

24 Hour Fire Hotline	35	Indigenous employment	44
Aircraft Management Reporting System (AMRS)	91	Internal Audit.....	63
Aligning priorities, outputs and outcomes.....	11	iZone	3, 14, 21, 40
Ambulance Community Education System (ACES).....	91	Joint emergency service facility, north Mackay.....	2, 38
Ambulance Integrated Management System (AIMS)	91	Key locations of the department.....	94
Annual Report 2003–04.....	23, 49	Kingdom of Tonga and Kiribati/Queensland partnership	19, 34
Appliances		Large Dangerous Goods Locations Database.....	91
QFRS.....	21, 36, 38	Legislation	72
Rural Fire Service	21, 36	Local Government Counter Terrorism Risk Management Kit.....	19, 41
Audit and Risk Management Committee.....	60	Local Ambulance Committees	65
Australasian Incident Reporting System (AIRS)	91	Managing for Outcomes framework.....	10
Australian Business Excellence		Multicultural affairs.....	69
Award	2, 17, 49	brochures for people from a non-English-	
Framework	15, 23, 49	speaking background.....	33
Australian Centre for Pre-Hospital Research.....	46	Natural Disaster Mitigation Program.....	34
Australian Emergency Management Committee.....	48	Occupational Health Plan 2005–06	45
Australian Volunteer Coast Guard Association	1, 40, 55	Organisational Health Management System	25, 45
Baby Capsule Hire Service.....	32	Organisational Health Unit.....	45
Building a Safer Queensland Strategy	37	Organisational Self-Assessment.....	49
<i>Building and Other Legislation Act 2002</i>	21, 32	Organisational structure	12
<i>Building Fire Safety Regulation 1991</i>	48	Operational Safehome	36
Bushfire Prepared Communities Initiative	21, 33	Rental Fire Safety Initiative.....	32
Business Support Services (BSS)	1, 24–25	visits that resulted in an increase in fire safety practices	8
Chemical, Biological, Radiological, Incendiary		Out-of-hospital cardiac arrest survival rates	8, 17, 39
and Explosive (CBRIE)	14, 15, 40	Overseas Travel.....	81–86
Child Injury Prevention Project.....	32	Pathways for Women	44
Code of Conduct	70	Papua New Guinea/Queensland Memorandum	
Coen	30	of Understanding.....	19, 34
Communication and Information Steering Committee.....	61	Paramedic training.....	17, 38, 43
Community Aid and Post Incident Support program.....	35	People Management Program	42
Community Education		Performance Summaries	
CDRS	8, 9	CDRS	76–77
QAS (First Aid and CPR for Life).....	8, 13, 31, 35, 50	QAS	74–75
QFRS.....	8, 9, 13	QFRS.....	78–80
Community Safety Collaborative.....	23, 37	Policy and Research Committee	62
Community Safety Project	36	Project DOV (Drug Overdose Visitation)	33
Computer-Aided Dispatch (CAD) systems	91	Public Sector Training Program.....	43
Consultancies.....	87	Publications	
Corporate Governance Framework.....	52	Australian Centre for Pre-Hospital Research.....	89–90
Counter Disaster and Rescue Services (CDRS)	1, 10, 18–19	CDRS	88
Counter Disaster Information System (CDIS).....	91	QAS	89
Cultural awareness training.....	69	QFRS.....	88
<i>Dangerous Goods Safety Management Act 2001</i>	34, 72	Queensland Ambulance Case Information Reporting (QACIR)	91
<i>Disaster Management Act 2003</i>	13, 56, 72	Queensland Ambulance Service (QAS)	1, 3, 10, 16–17
Diversity and Equity Plan—Towards 2008.....	25, 43–44, 69	level of patient satisfaction	8, 9
Draft National Emergency Management Strategy for Remote		Queensland Combined Emergency Services Academy	
Indigenous Communities	23, 46	(QCESA)	2, 14, 25, 41–42
Emergency Services Advisory Council	64	Queensland Disaster Management Alliance	3, 19, 47
Emergency Services Cadets.....	19, 34, 39, 54	Queensland Fire and Rescue Service (QFRS).....	1, 10, 20–21, 51
Steering Committee	66	Act 1990	13, 48, 52, 72
Emergency Service Units.....	1, 2, 14, 19, 31, 39, 56	level of customer satisfaction.....	8
Energy management	68	Scientific Unit	1, 54
Environmental and waste management	68	Vehicle Rescue—Victim Search Protocols.....	52
Ethical standards.....	70	Queensland Local Ambulance Committee Advisory Council	65
Executive Management Team	7, 60	Queensland Rescue	19, 41
Executive Policy.....	43	Queensland Volunteer Marine Rescue Committee	66
External accountability.....	71	Queensland Women in Public Sector Mentoring Program	44
Government Agency Preparedness Strategy	47	Response Rates	
Fight Fire Fascination program	36	QAS	2, 8, 9, 17, 38
Financial Summary	26–28	QFRS.....	8, 21, 38
Financial Management.....	95–128	Queensland Rescue	8
Fire Ed	35	Royal Life Saving Society Queensland	1, 40, 55
Fire Investigation Unit Reporting (FIUR)	91	Rural Fire Advisory Council	52, 64
Fire safety inspections	8	Rural Fire Service	1, 52, 57
First Responders	1, 14, 17, 31, 39, 58	Association of Queensland	66
Freedom of Information.....	71	Shared Services Initiative	87
Future Female Leaders Program.....	44	smoke alarms.....	8, 9
Grants Management System	92	Special Operations Centre.....	2, 14, 39, 41
Honorary Ambulance Officers	1, 58	Staffing (full-time equivalents).....	67
Incident Reporting and Investigation Policy.....	45		
Indigenous Australian Service Delivery			
Enhancement Package	3, 15, 30		
Indigenous Coordination Unit	23, 30		

State Emergency Service (SES)	1, 56
Volunteer Executive Committee	66
volunteer hours of operation	8
volunteers trained.....	8
State Incident Management Teams	40
State Disaster Coordination Centre.....	40
State Operations Coordination Centre	40
State Planning Group	40
Statement of Affairs	71
Statewide Integrated Operational Planning Process	51
Station Management Systems (SMS).....	91
Strategic Information Management Initiative	51
Strategic Plan for Indigenous Australians 2005–08	23, 30
Strategic Policy and Executive Services (SPES)	1, 22–23
Strategic Workforce Management Plan	25, 43
Supportive Leadership Program	25, 42
Surf Life Saving Queensland	1, 55
Sustaining our environment.....	68
Translating and interpreting	69
Voluntary early retirements	67
Volunteer Marine Rescue Association of Queensland	1, 40, 55
Volunteer Portal.....	25, 36
Volunteer Support Package	15, 36
<i>Whistle Blower's Protection Act 1994</i>	70
Women's Reference Group	44
WorkCover	
Improvement Project.....	45
Workforce Management Committee.....	62
Workforce reforms	
BSS	52
CDRS	19, 50
QAS	43, 50
Work-life Balance.....	43

Glossary

BSS	Business Support Services
CBRIE	Chemical, Biological, Radiological, Incendiary and Explosive
CDRS	Counter Disaster and Rescue Services
COAG	Council of Australian Governments
CPR	Cardiopulmonary resuscitation
FOI	Freedom of Information
QAS	Queensland Ambulance Service
QFRS	Queensland Fire and Rescue Service
SPES	Strategic Policy and Executive Services