

Our vision

World class emergency and disaster management services

Strategic Plan 2008 - 2012

What we value...

Accountability

We are accountable for our decisions and our performance.

Community service

Our people have a strong commitment to the communities we service and community safety.

Diversity

We recognise and value the inclusion of people from a wide variety of backgrounds in everything we do and foster an environment where people feel safe from harassment and discrimination.

Integrity

We support open and honest communication and act with integrity.

Leadership

We value and foster leadership based on our common vision, strategic direction and high standards of ethical behaviour.

Learning

We value sharing of information and constructive feedback in order to continually improve our services.

Safety

We are strongly committed to the provision of a workplace that is free from harm.

Teamwork

We encourage a work environment based on teamwork, mutual support, common purpose, trust, and respect for the history and cultures of all the emergency services, volunteer services and others who contribute to our business achievements.

Who we are

Department of Emergency Services is responsible for ensuring Queensland Communities are supported by, and benefit from, an effective disaster and emergency management system and essential emergency response services. The department has three operational arms that provide fire mitigation and management services, pre-hospital care and patient transport services and disaster management services.

Our Role

We save lives, protect property and improve community safety and resilience



To learn about us, visit www.emergency.qld.gov.au

Department of Emergency Services: Strategic Plan 2008–2012

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Government community outcomes	Strengthening Queensland communities		Protecting Queensland's environment					
Government priorities	Fostering healthy individuals and communities <ul style="list-style-type: none"> minimise the risk and impact of accidents, emergencies and disasters continue to improve the standard and accessibility of hospital and health service. 		Managing climate change and protecting the environment <ul style="list-style-type: none"> prepare for and mitigate the potential effects of environmental disasters. 		Strengthening indigenous communities <ul style="list-style-type: none"> improve the delivery of services to Aboriginal and Torres Strait Islander communities. 			
Vision	World class emergency and disaster management services							
Role	We save lives, protect property and improve community safety and resilience							
Outputs	Queensland Ambulance Service		Emergency Management Queensland		Queensland Fire and Rescue Service			
Performance measures	<ul style="list-style-type: none"> time within code 1 (urgent) responses are attended cardiac arrest survived event rate level of patient satisfaction with ambulance response services percentage of triple zero calls answered within 10 secs. 		<ul style="list-style-type: none"> number of SES volunteers major hazard facilities with at least one site assessment completed per year number of EMQ helicopter rescue hours of operation: <ul style="list-style-type: none"> aeromedical counter disaster search and rescue other demands such as law enforcement, support to other government agencies and maintenance local disaster management groups with current disaster management plans. 		<ul style="list-style-type: none"> response times to structural fires building premises inspected and deemed complete and compliant households with fire safety measures structure fires confined to object or room of origin. 			
Goals	Goal 1: Focus on front-line service delivery		Goal 2: Strengthen community capability and resilience		Goal 3: Support volunteer emergency service organisations		Goal 4: Build organisational capability and resilience	
Strategies	1.1 Implement effective and efficient demand management strategies for front-line emergency services. 1.2 Improve operational information and communication technology systems to enhance emergency service capability. 1.3 Recruit and retain a diverse workforce with the right competencies to effectively deliver emergency services.		2.1 Ensure communities have effective and responsive emergency and disaster systems in place. 2.2 Ensure communities, including remote Indigenous communities, have the resources and capacity to prepare for and respond to emergencies and disasters. 2.3 Leverage strategic partnerships with government, community and business sectors.		3.1 Ensure volunteers have the appropriate training, equipment and infrastructure to undertake their role safely and effectively. 3.2 Ensure effective recruitment and retention of emergency service volunteers.		4.1 Engage in continuous quality improvement with strategic planning, risk and performance management and accountability within our organisation. 4.2 Strengthen and maintain our corporate governance processes. 4.3 Engage effectively with central/regional collaboration to provide better services for communities. 4.4 Maintain a strong focus on staff health and well-being. 4.5 Incorporate rigorous and sustainable legislative and policy development.	
Values	Accountability	Community service	Diversity	Integrity	Leadership	Learning	Safety	Teamwork
	We are accountable for our decisions and our performance.	Our people have a strong commitment to the communities we service and community safety.	We recognise and value the inclusion of people from a wide variety of backgrounds in everything we do and foster an environment where people feel safe from harassment and discrimination.	We support open and honest communication and act with integrity.	We value and foster leadership based on our common vision, strategic direction and high standards of ethical behaviour.	We value sharing of information and constructive feedback in order to continually improve our services.	We are strongly committed to the provision of a workplace that is free from harm.	We encourage a work environment based on teamwork, mutual support, common purpose, trust, and respect for the history and cultures of all the emergency services, volunteer services and others who contribute to our business achievements.
Strategic issues and challenges	<ul style="list-style-type: none"> addressing demand for services through innovative, best-value service delivery and management strategies to ensure all parts of the community have access to and benefit from essential emergency and disaster services improving operational systems in early warning systems, evacuation planning, communications, incident management, and damage assessment ensuring best practice capability, competency, and safety practices that support our staff and volunteers managing emergency services preparedness and responses, including impacts of climate change working with a range of community and business groups and government agencies to mitigate the consequences of emergencies and disasters. 							