendations Demonstrate compliance with and achievement of 5 North Coast Region specific recommendations Comply with quarterly reporting requirements as per endorsed Action Plans Facilitate K'gari Locality Specific Fire Management Group