



Queensland Fire and Emergency Services

Statement of Cultural Intent

The Queensland Fire and Emergency Services (QFES) is an organisation that consistently delivers operational excellence across a broad range of services to prevent and mitigate the frequency and impact of incidents and work in partnership to enhance the safety and resilience of communities. At the heart of our operational success is the strength of our cultures, values and alignment to mission. From the State Emergency Service (SES) and Rural Fire Service Queensland (RFSQ) volunteers, to the firefighters and specialist staff in our cities and smaller regional towns, to the public service staff who enable effective operations; we are a proud and diligent organisation.

The QFES values demonstrate to the workforce what is expected of us in our dealings with each other and with the public.

- Respect
- Integrity
- Courage
- Loyalty
- Trust

We must be aligned to these values and espouse them in everything we do and in every conversation we have. We hold a privileged position within our society. The nature of our roles means we are always there to help people in need and because of this, we are often seen as positive role models. It is therefore very important for all of us to demonstrate behaviours in the workplace that are expected in the community. By modelling those behaviours we can hope to influence the behaviours of the wider community.

The following are statements of intent, based on our core values that all staff within QFES should embrace and champion:

- *We will endeavour to provide the best services possible to create enhanced public value and ensure our communities are safe and resilient.*
- *We will be inclusive and respect all people.*
- *We will recognise and value differences in thought, background, experience and perspectives.*
- *We believe in ethical behaviour and demonstrating honesty, fairness, equality, dignity and respect for individual rights.*
- *We will not tolerate any form of violence, harassment or bullying and will openly challenge those who do.*
- *We believe our workplaces will be improved through the inclusion of a diverse range of people. Through increased diversity our workplaces will be more representative of our communities, new ideas and ways of thinking will be introduced and we will be more sustainable into the future.*
- *We believe in the safety of our people and the people we serve; physical, emotional and psychological.*