

Queensland Fire Department

Strategic Plan 2025-29



Who we are

The Queensland Fire Department (QFD) provides world-class fire and rescue services to communities across Queensland, including fire prevention, response, and control. QFD’s foremost priority is to respond to fires and emergencies that threaten life, property or the environment by providing support to communities before, during and after their times of need.

The *Fire Services Act 1990* (the Act) establishes two fire services - Queensland Fire and Rescue (QFR), and Rural Fire Service Queensland (RFSQ) — as specific fire services, undertaking dedicated functions to deliver on the legislative purposes of the Act. To achieve this, the Act requires processes to be established that provide ongoing operational and strategic collaboration and coordination between the fire services, and that continue to recognise the valuable role of staff and volunteers.

Our purpose

To pre-empt, prevent, mitigate and manage the consequences of fires and other emergencies on Queensland communities

Our vision

Working together to create safer communities through contemporary fire and emergency services

Our guiding principles

CAPABLE COMMUNITIES
We'll collaborate with communities to enhance fire and emergency preparedness

INTEROPERABLE
We'll bring together people, knowledge, capabilities and equipment to make us and our communities safer

INTELLIGENCE
We'll identify, collect, analyse and communicate relevant data, information, knowledge and wisdom

SUSTAINABLE
We'll balance what we spend, consume and emit with the benefit we provide our community and environment

ADAPTIVE
We'll quickly, safely and effectively adjust to emerging opportunities and challenges

We respect, protect and promote human rights in everything we do

Our services



Queensland Fire and Rescue

QFR provides fire prevention, preparedness and response services to fire in the built environment and landscape environments, as well as scientific and specialist capabilities to Queensland communities. QFR provides a multi-hazard response which includes structural fires, road crash rescue, bush and grass fire, hazardous material, technical rescue including vertical, urban search and rescue, and swiftwater rescue.



Rural Fire Service Queensland

RFSQ is a community-based, volunteer emergency service and the lead service for the control and prevention of bush and grass fire in Queensland. RFSQ operates in rural, semi-rural and urban fringe areas providing bush and grass fire prevention, mitigation and response capabilities and community engagement services, assistance during other emergencies and disasters and, in some instances road crash rescue.



State Operations

State Operations is a shared capability across RFSQ and QFR. State Operations enhances cooperation and collaboration across QFD operations, with a particular focus on how RFSQ and QFR come together before, during, and after an emergency.



Strategy and Corporate Services

Strategy and Corporate Services (SCS) provides a diverse range of organisational and professional support to RFSQ, QFR and State Operations. Community mindedness is a core tenet of SCS, its people and its service model, with a strong value placed on the importance of effective and efficient corporate service delivery.

Key opportunities

- Development of the workforce’s capability, adaptivity, and interoperability could lead to enhanced skills and knowledge and a more contemporary and safer workplace.
- Leveraging research, innovation and technology to existing and new problems could result in more effective service delivery, lower emissions and a safer work environment for our staff and volunteers.
- Communities that are developing greater capability and shared responsibility for safety through prevention and preparedness initiatives we deliver and support, reduces the impacts of emergencies and disasters on communities and the emergency and disaster management sector.

Key risks

- A changing climate leading to an increased demand on QFD, greater exposure to risk for our staff and volunteers and reduced ability to deliver our services.
- Sustained high-risk service delivery could lead to physical and/or psychological harm to our staff and volunteers which could result in reduced health and wellbeing and diminished service delivery.
- Increased complexity and scope of service delivery needs may surpass the ability to adapt fleet, infrastructure (including technology) and operational equipment which could inhibit our ability to deliver services.

Queensland Fire Department objectives, indicators and strategies 2025-29

OUR OBJECTIVES	PERFORMANCE INDICATORS	OUR STRATEGIES
Safe and effective response that minimises the consequences of fires and emergencies 	<ul style="list-style-type: none"> Response times to structure fires % Triple 000 calls answered within 10 seconds Rate of confinement of fire to room of origin Preventable fire-related fatalities 	<ul style="list-style-type: none"> Safely maintain and enhance our operational response capabilities Drive seamless and interoperable response across our services and partners Improve services to high-risk locations and target groups using adaptable, risk based and place-based models of service delivery Utilise real time analytics and intelligence to support response operations and inform recovery operations
A safe, capable and inclusive workforce - both our staff and volunteers - that is representative of the communities we serve  	<ul style="list-style-type: none"> Firefighter response related injuries QFD attrition rate within first two years % of QFD staff that participated in annual development plan activities 	<ul style="list-style-type: none"> Build a contemporary workforce by attracting and recruiting well, fostering diversity, promoting respectful relationships Support, train, develop, and respect the experience of our volunteers Ensure health, safety, and wellbeing of our staff and volunteers
Planning, decision-making and QFD-led preparedness activities are informed by current and future risk  	<ul style="list-style-type: none"> % of QFD-led bush and grass fire mitigation activities completed in high risk locations % of homes with interconnected smoke alarms installed 	<ul style="list-style-type: none"> Leverage high-quality evidence and intelligence to determine current and emerging high-risk locations, service demand and resourcing that is fiscally sustainable Deliver initiatives that raise awareness of and reduce locally relevant risk Prepare QFD for the opportunities and challenges of a changing climate, contributing to Queensland's sustainable future Support the planning and delivery of safe and secure major events, including the Brisbane 2032 Olympic and Paralympic Games
We work with communities and landowners, so they understand their local risks and take mitigation action to improve community safety 	<ul style="list-style-type: none"> Community preparedness rating for fire-related hazards Rate of satisfaction with "warnings and alerts" 	<ul style="list-style-type: none"> Provide proactive and engaging messaging and advice relevant to local risks to inform communities and stakeholders across prevention, preparedness, response and recovery Build community resilience relevant to fire and chemical/HAZMAT emergencies Ensure Queensland communities are treated as equal partners and work with them to advance community safety outcomes
We work collaboratively to ensure effective service delivery with our partners  	<ul style="list-style-type: none"> Rate of satisfaction with QFD service delivery 	<ul style="list-style-type: none"> Effectively deliver on our responsibilities as a key stakeholder in the Queensland Disaster Management Arrangements and primary agency for bushfire and chemical/ HAZMAT response Strengthen doctrine, agreements and partnerships that enhance our contributions to emergency and disaster management Build genuine and constructive partnerships at all levels and work cohesively across boundaries to share information, decisions and outcomes
We make the best use of current and emerging assets and technology  	<ul style="list-style-type: none"> % of major capital works delivered within timeframes % IT investment allocation across risk mitigation, enabling QFD capabilities and modernisation categories % of fleet assets outside of planned useful life 	<ul style="list-style-type: none"> Optimise capabilities by ensuring assets and technology are aligned with risk and evidenced community need whilst delivering public value and respecting Queenslanders' money Work together across our services, stakeholders and partners to understand asset and technology opportunities and challenges Make our information and communication technology simplified, smarter, connected and user friendly
Organisational enabling capabilities work effectively with our front-line staff, volunteers, partners and community  	<ul style="list-style-type: none"> % of recommendations emanating from reviews implemented within required timeframes 	<ul style="list-style-type: none"> Enhance cross-capability cooperation Utilise a collaborative approach to research and innovation across our capabilities Continuously improve by learning, adapting, and transforming with our volunteers, staff, stakeholders, partners, and the community
We connect and support our staff, volunteers, partners and communities in recovery after fires and emergencies 	<ul style="list-style-type: none"> % of damage assessments following a major event undertaken within required timeframes 	<ul style="list-style-type: none"> Provide recovery operations in disaster impacted communities aligned to our capabilities and in support of our partners and stakeholders

QFD supports the government’s objectives for the community.

Safety where you live

A plan for Queensland's future

A better lifestyle through a stronger economy

QFD shared values

Courage

Integrity

Loyalty

Respect

Trust