

Index of global reporting initiative content

This final report endeavours to review our economic, environmental and social performance by addressing the Sustainability Reporting Guidelines version 3 (G3) published on the Global Reporting Initiative (GRI) website at www.globalreporting.org. The guidelines provide for the incremental adoption of the framework over time. This year we have aimed for C level application of the framework. The page numbers provided against each element are the pages that demonstrate most significantly the GRI aspect. The department aims to increase its ability to report on sustainability in future reports.

GRI number	Topic	Final report page number
1.1	Director-General's Statement	4
2.1	Name of the organisation	front cover
2.2	Primary brands, products and/or services	1, 3
2.3	Operational structure of the organisation	6
2.4	Location of organisation's headquarters	14, 16, 18, 20, 22
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	3
2.6	Nature of ownership and legal form	5, 58
2.7	Markets served (including geographic breakdown, sectors served and types of customers/ beneficiaries)	5,6
2.8	Scale of the reporting organisation, including: <ul style="list-style-type: none"> number of employees net revenues quantity of products or services provided total assets 	47 (volunteers) 59 (FTE) 2, 71, 75, 79 9-10, Appendix 1, 40-42 71-76
2.9	Significant changes during the reporting period regarding size, structure, or ownership including the location of, or changes in operations and facility openings, closings or expansions	1 and various
2.10	Awards received in the reporting period	inside front cover 1, 8, 23
3.1	Reporting period (e.g. fiscal/ calendar year) for information provided	front cover, 1

3.2	Date of most recent previous report	2007-08
3.3	Reporting cycle	1 July 2008 - 26 March 2009
3.4	Contact point for questions regarding the report	1
3.5	Process for defining report content, including: determining materiality, prioritising topics within the report, and identifying stakeholders that the organisation expects to read the report	1-2, 5-6, 8
3.6	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	1, 3, 48-49
3.7	State any specific limitations on the scope or boundary of the report	not applicable
3.8	Basis for reporting on joint ventures	not applicable
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement	9-10, Appendix 1, 40-42
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	9-10, Appendix 1, 40-42
3.12	Table identifying the location of the Standard Disclosures in the report	123
4.1	Governance structure of the organisation	52-56
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and if so, their function within the organisation's management and the reasons for the arrangement)	52
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	52
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	63
4.14	List of stakeholder groups engaged by the organisation	48-49
4.15	Basis for identification and selection of stakeholders with whom to engage	48-49

GRI number	Topic	Annual report page number
GRI Reference		
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EN26	Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation	66-69
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Product responsibility		
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Abbreviations

ACPHR	Australian Centre for Pre-hospital Research
ARA	Australasian Reporting Awards
ARC	Australian Resuscitation Council
ARMC	Audit and Risk Management Committee
AVCGA	Australian Volunteer Coast Guard Association
BSS	Business Support Services
CAD	Computer-Aided Dispatch
CART	Clinical Audit and Review Tool
CFO	Chief Financial Officer
CMC	Crime and Misconduct Commission
DES	Department of Emergency Services
EMQ	Emergency Management Queensland
EMT	Executive Management Team
ESCAD	Emergency Services Computer-Aided Dispatch
FOI	Freedom of Information
FTE	Full-Time Equivalent
GARS	Greater Alarm Response System
GRI	Global Reporting Initiative
HR	Human Resources
ICT	Information Management and Communication Technology
iZone	Urban-Rural Interface
OSA	Organisational Self-Assessment
QAS	Queensland Ambulance Service
QCESA	Queensland Combined Emergency Services Academy
QEOC	Queensland Emergency Operations Centre
QES	Queensland Emergency Services
QFRS	Queensland Fire and Rescue Service
QPS	Queensland Police Service
RLSSQ	Royal Life Saving Society Queensland
RPR	Regional Performance Review
SCORM	Shareable Content Object Reference Model
SDCC	State Disaster Coordination Centre
SES	State Emergency Service
SOCC	State Operations Coordination Centre
SPES	Strategic Policy and Executive Services
SSA	Shared Service Agency
VIMS	Volunteer Information Management System
VisiCAD	Computer Aided Dispatch System
VMR	Volunteer Marine Rescue
VMRAQ	Volunteer Marine Rescue Association Queensland
WH&S	Workplace Health and Safety

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Key locations of the department

General Enquiries	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8190
Kedron Park office		
Office of the Minister for Police, Corrective Services and Emergency Services (former Minister for Emergency Services)	Level 24, State Law Building, 50 Ann street, Brisbane, QLD. PO Box 15195, City East, QLD 4002.	07 3239 0199
Office of the Director-General	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8532
Queensland Fire and Rescue Service	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8100
Queensland Ambulance Service	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	1300 369 003
Emergency Management Queensland	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8511
Business Support Services	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8604
Strategic Policy and Executive Services	Kedron Park Complex, Cnr Kedron Park and Park Roads, Kedron, QLD. GPO Box 1425, Brisbane, QLD 4001.	07 3247 8791
Regional Offices		
Brisbane (EMQ)	Level 3, TC Beirne Building, 315 Brunswick Street Mall, Fortitude Valley QLD 4006. GPO Box 625, Brisbane QLD 4001.	07 3635 1889
Brisbane (QAS)	Level 3, TC Beirne Building, 315 Brunswick Street Mall, Fortitude Valley QLD 4006. GPO Box 625, Brisbane QLD 4001.	07 3635 1803
Brisbane (QFRS)	Level 3, TC Beirne Building, 315 Brunswick Street Mall, Fortitude Valley QLD 4006. GPO Box 625, Brisbane QLD 4001.	07 3635 1906
Central (EMQ)	Level 2, Suncorp Building, 34 East Street, Rockhampton QLD. PO Box 1407, Rockhampton QLD 4700.	07 4938 4988
Central (QAS and QFRS)	Level 3, 34 East Street, Rockhampton QLD 4700. PO Box 1531, Rockhampton, QLD 4700.	07 4938 4928 (QAS) 07 4938 4988 (QFRS)
Far Northern (EMQ)	Level 2, 36 Shield Street Cairns, QLD. PO Box 242, Cairns, QLD 4870.	07 4039 8251
Far Northern (QAS and QFRS)	Level 4, State Government Building, 36 Shields Street, Cairns QLD 4870. PO Box 920, Cairns, QLD 4870.	07 4039 8761 (QAS) 07 4039 8763 (QFRS)
North Coast (EMQ)	Unit 1, 2 Allen Street Moffat Beach, QLD. PO Box 4068 Caloundra QLD 4551.	07 5420 7568
North Coast (QAS)	2 West Terrace, Caloundra QLD 4551. PO Box 249, Caloundra QLD 4551.	07 5420 9990
North Coast (QFRS)	98 Lennox Street, Maryborough, QLD 4650.	07 4190 4818
Northern (EMQ)	Level 1 101 Sturt Street Townsville, QLD. PO Box 5845, Townsville, QLD 4810.	07 4796 9050
Northern (QAS)	12 Wickham Street, Townsville, QLD 4810. PO Box 5845, Townsville, QLD 4810.	07 4796 9111
Northern (QFRS)	Level 1, 101 Sturt Street, Townsville, QLD . PO Box 5845, MSO Townsville, QLD 4810.	07 4796 9023
South Eastern (EMQ)	2 Brigade Drive Eagleby, QLD. Po Box 5128, Eagleby, QLD 4207.	07 3884 8085
South Eastern (QAS and QFRS)	32 Tansey Street, Beenleigh QLD 4207. PO Box 927, Beenleigh, QLD 4207.	07 3287 8500
South Western (EMQ)	Level 2, 128 Margaret St Toowoomba, QLD. PO Box 831, Toowoomba, QLD 4350.	07 4616 1527
South Western (QAS and QFRS)	Level 2, 128 - 132 Margaret Street, Toowoomba QLD 4350. PO Box 831, Toowoomba, QLD 4350.	07 4616 1581 07 4616 1535 (QAS) 07 4616 1506 (QFRS)
Key web addresses		
Our department	www.emergency.qld.gov.au	
Disaster information	www.disaster.qld.gov.au	
Queensland Fire and Rescue Service	www.fire.qld.gov.au	
Queensland Ambulance Service	www.ambulance.qld.gov.au	
Emergency Management Queensland	www.emergency.qld.gov.au/emq	
Our publications	www.emergency.qld.gov.au/publications	
Safer Queensland	www.safer.qld.gov.au	

