

# Our performance

## Reviewed by each key result area

We have five key result areas where we focus our activities and resources. Through our corporate planning process we developed strategies and key performance indicators under each of the key result areas. In this section we review what has been achieved in each of these key result areas.

## Our five key result areas

- |   |    |
|---|----|
| ▶ Enhance community safety and prevention capability        | 34 |
| ▶ Enhance operational service delivery                      | 38 |
| ▶ Develop and support our people                            | 44 |
| ▶ Contribute to the national, state and local policy agenda | 50 |
| ▶ Continuous business improvement                           | 53 |



*QFRS Commissioner Lee Johnson casts his eye over the latest group of recruit firefighters.*