JOEN 201/ Year in review



Great state. Great opportunity. And a plan for the future.

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Overview

In supporting the vision of becoming the most disaster-resilient state in Australia, Queensland is setting the standard for disaster management nationally.

My vision for the role has been for this Office to be the catalyst for excellence in emergency management.

The vehicle for this change in 2014 has been the development of Emergency Management Assurance Framework and introduction of Queensland's first Standard for Disaster Management.

The ground-breaking Standard establishes the performance requirements for all entities involved in disaster management and forms the basis of Assurance Activities undertaken by the Office of the Inspector-General Emergency Management.

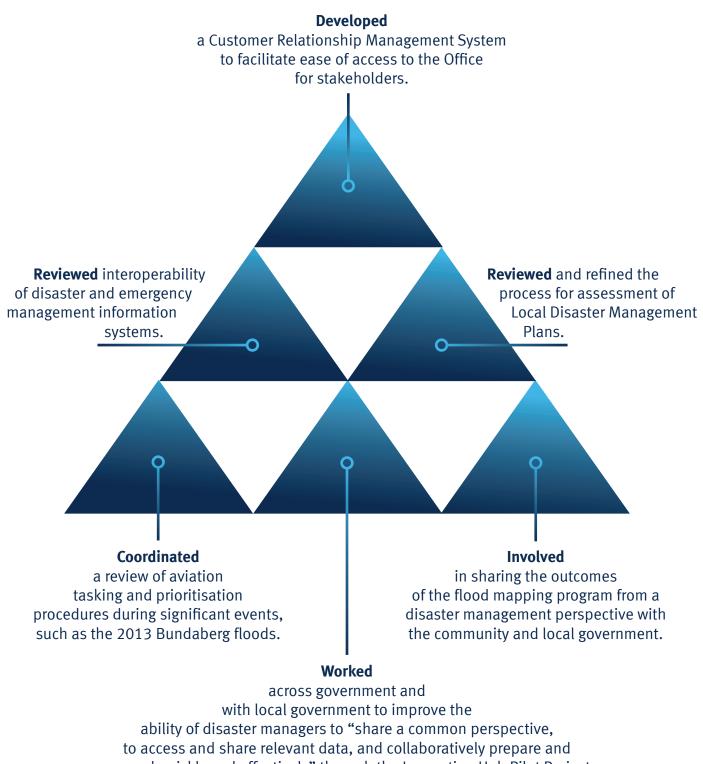
Central to the development of the Framework and Standard, and the majority of IGEM's significant outputs in 2014, has been a deep and unwavering commitment to ground-up consultation with stakeholders. Through a comprehensive Communication and Engagement Strategy and supporting Stakeholder Engagement Framework, staff from the Office of the Inspector-General Emergency Management have traversed the State and established a wide-ranging series of mechanisms and initiatives to ensure stakeholder knowledge, needs and requirements are pivotal in all that we do.

A snapshot of the significant work of IGEM, including examples of the extensive engagement during 2014, is captured below.

It is through this genuine commitment to thorough and ground-up engagement that real change and enhanced confidence in disaster management arrangements will occur.

Iain Mackenzie Inspector-General Emergency Management





respond quickly and effectively" through the Innovation Hub Pilot Project.

Standards

Developed the Emergency Management Assurance Framework, Queensland's first Standard for Disaster Management, in consultation with more than 70 stakeholders

Provided leadership to a comprehensive review of the State Disaster Coordination Centre, making recommendations to improve future outcomes focused on stakeholder needs.

Facilitated the

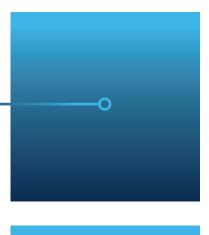
Bureau of Meteorology's review of Category One and Two cyclone emergency warnings in Queensland.

Engaged with

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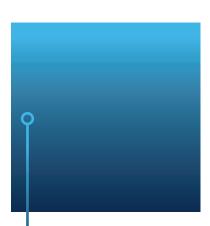
35 stakeholder groups from government (local, state and federal) and non-government organisations to develop the Office's Strategic Plan.

Established as a Public Service Office on 1 July 2014.



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Distributed our inaugural Customer Satisfaction Survey to key stakeholders.



Committed to

the development of a high-performing office, with all staff having performance development plans and development opportunities.

Engagement

Established a relationship

with the Queensland University of Technology to development disaster management excellence with students.

Developed a detailed Stakeholder Engagement Framework and Communication and Engagement Strategy, recognising the importance of engaging stakeholders to achieve continuous improvement of emergency management and community safety outcomes.

Engaged and

collaborated with

18 State Agencies and 1 NGO across all three reviews.

Engaged with and

presented to Indigenous leaders and senior executives at the Queensland Police Service Indigenous Summit.

Participated as

a panel member for the Get Ready QLD Resilient Awards.

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Began scoping

and developing a statewide network of Disaster Management Officers and Local Disaster Coordinators to create a vehicle for positive sector change and continuous improvement.

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Commenced development

of a sector-wide lexicon in close collaboration with key stakeholders to ensure consistency of language and terminology across the emergency management sector.

Involved 70 stakeholders

across three levels of government in the Emergency Management Assurance Framework Workshops.

Surveyed,

corresponded with and sought comment from all councils,

LDMGs and DDMGS in Queensland.

Presented to,

attended, or collaborated with more than 60% of councils and LDMGs as part of the EMAF project and review process.

Presented at

two Australian conferences and one conference in New Zealand.

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Participated

as a panel member at the COTA Safeguarding Vulnerable Seniors during natural disasters forum.

🔲 Inspector-General Emergency Management 💻

Into the future

The emphasis for 2015 and the future must be on making all of us with responsibilities in the disaster management sphere able to demonstrate an ability to meet our obligations and strive for improvement across the full PPRR spectrum. This means all departments and local governments as well as NGOs and GOCs.

Along with an ongoing commitment to developing partnerships with stakeholders, the work of the Office of the Inspector-General Emergency Management in 2015 will centre on these responsibilities.

Together, we can realise the State Government's goal to make Queensland the most resilient state in Australia.

Iain Mackenzie

Inspector-General Emergency Management