

# Key result areas and outcomes

## Managing for outcomes

The department delivers services to communities across Queensland through the state government's **Managing For Outcomes Framework** to ensure effective and efficient use of resources in contributing to government priorities. The framework integrates planning, budgeting and performance management to ensure social, economic and environmental outcomes for Queensland communities are optimised.

## Priorities of the Queensland Government

To support the achievement of these outcomes, the government has a clear policy agenda, targeting seven priorities. These priorities were developed in consultation with the community, and underpin the continuing delivery of government services and the development of new initiatives. Our department ensures that it will continue to make a valuable contribution to government priorities, particularly:

- ▶ safe and secure communities
- ▶ healthy, active individuals and communities
- ▶ a clean, liveable and healthy environment.

## Our five key result areas

We focus our activities and resources on five key result areas. These key areas focus delivery of services on meeting community needs, the priorities and direction of government and ensure that our organisation remains innovative and responsive.

These key result areas focus on delivering excellence in **community safety and prevention capability** and **operational service delivery**. The key result areas further recognise that to deliver excellence, the department must also focus on **developing and supporting our people**, **continuous business improvement**, and our **contribution to the national, state and local policy agenda**.

Our corporate planning and divisional strategic plans are structured around the five key result areas, to ensure that all strategy addresses these priorities. As such, our planning maximises the coordination and application of our resources for the most effective, innovative and responsive delivery of emergency services to the Queensland community.

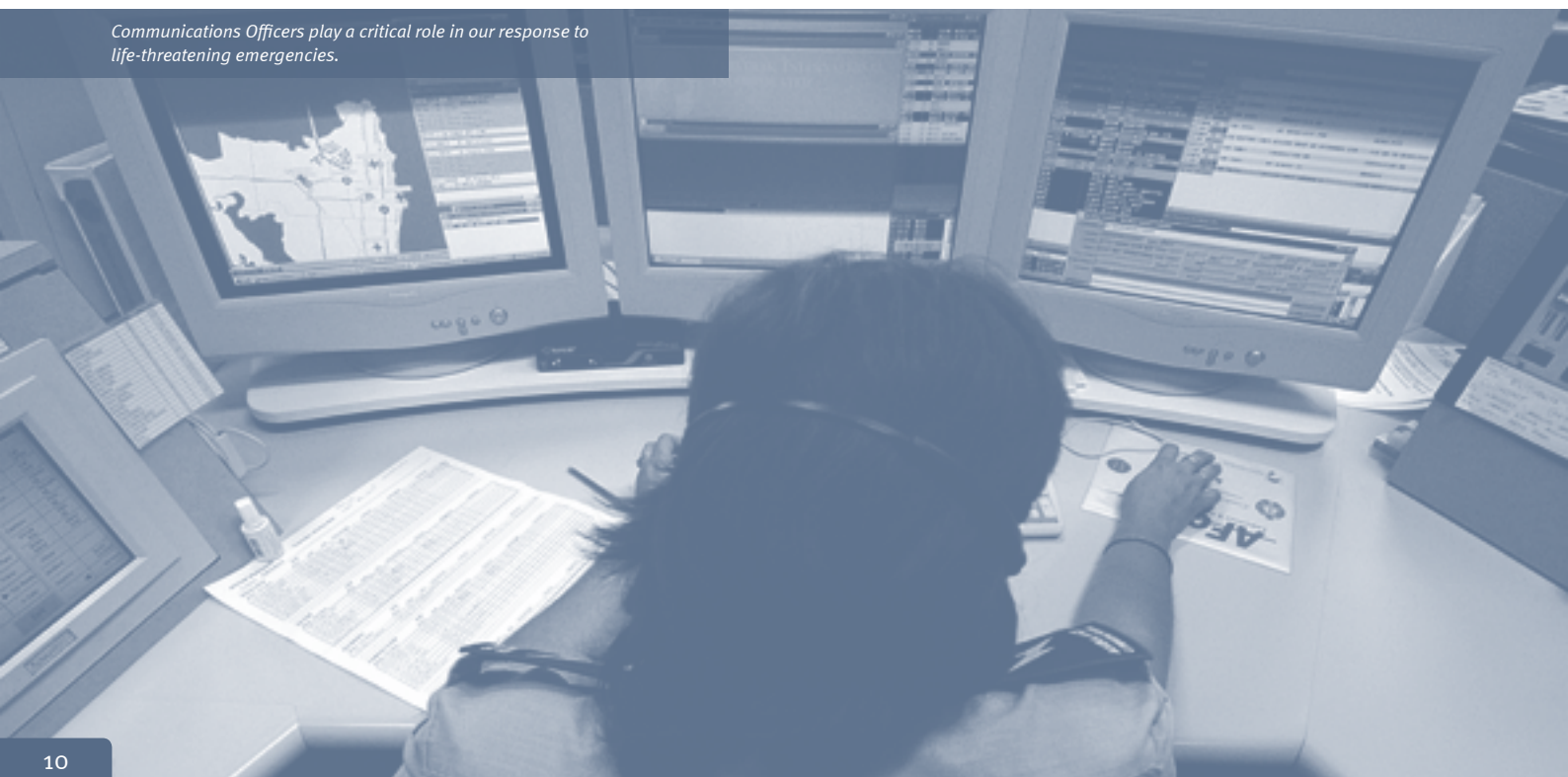
## Our outputs and sub-outputs

Our department provides three outputs and seven sub-outputs that contribute to the state government priorities listed here.

The three outputs are provided by:

- ▶ Queensland Ambulance Service
- ▶ Counter Disaster and Rescue Services
- ▶ Queensland Fire and Rescue Service.

*Communications Officers play a critical role in our response to life-threatening emergencies.*



# Aligning priorities, outputs and outcomes

