OUR FUTURE DIRECTION
The dawn of a new era is here for Queensland Fire and Emergency Services and there has never been a more exciting time to be involved in our organisation either as a staff member or a volunteer.

Once a new structure is finalised it will help QFES service the community as a modern and mature department.

QFES is now one organisation with many services, many capabilities and many partners.

We will deliver integrated and interoperable services which reflect the needs of our community.

We will work with our many partners in the community to plan for and mitigate the full range of natural and other hazards we face and develop our responsibilities alongside our partners across Prevention, Preparedness, Response and Recovery activities.

QFES will continue to develop its own identity as one which reflects the society we serve.

We will be a diverse, inclusive and safe organisation which fosters and supports innovation and the development of our workforce.

QFES will continue to develop capabilities in its workforce to serve today’s community while also training the leaders of tomorrow to deliver future services.

Our volunteers have never enjoyed more support and will also benefit from the greater clarity around roles and responsibilities which our new structure will provide.

Our role in the community has always been an important one and I know that the new ‘one QFES’ will continue to be an organisation you are proud to be part of and a department which enjoys high levels of community support.

I look forward to the journey ahead.
To create safe and resilient communities by minimising the impact and consequences of emergencies on the people, property, environment and economy of Queensland.

The way QFES supports and works with the community is changing.

Protection of person, property and the environment will remain but focus must also shift towards working with the community on planning and mitigation activities for a range of hazards as well as supporting local communities in building their resilience to disasters.

By expanding its focus on partnering with communities to plan for and mitigate against disasters QFES will further align itself with the community’s expectation around appropriate Prevention, Preparedness, Response and Recovery services.
VALUES / STANDARDS

COMMUNITY FIRST:

Every decision we make gives significant consideration to the outcomes for our communities. We uphold the highest community standards.

DELIVER TOP CLASS SERVICES:

Our services reflect industry best practice and the needs of the local community. They are delivered in a cost effective manner and support the development of greater community resilience.
OUR FUTURE DIRECTION

INCLUSION AND DIVERSITY:
Our organisation reflects the community we serve in terms of race, gender and ethnicity. Increased diversity reduces the risk of problems within an organisation, promotes innovation and lateral thinking and supports positive change.

SAFE AND SECURE WORKPLACE:
QFES has safe, productive and fair workplaces. Our culture will foster professionalism and respect for colleagues with a focus on delivering appropriate services to Queensland communities.
Our world is changing at an unprecedented rate. This dramatically changing landscape sees the volatility, uncertainty, complexity and ambiguity of events, both natural and man-made, differ greatly from past generations.

While we must consider learnings from historical events, there needs to be a shift in our thinking to anticipate and consider future scenarios no matter how unbelievable or unlikely they may seem.

We must believe that even the most unlikely event can happen and plan for it. However QFES does not need to plan to undertake activities related to the prevention, preparedness, response and recovery of all events on its own.

Our planning should see QFES assume a role as a facilitator or coordinator of resources who works with our many partners to deliver the best outcomes for the community.

By facilitating collaboration between government, business and the community QFES will remain relevant as a leader in prevention, preparedness, response and recovery while also addressing the long term economic costs and social impacts of natural and man-made events.

This will provide the best platform for QFES to deal with the ongoing geopolitical turmoil we see today.
We will create a modern department that is capable of anticipating and responding to future community and operational needs.

We will clearly define the functions and operations of the department, operational divisions and individuals so they are easily understood by the community, volunteers and staff.

We will develop the capabilities of our people, both staff and volunteers, to perform those clearly defined functions to the benefit of the Queensland community.

We will develop partnerships with key organisations and ensure we can work together in times of need.

These partnerships will help us better anticipate and respond in a manner reflective of the complexity of events and the needs of communities and government.
WHAT CAPABILITIES WILL WE NEED?

STRATEGIC CAPABILITIES: Activities that enable performance and delivery of value in ways that matter to key stakeholders and the community.

OPERATIONAL SUPPORT CAPABILITIES: Integrated and interoperable processes and activities that support delivery of prevention, preparedness, response and recovery services.

CORPORATE SUPPORT CAPABILITIES: Integrated and interoperable processes and activities that support QFES and its people to operate in an effective way.
"We will work with our many partners to deliver emergency management capabilities across the full range of activities"

**SERVICE DELIVERY CAPABILITIES:**

**PREVENTION & PREPAREDNESS:** Activities that contribute to the planning for or mitigation of fire and emergency events.

**RESPONSE:** Activities that contribute to effective and efficient response and rescue services that reflect the support needs of the local community.

**RECOVERY:** Activities that contribute to recovery, aid and assistance on behalf of the government.
HOW WILL WE ADDRESS CAPABILITY NEEDS?

This is an opportunity for QFES to prioritise the focus on its people, culture and structure to ensure delivery of valued services to the community.

LEADERSHIP:

We will develop our existing and future leaders to have modern, strategic and inclusive leadership skills.

Leadership roles, responsibilities and governance processes will be clearly developed across the department to ensure maximum integration and interoperability of functions delivered by QFES.

SERVICE FOCUSED STRUCTURE:

Greater clarity around accountability of functions and how services will be delivered with communities will reinforce a ‘one QFES’ culture which demonstrates innovation, proactive behaviours and key partnerships.

This will be developed through common, consistent and integrated doctrine, processes and systems which are interoperable.
DEVELOP CRITICAL TALENT:
We will develop skills across the organisation that are best suited to creating greater resilience in Queensland communities.
These skills should ensure greater integration and interoperability of functions delivered in support of Queensland communities.

CULTURE:
Our workforce culture will reflect and embrace the diversity in our community.
PERSONAL CAPABILITY

HOW ARE WE GOING TO IDENTIFY THE CAPABILITIES YOU WILL NEED?
QFES will develop a workforce strategy which will support our people and operations with a focus on integration, interoperability and partnerships. The strategy will identify the capability strengths and gaps that our workforce has and then develop the strategy to build capacity across the department. A roadmap to develop human capital capabilities is a priority to assist QFES to develop its leaders of tomorrow.
Your skills will continue to be developed and enhanced for use across the whole of QFES, increasing integration and enhancing interoperability.

You will receive training which reflects the needs of the community as well as your future capability needs.

Your capabilities will be developed in line with the skills, knowledge and attributes required to allow you to move, should you choose to, from technical or administrative roles, to managerial level and then executive level.

Your training will be aligned with the QFES Mission, Values and Standards while also ensuring staff and volunteers are adequately trained to address the strategic challenges of both QFES and our partners.
ONE QFES. MANY SERVICES, MANY CAPABILITIES, MANY PARTNERS.

WORKING WITH OUR MANY PARTNERS TO DELIVER EMERGENCY MANAGEMENT CAPABILITIES ACROSS PREVENTION, PREPARATION, RESPONSE AND RECOVERY ACTIVITIES