

Emergency Services—a snapshot

Queensland's Department of Emergency Services provides services in all phases of emergency and disaster management (prevention, preparedness, mitigation response and recovery). These are provided by our three operational divisions: Queensland Fire and Rescue Service (QFRS), Queensland Ambulance Service (QAS) and Counter Disaster and Rescue Services (CDRS). Strategic business support is provided by the Business Support Services (BSS) division. The Strategic Policy and Executive Services (SPES) division provides strategic governance, management, research, advocacy and representation services to the department and government.

[› more info on pages 16–25](#)

Providing services through three operational divisions as one department presents significant advantages and benefits to the community. These benefits occur at many levels, from having single-point ministerial accountability for emergency services through to the cooperation and teamwork of officers assisting members of the community in emergencies and disasters.

Our staff and volunteers

The Emergency Services portfolio employs over 8,100 full-time and part-time employees, and is supported by almost 85,000 volunteers across Queensland. Our volunteers include:

- ▶ Honorary ambulance officers (including Ambulance Attendants and Community First Responders)
- ▶ State Emergency Service volunteers
- ▶ Emergency Service Unit volunteers
- ▶ Emergency Service Cadets
- ▶ Rural Fire Brigade officers
- ▶ QFRS Scientific Unit volunteers.

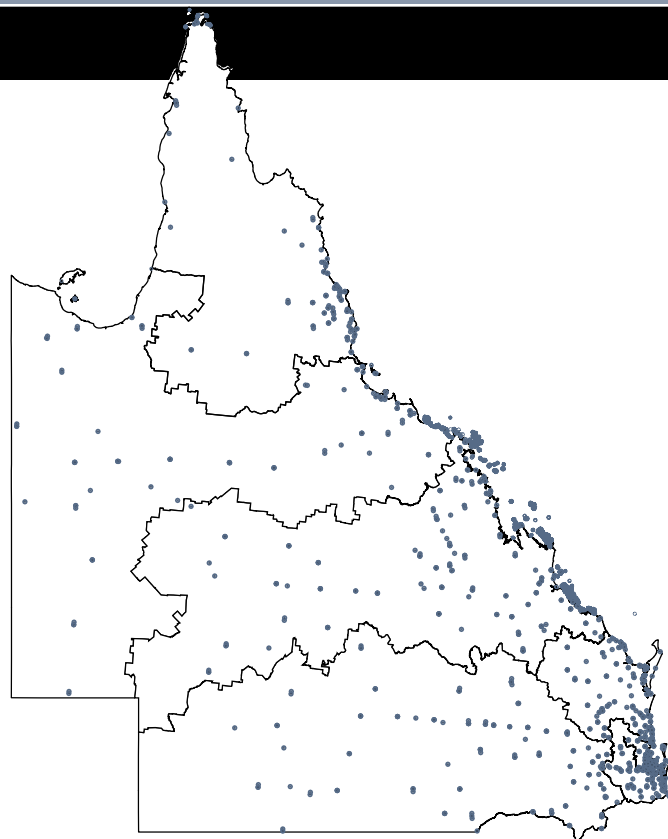
We also have a network of supported volunteer organisations which include the:

- ▶ Volunteer Marine Rescue Association of Queensland
- ▶ Australian Volunteer Coast Guard Association
- ▶ Surf Life Saving Queensland
- ▶ Royal Life Saving Society.

[more info on pages 53–58](#)

Where we are

Our services reach nearly 4 million Queenslanders across our vast state of 1.77 million square kilometres. This is delivered from over 500 Emergency Service locations throughout Queensland.



Our services are delivered right across Queensland.

This includes 271 ambulance service locations, 237 fire and rescue stations, 16 counter disaster and rescue facilities, one special operations facility and 12 communications centres.

Our central office is located in the Emergency Services Complex at Kedron in Brisbane's northern suburbs. This site houses all the services' head offices, the State Operations Coordination Centre and the State Disaster Coordination Centre. The new multi-service Special Operations Centre, located at Cannon Hill, Brisbane, enables statewide special operations response, due to its proximity to the Brisbane airport. Having all the services' head offices in one location greatly improves communication and coordination across the services and enhances partnering and collaboration in strategic planning, service delivery, training, community safety and disaster management issues.

We currently have 2,240 operational emergency service vehicles stationed throughout Queensland. These vehicles include 458 urban fire appliances, 877 rural fire appliances, 901 ambulance vehicles and four Queensland Rescue helicopters.