QRA
QUEENSLAND RECONSTRUCTION AUTHORITY

STRATEGIC PLAN 2021-25

OUR VISION: Stronger, safer, resilient Queensland communities.

OUR PURPOSE: Coordinate action to improve the resilience of Queensland communities and facilitate locally led disaster recovery.

Rebuilding, recovering and reconnecting disaster affected communities

STRATEGIES

Coordinate delivery of responsive recovery activities that incorporate risk reduction, resilience building and betterment as business as usual.

Foster partnerships that build the capacity and capability of local government to respond to disaster and facilitate timely recovery.

Streamline grant funding systems and regulatory frameworks to ensure support is responsive, relevant and accountable.

Deliver value for money and strong governance in administering state and Commonwealth funding programs.

Getting ready, reducing risk and building resilience

STRATEGIES

Design and deliver best practice strategies to help communities be ready, resilient and ultimately recover from future disasters.

Prioritise and coordinate disaster resilience funding programs to maximise risk reduction and build resilience.

Coordinate development and implementation of whole of government policies to manage disaster risk.

Provide advice to support the development of whole of government policies towards more resilient buildings, infrastructure and communities.

Prepare Queenslanders for disaster through targeted marketing, communication and community outreach activities under Get Ready Queensland.

Building capacity in recovery and resilience through expert leadership and partnerships

STRATEGIES

Forge trusted, reciprocal and robust relationships with community leaders, thought-leaders, and local, state, commonwealth and international partners in relief, recovery and resilience.

Assist local governments and communities build knowledge and capability that drives best practice in recovery and building resilience.

Influence and enhance the development of national relief, recovery and resilience policy.

Produce evidence based data, analytics and evaluative materials that are useful to, and used by, communities and decision makers.

Develop QRA people's capability and support their wellbeing to meet our strategic objectives.

Ideas in action **Customers first** **Be courageous** **Empower people** **Unleash potential**

QRA CONTRIBUTES TO THE QUEENSLAND GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY - *UNITE AND RECOVER*:

SAFEGUARDING OUR HEALTH by getting ready, reducing risk and building resilience.

BUILDING QUEENSLAND by building capacity in recovery and resilience through expert leadership and partnerships.

SUPPORTING JOBS by rebuilding, recovery and reconnecting disaster communities.

Queensland Government

REBUILDING, RECOVERING AND RECONNECTING DISASTER AFFECTED COMMUNITIES

OUTCOMES

---> **Queensland communities are reconnected and functioning as soon as possible after a disaster.**

---> Infrastructure is functional and more resilient to disaster.

---> Local governments and other delivery agents are capable and confident in delivering local reconstruction and recovery programs.

KEY PERFORMANCE INDICATORS

---> 100% completion of reconstruction and recovery projects within required timeframes.

---> 100% reimbursement of Queensland's Disaster Recovery Funding Arrangements claim to the Commonwealth.

---> Reduction in costs of impacts to communities of future disasters.

---> Measurable efficiencies through process improvements that enhance stakeholder experience.

BUILDING CAPACITY IN RECOVERY AND RESILIENCE THROUGH EXPERT LEADERSHIP AND PARTNERSHIPS

OUTCOMES

---> **Queensland's next Strategy for Disaster Resilience 2022–2030 is delivered.**

---> An integrated community recovery network to drive recovery and continuously improve resilience.

---> A roadmap for recovery and resilience priorities and funding through greater access to data and expert knowledge.

---> QRA is respected and consulted for its body of knowledge and expertise in relief, recovery and resilience at a national and international level.

---> A safe, healthy and inclusive workplace that reflects and supports innovative work practices that positively influence our people and their capacity to deliver for the communities we serve.

---> Increased integration of local, state, commonwealth and private sector in supporting community recovery.

KEY PERFORMANCE INDICATORS

---> Improved quality, quantity and access to state wide data that supports recovery and resilience building.

---> Positive and constructive feedback from local governments and community leaders through survey results.

---> Evidence of influence in state and national policy agenda in disaster recovery and resilience.

---> Positive Working for Queensland results above Queensland Public Sector average.

GETTING READY, REDUCING RISK AND BUILDING RESILIENCE

OUTCOMES

---> **Queenslanders are more informed about their risk and know how to prepare for disaster.**

---> Increased targeted investment in disaster risk reduction.

---> Queensland's network of flood warning infrastructure is coordinated to meet best practice.

KEY PERFORMANCE INDICATORS

---> Increased number of communities that have targeted, local, disaster resilience and recovery plans.

---> Number of people who have emergency plans increased.

---> Whole of state flood warning network complies with national standards.

---> Data analytics including Get Ready Queensland market research shows increased awareness of risk, resilience and how to be prepared.

---> Increased investment in mitigation and disaster risk reduction.

Our Vision: Stronger, safer, resilient Queensland communities.

OPPORTUNITIES

---> Develop and deliver statewide programs that reduce the impact of future disaster events and build resilience in communities.

---> Become a national leader in risk mitigation and disaster preparedness for our communities through programs including Betterment and Get Ready.

---> Influence the national disaster mitigation, recovery and resilience policy agenda to achieve greater alignment with locally-led efforts to improve resilience and risk reduction outcomes for Queensland.

---> Use evidence-based practices, data and analytics to support resource allocation, resilience and risk mitigation programs and disaster management operations.

---> Improve whole-of-business processes to achieve efficiencies and process improvements.

RISKS

---> Queensland experiences a catastrophic disaster event, or simultaneous events that overwhelm resources so that existing service delivery is unable to scale up to meet demands.

---> Requirements and timeframes under grant funding guidelines are unable to be met, jeopardising Commonwealth Government funding to the State.

---> Failure to deliver responsive services should there be a catastrophic disaster event across a geographically diverse area.

---> Unforeseen events such as pandemic impede QRA's ability to lead recovery on the ground and applies pressure on local resourcing post disaster.

---> Changes in disaster management arrangements at a national level may be disruptive to locally led recovery and impact Queensland's longstanding disaster management arrangements.

QRA RESPECTS, PROTECTS AND PROMOTES HUMAN RIGHTS IN OUR DECISION-MAKING AND ACTIONS, VISION AND PURPOSE.

Queensland Government