

**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 and oversee delivery of responsive recovery activities that incorporate risk reduction, resilience building and betterment as business as usual.
- » Partnering to build the capacity and capability of local and state government to respond to disasters 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.

### 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 have the capability and capacity to deliver local reconstruction and recovery programs.
- » Disaster-impacted Queenslanders are supported to meet their recovery needs.

### Key performance indicators

- » 100% completion of reconstruction and recovery projects within required timeframes.
- » 100% reimbursement of Queensland's DRFA claim to the Commonwealth.
- » Reduction in costs of impacts to communities of future disasters.
- » Evaluation reviews of recovery programs confirm intended outcomes have been achieved.

## 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, national and international partners in relief, recovery and resilience.
- » Coordinate whole-of-government activity in recovery and resilience through effective stewardship of the State Recovery Resilience Group.
- » Assist local governments and communities to build knowledge, risk awareness and capability that drives best practice in recovery and building resilience.
- » Learn from international, interstate and local practices in order to influence and enhance the development of national relief, recovery and resilience arrangements.
- » Produce evidence based data, analytics and evaluative materials and tools that support communities and decision makers.
- » Cultivate a healthy, safe and efficient workplace that develops, attracts and retains a skilled and capable workforce.

### Outcomes

- » **Queensland's Strategy for Disaster Resilience 2022-2027 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.
- » An employer of choice that provides a safe, healthy and inclusive workplace that attracts and develops staff and positively influences our people and their capacity to deliver for the communities we serve.
- » Increased integration of local, state, national and private sector in supporting community recovery.

### Key performance indicators

- » 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.
- » Working for Queensland Survey results exceed public sector averages.

## Getting ready, reducing risk and building resilience



### Strategies

- » Design and deliver best practice strategies to help communities be ready, resilient and recover stronger 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 and assess disaster risk.
- » Provide advice to support the development of whole of government policies towards more resilient buildings, infrastructure and communities.
- » Prepare Queenslanders for disasters through targeted all-hazard communication and community education awareness campaigns and outreach activities under Get Ready Queensland and the If It's Flooded Forget It programs.
- » Support local governments to have up to date, targeted local disaster resilience and recovery plans that enhance capability to identify and prioritise resilience projects, initiatives and activities.

### 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.
- » Local governments have access to, and use fit-for-purpose tools and information that inform disaster risk.
- » Local governments are capable, confident and supported in delivering disaster preparedness to their communities.

### Key performance indicators

- » Number of people in Queensland who intend to change behaviour following exposure to awareness campaigns increases each year.
- » 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.

## Opportunities

- » Develop and deliver statewide programs that reduce the impact of future disaster events and build resilience in communities.
- » Integration of resilience into Queensland's disaster management arrangements.
- » Become a national leader in risk mitigation and disaster preparedness for our communities through programs including Betterment and Get Ready.
- » Learn from and 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 that balance risk management and outcomes for internal and external stakeholders.

## Risks

- » Queensland experiences a catastrophic disaster event, overlaying events or other external impacts that overwhelm resources so that existing service capacity is insufficient to meet demands and deliver effective outcomes.
- » Requirements and timeframes under grant finding guidelines are unable to be met, jeopardising Commonwealth Government funding to the State.
- » Changes in disaster management arrangements at a national level may be disruptive to locally-led recovery and impact Queensland's longstanding disaster management arrangements.
- » Increase in severity and frequency of disasters applies pressure to national disaster funding arrangements and restricts availability of funding to invest in resilience.
- » Community disaster fatigue slows down or prevents delivery of effective recovery outcomes.

### QRA supports the Queensland Government's objectives for the community:

- Good jobs:** Good, secure jobs in our traditional and emerging industries.
- Better services:** Deliver even better services right across Queensland.
- Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow.

### QRA contributes to the Queensland Government's objectives for the community:

- Keeping Queenslanders safe** 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, recovering and reconnecting communities affected by a disaster.



Customers first



Ideas in action



Unleash potential



Be courageous



Empower people

QRA respects, protects and promotes human rights in our decision-making and actions, vision and purpose.