QRA QUEENSLAND RECONSTRUCTION AUTHORITY

STRATEGIC PLAN 2024-28

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 progams.
» 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.

Queensland Government