

WINTER 2019

Community Matters

VICSES

EDITION 7



Hub Refresh

Changes to My Region
and Homepage



.....
***Driver Reviver
Easter launch***

WOW!

*Melbourne CBD comes alive for
Wear Orange Wednesday '19*

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Interested in contributing?

Submit your article here:
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VICSES would like to respectfully acknowledge the traditional custodians of the land throughout Victoria and acknowledge their ancestors and elders, both past and present.

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MESSAGE FROM THE MINISTER FOR POLICE AND EMERGENCY SERVICES

It's a pleasure to welcome you to the second edition of Community Matters for 2019.

Over the past few months I've had the opportunity to meet so many wonderful VICSES volunteers.

The annual Wear Orange Wednesday celebrations saw us come together to thank you, and recognise the sacrifices you make for our community.

Last month, I joined the Victorian community to pay tribute to Ross and Andrew Powell – two dedicated VICSES and Life Saving Victoria volunteers who tragically lost their lives serving the Port Campbell community they loved.

They are shining examples of Victoria's proud and selfless spirit of volunteerism and they will never be forgotten.



It's a reminder that our VICSES volunteers put themselves in harm's way and face often deeply personal and traumatic scenes every day, particularly when responding to road crash rescues.

This year we've already seen far too many deaths and serious injuries on our roads. These incidents destroy lives, and have devastating effects on so many families and communities.

Our brave volunteers shouldn't have to witness the trauma we're seeing on our roads. That is why campaigns like Driver Reviver are so important. They are literally life-saving.

As a government, we're working tirelessly to keep Victorians safe on our roads, and you'll soon hear more about our plans to help stop this carnage.

Once again, I'd like to thank all of our VICSES volunteers who give up their time and put their lives on the line to help protect their community.

Hon Lisa Neville MP
Minister for Police and
Emergency Services



Welcome

Hello everyone, and welcome to the winter edition of Community Matters.

In April we lost two exceptional volunteers, Ross and Andrew Powell. Ross and Andrew were both highly respected and skilled members of the VICSES Port Campbell Unit, who dedicated their lives to helping those around them. On page 20 we celebrate their lives, and reflect on the inspiring legacy that they have left behind.

I'd also like to take this opportunity to remind everyone that in difficult times, it's important that we look out for each other. If you or someone you know needs support, we have a range of services available for 24-hour assistance, such as our Peer Support Line. More information on page 21.

On Wednesday 22 May we celebrated Wear Orange Wednesday, an opportunity to thank all of our incredible volunteers and the amazing work that they achieve. I'd like to give

a big thanks to everyone who participated on the day, and to all involved in the official launch on Bourke Street in the Melbourne CBD. You can view all of the fun on page 4.

Last but not least, I'd also like to thank everyone for their involvement in this year's Driver Reviver Campaign over the Easter long weekend. As Australia's largest road crash rescue network, our involvement in promoting road safety is paramount to our organisation. Well done to everyone who gave up their time to keep our roads and community safe.

As always, thank you for helping us put together another fantastic edition of Community Matters.

Kind regards,

Stephen Griffin
CEO Victoria State
Emergency Service



Melbourne CBD comes alive for Wear Orange Wednesday '19

By Gabi Barkmeyer, Corporate Communications Officer, VHO

Wear Orange Wednesday (WOW Day) was celebrated across Victoria on Wednesday 22 May, encouraging the community to say thanks to our amazing volunteers in orange.





The day was officially launched on Bourke Street, with attendance from our CEO Stephen Griffin, COO Tim Wiebusch, Minister for Police and Emergency Services Lisa Neville, Victoria Police Search and Rescue Senior Sergeant Greg Paul, and volunteers from Central and North East units.

The launch also included Trevor Salvado and Jacinta Bohan, who received the help of VICSES volunteers and other emergency service personnel when they were lost for four nights on Mount Buffalo. The event provided an opportunity for some of our volunteers to finally meet the couple who had they had set out in search for just months ago.



Orange isn't my colour, but I'll wear it proudly from now on," said Jacinta in her thanks to VICSES.

Throughout Melbourne, our volunteers were celebrated with major landmarks such as the Bolte Bridge and the Melbourne Cricket Ground lit up in orange, and WOW Day flags positioned outside

the Melbourne Town Hall and along St Kilda Road. On Bourke Street a VICSES community engagement area was activated for the morning of the launch, offering an opportunity for the public to engage with our volunteers on community education and opportunities to volunteer, right in the heart of the Melbourne CBD.

Outside of the city, our units and community members came together to celebrate by dressing in orange and holding morning teas, barbecues and more.

Thank you to everyone involved in celebrating our amazing volunteers – what would we do without you! ■





GENERAL NEWS



neighbour day



Volunteers connect with community for Neighbour Day

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On Sunday 31 March VICSES, Red Cross and CFA banded together to hold the first ever volunteer Neighbour Day Challenge.

Linked to the annual Neighbour Day event held on the last Sunday of March each year, the Neighbour Day Challenge was launched to highlight the strong link between positive social ties with neighbours and outcomes in an emergency, and encourage our volunteers to connect with the people that live around them. To enter, participants simply had to photograph themselves getting out there and doing something neighbourly – anything from a note under the door, to a friendly cuppa or a barbecue.

Campaign lead Jamie Devenish, Manager Emergency Management Planning said he hopes to see the campaign grow in future years.

"It was great to see the three agencies get behind this initiative. Recent research and stories from within our own units highlight the important role that knowing your neighbours can play, before, during and after an emergency. Well done to all of our members out there walking-the-talk and building those connections with their neighbours in the first year."





Congratulations to the five VICSES winners of the inaugural Neighbour Day Challenge, who each received a \$200 Bunnings voucher thanks to our campaign sponsor PFD Food Services: Chris Riley, Tash Drake, Aleisha Borg, Moe Unit and South Barwon Unit.

Thank you to everyone who took part in this year's challenge, and we look forward to celebrating Neighbour Day again next year.

You can read more about the Neighbour Day campaign on page 10. ■

HUB REFRESH UPDATE:

Changes to My Region and Homepage

By Scott Morgan, Digital Content Officer, VHO

Changes have been made to the Hub homepage and My Region sections to deliver a better experience to volunteers as part of the Hub refresh project.

A new Hub homepage will be rolled out this month featuring a refreshed look and feel. This new page has been designed to provide easier access to the information that is most important to our volunteers, and includes tiles for easy access to key applications and pages, a new quick links section and a simplified news feed to allow for quicker scanning of the latest news.

The My Region section has also been updated in line with feedback from

across the organisation to give content a consistent structure.

Each My Region section has been reviewed and updated to include:

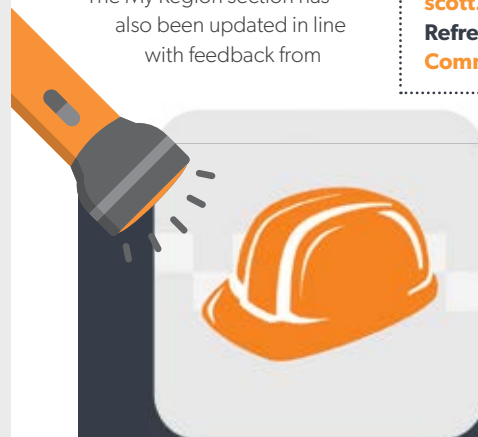
- A restructure and reorder of pages and content in line with feedback from the volunteer working group.

- Removal of duplicate/ outdated content.
- Implementation of a consistent landing page for each region.

I'd like to give a special thank you to all the volunteers that were part of the volunteer working group, who played a critical role in these recommendations. ■



For further information or for any assistance with the Hub, please contact Scott Morgan via email to scott.morgan@ses.vic.gov.au, or visit the Hub Refresh page: [Hub > My State > Media and Communications > Volunteer Hub Project](#).



SPOTLIGHT ON OUR VALUES

Safety drives our decisions

As one of our five organisational Values, it's important that safety is a priority for every one of us at VICSES. If you're attending an incident:

- Always identify who will be in charge and all other key roles.
- Make sure to stop, think, and assess all risks, and how to correctly approach the situation.

- If you notice something has changed in the surrounding environment, make sure you communicate this to the rest of your team.

Together, we can work towards an even safer VICSES. For more information on our Values, visit the Hub. ■

VICSES celebrates International Women's Day at Federation Square



By Gabi Barkmeyer, Corporate Communications Officer, VHO

On Friday 8 March VICSES was invited to celebrate International Women's Day at Melbourne's Federation Square. The event, hosted by Melbourne Fire Brigade (MFB), honoured the contribution of women in emergency services and also featured Life Saving Victoria, Country Fire Authority, Victoria Police, Emergency Management Victoria and many more.

Free for the public to attend, the celebration highlighted the importance of gender-balance within the sector. It also offered the chance for agencies to engage with the public on volunteering opportunities and insight into what we do behind the scenes. VICSES and MFB also joined together to perform a live road crash rescue demonstration for the public, which highlighted VICSES' skills and capabilities.

At VICSES we are proud of our commitment to diversity and empowering women across our organisation. This event was a fantastic opportunity to celebrate the incredible leadership and skills of our female members. Thank you to everyone who came along and supported this fantastic day.

Read more about International Women's Day celebrations on page 13. ■





5 Q's with Scott Morgan

Scott Morgan has joined VICSES as our new Digital Content Officer, and the first point of contact for anything relating to Hub support. We sat down with Scott to ask him a few questions...

Great to have you on board Scott! Can you tell us a little about your career prior to VICSES?

My previous role was with the Australian Taxation Office (ATO), where I started as a Librarian and ended up a few years later working as part of the Intranet team, which then led to working on the ATO website. So I have quite a bit of experience in organising and managing information on intranets and websites.

What are you most looking forward to in your new role?

I'm looking forward to improving the Hub so that it becomes more usable and useful, and is better at directly supporting the work of volunteers and staff. I'm keen to remove some of the roadblocks and frustrations so that finding the information you need becomes simpler. There are lots of challenges ahead!

What are some of the changes that we can expect to see on the Hub?

There are several projects underway. The first project is the refresh of My Regions that will improve the accuracy and consistency of content



and make it easier to find what you're looking for. The second is a refresh of the Hub homepage to provide easier access to key resources and information.

There are also many less visible but equally important ongoing projects underway – including removing dead links and improving the search function.

Who or what inspires you the most?

I try to attend intranet conferences whenever I can and I often meet some really inspirational people making amazing improvements to their intranet. I can see the trend of intranets becoming more user-centred and personalised – an entry point to a wider digital ecosystem, rather than just an internal communications



Stepping back in time...

Pictured here, Mid West Region members Kevin Liersch, Rohan Eales and Denis Purcell proudly exhibit a series of hydraulic rescue equipment at the local Warracknabeal Show. The Jaws of Life sure looked a lot different back then! The photo is believed to have been taken in the late 1970s or early 1980s. Do you know for sure? If so, drop us a line!

channel or place for procedures to be stored. It's a really exciting development.

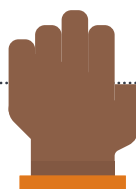
Finally, we have to know... cats or dogs?

Definitely Dogs...I have a very energetic 12-year-old Siberian Husky. ■



Contact

Contact Scott for help with the Hub



Share with us

If you have a photo to share in our Stepping back in time feature, email your submission along with a description to publications@ses.vic.gov.au.



CENTRAL

1 Jan – 31 Mar 2019

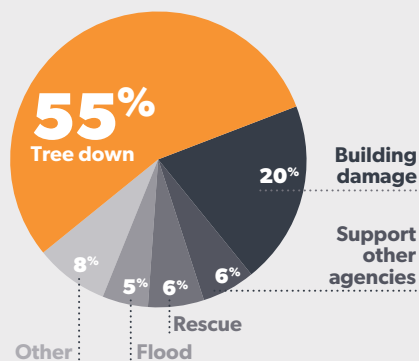


1,879

Volunteers

3,440

Requests for assistance



Community Resilience Coordinator Gavin Quinn with local residents at the Castleford Community Centre

Central Region gets to know their neighbours

By Gavin Quinn, Community Resilience Coordinator, Central region

This year we were excited to participate in the Neighbour Day campaign, held on Sunday 31 March.

Neighbour Day is an ongoing opportunity to remind people of the importance of community connections in their lives, as well as their individual responsibility to create a well-connected neighbourhood. In my role as a Community Resilience Coordinator, we have seen how positive neighbourhood relationships have transformed communities. These connections can also help to prevent loneliness, isolation and depression.

In celebration of Neighbour Day, we held a number of events throughout several communities within the southern metropolitan area,

talking to the residents at Castleford Community Centre within City of Bayside. We also held a talk with parents and children at Hampton Park Community House, within City of Casey, where we were joined by members of Narre

Warren Unit and neighbouring Greater Dandenong Unit to show how VICSES works with neighbouring units as support on those busier events. I later attended my own Neighbour Day event with fellow occupants of the unit complex in which I reside.

Read more about Neighbour Day on page 6. ■





Sunbury hosts Women in Rescue event

By Angela Lane, Sunbury Unit, Central Region

April saw Sunbury Unit host this year's 'Women in Rescue' event at its local headquarters.

In its second year running, the two-day event was focussed on achieving four key goals:

- To build confidence in all roles associated with a rescue.
- To increase familiarity with rescue tools through more 'hands on tools' time.
- To provide a positive, welcoming and challenging learning environment.
- To expand the leadership capacity and networking opportunities of women in emergency services.

This year's event built on the outstanding success of Women in Rescue 2018, and included representatives from six units and three regions.

Participants took part in a variety of practical hands-on sessions, interactive workshops and guest speaker presentations, all designed to increase experience, knowledge and confidence in rescue.

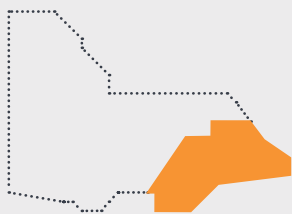
Sunbury Unit member Ben Stanford and Seymour Unit Controller Christine Welsh led a series of practical sessions, which included challenging scenarios such as vehicle stabilisation, rescue techniques for vehicles on rooves, vehicles on their side, and third door conversions.

Participants also heard from Katherine Cooney, program coordinator at the Victorian Foundation for Survivors of Torture Inc. and co-founder of the Australian Women in Emergencies network, who shared her experiences as a volunteer in emergency services and the leadership role that women play in the broader emergency services sector.

Sunbury Unit's Jarrod Bell, Gisborne Unit's Di Dale and Lisa Wise from Peer Support led sessions on leadership, focussing on the Commander role and the role a leader plays in looking after the welfare of their team, including discussions on physiological welfare while managing an emergency.

Thank you to all the amazing women that participated this year, and to everyone involved in making this event possible once again! ■





EAST

1 Jan – 31 Mar 2019

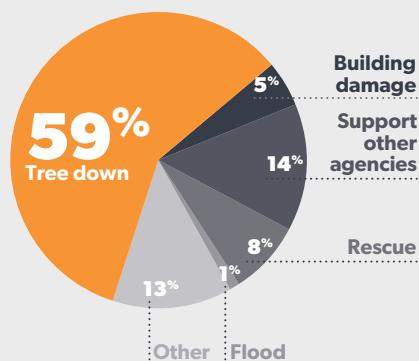


702

Volunteers

692

Requests for assistance



Remembering Brian Rintoule

By the members of Leongatha Unit, East Region

It is with deep sadness and pain that we share with our community the terrible loss of one of our own, Brian Rintoule.

On 10 April we lost a dedicated, passionate, kind-hearted and honourable man; a leader, a teacher and a much-loved member of the Leongatha and broader VICSES family.

Brian, you will forever have our love, our respect and our deepest gratitude. We cannot begin to imagine our lives without you.

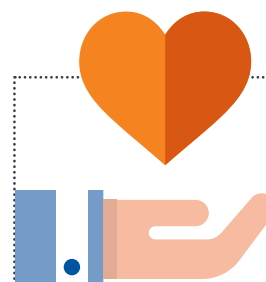
Your smile lit up the room. Your humour, your integrity, your wisdom and your compassion made us all richer for having known you. Our lives will never again be quite so bright.

We offer our most heartfelt and sincere condolences to Brian's family. They will forever remain our family, too. Mandy, Shanna, Ellie; if there is ever anything you need, we are only one phone call away.

You were the best of us Brian. We thank you for your 39 years of unwavering service to our community. Together, we will mourn your loss, celebrate your life, and honour your memory.

Vale Brian.

Rest easy, dear friend. ■



Remember, grief and loss affects us all in different ways and across different periods of time. It's okay to not be okay. If you need support, reach out to a friend or family member, speak to your GP, or contact Peer Support. See page 21 for more information.



East Region celebrates International Women's Day

By Merryn Henderson, Community Resilience Coordinator, East Region

International Women's Day is a great opportunity to recognise the work of the many women within VICSES who serve their communities.

This year VICSES has continued to increase opportunities and reduce barriers for women across the emergency services sector, including 33% female membership, 35 female Unit Controllers, and 107 women in leadership roles across the organisation.

Eileen Laidlaw has been a member of VICSES for four years, and is currently a volunteer at Moe Unit and part of the unit's training team. Eileen is a hands-on volunteer who enjoys meeting with the community and engaging with the locals to build awareness around who VICSES is, and how they can better support their own communities. Eileen said she is keen to see more women join the organisation.



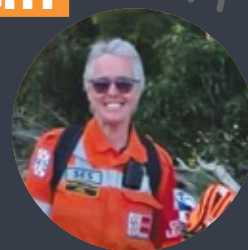
We want to encourage all women to come on board; women from all backgrounds," said Eileen.

"Everyone has different skills to bring to the table and we really value that at VICSES. There are no limits; at VICSES we are given the same opportunities as our male counterparts."

Read more about International Women's Day on page 8. ■



VOLUNTEER SPOTLIGHT



Eileen Laidlaw

By Merryn Henderson, Community Resilience Coordinator, East Region

Unit: Moe Unit

Name: Eileen Laidlaw

Age: 63

Joined: 2014

Roles: Active operational volunteer for Moe Unit and a member of the unit's training team. I also record the unit's meeting minutes.

Skills and special interest areas: Search and Rescue, Map and Navigation.

What do you do outside of VICSES? I am an equal active partner in a beef farm with 160 Angus girls. This includes feeding cows, assisting at time of calving, animal health and being a general yard hand. When I have the time I also volunteer with the Friends of the Morwell Rose Garden and Friends of Baw Baw National Park. I love gardening and bush walking, walking most nights for fitness.

Why did you join VICSES? Retiring from dairy I felt I had more time. I have always volunteered in the community and I felt I needed something to keep my brain alive.

What keeps you coming back? The opportunity to continually learn and help out across a diverse range of scenarios keeps me involved, as well as being able to extend myself out of my comfort zone.

Has there been a highlight or stand out moment during your time with VICSES?

A highlight was definitely spending four days at the Rawson Incident Control Centre (ICC) for the Thomson fire, where I worked within the Logistics team as a catering officer. This really gave me an insight into the complexity of the administration needed at Incident Control Centres (ICCs) to support the fireground crews, as well as all the different aspects that go into fighting a fire on a large scale. ■



MID

WEST

1 Jan – 31 Mar 2019

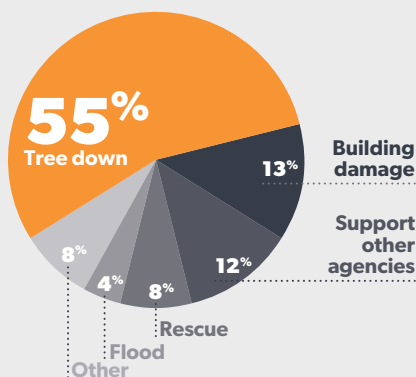


457

Volunteers

344

Requests for assistance



Hepburn Shire takes on new junior recruits

By Belinda Marchant, Manager Regional Operations Emergency Management, Mid West Region



Unit members David Storer, Maddy Viola, Bella Viola and Cassie Blanks

Hepburn Shire Unit has always embraced diversity. So when the unit was approached by one of their own volunteers about taking on junior members, they jumped at the opportunity.

Twins Maddy and Bella Viola have been willing and very active participants of the unit now for over 12 months, and have provided their fellow members with a great sense of energy and entertainment during this time.

Recently, the twins recruited another junior member Cassie Blanks to join their ranks and boost the morale of the unit. This keen and enthusiastic trio recently completed their General Rescue qualifications at the Mid West Region Annual General Rescue training weekend in Stawell in March. This is a huge milestone for all three junior members, as well

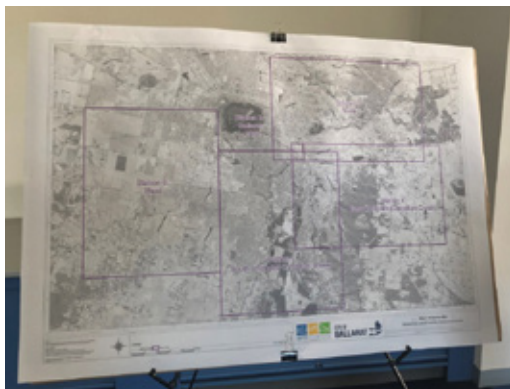
as the unit who have learnt a significant amount along the way.

Hepburn Shire Unit is exceptionally proud of the effort and maturity demonstrated by Maddy, Bella and Cassie throughout the year, including during the unit's difficult time of the unexpected passing of a well-respected member. Most recently, they have been able to put their skills into practice by attending their first call-out.

Well done to all involved for providing the support and ongoing training to enable these active junior members to achieve their goals. ■

Grampians National Park Search and Rescue Multi Agency Forum

By Belinda Marchant,
Manager Regional
Operations
Emergency
Management,
Mid West Region



City of Ballarat Council expands flood risk management

By Belinda Marchant, Manager Regional Operations Emergency Management, Mid West Region

City of Ballarat council staff, in conjunction with VICSES Mid West Region and the Corangamite Catchment Management Authority (CMA), has recently undertaken a range of community engagement activities, exploring the impacts of implementing major changes to its Council Strategic Planning.

VICSES staff participated in two public forums held in April at the local Lucas Community Hub and the Brown Hill Hall, where members of the community were invited to provide feedback and information to validate and update local flood intelligence. This allowed VICSES staff to promote the current Local Flood Guides and available community resources to support stronger community resilience.

City of Ballarat Strategic Planning and Engineering staff discussed with community members the importance and impacts of the planned amendments, including the Land Subject to Inundation (LSIO) and Flood Overlay (FO).

With the City of Ballarat area comprising more than 107,000 people in 2018 and granting approvals for 1000 new properties every year, these legislative changes for the City of Ballarat area will allow for future flood mitigation in an ever expanding regional centre.

The new LSIO will affect Ballarat's heritage central business district, which is currently impacted by significant flash flooding, and allow the Council to support further flood mitigation strategies for local businesses and residents into the future.

The planning amendments are due to be completed before December 2019. ■

VICSES has been instrumental in bringing together agencies involved in Search and Rescue at a forum held in the Grampians National Park in May. The forum was an outstanding success, with more than 40 participants from VICSES, Victoria Police, Ambulance Victoria, CFA, and Parks Victoria.

A range of topics were discussed at the forum, including Emergency Markers, Peak Trail development and new 4WD ambulances. Also discussed was the Lessons Management Pilot that uses the Emergency Management Victoria framework, and collates feedback into an online program that

provides insights, observations and lessons to improve the future response of all agencies within the Grampians National Park.

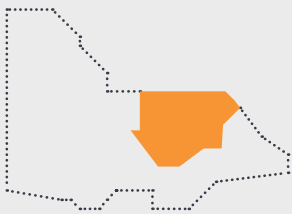
Emergency Markers have been installed in over 160 locations in the Grampians National Park with many more to be installed along the peak trail as it is developed. Emergency Markers are accurately recorded by the Emergency Services Telecommunications Authority (ESTA) in computer aided dispatch (CAD), and, when referenced by the caller, help guide emergency responders to the correct location and the best route to get there.

The new Peak Trail will be completed in 2020, and will consist of a 170km trek from the north to the south of the Grampians National Park. Emergency responders have been involved in the planning of the trail to ensure for proper emergency access, including campsites built on platforms, helicopter landing sites, and road access to key areas. The Peak Trail is expected to bring an extra 30,000 visitors to the Grampians National Park each year.

Ambulance Victoria has trained 140 paramedics in Wilderness Rescue with an emphasis on the Grampians National Park, to support operations in the

area. It has also deployed 4WD ambulances in nearby towns, and plans to deploy more in future to improve access. Victoria Police has also ensured local members from Halls Gap and Stawell stations have completed advanced training in Search and Rescue Command and Control.

Thank you to everyone involved in this informative and collaborative forum. ■



NORTH EAST

1 Jan – 31 Mar 2019

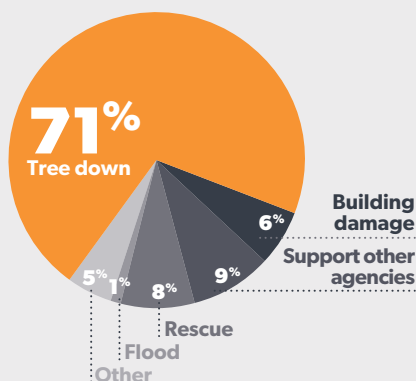


699

Volunteers

995

Requests for assistance



New headquarters for Beechworth Unit

By Neil Payn, Operations Manager – Emergency Management, North East Region

Beechworth Unit has recently 're launched' their local headquarters after a substantial makeover, funded under the VESEP Grants Scheme. The unit celebrated with an open day on the 6th of April.

During the preparations for the event, the unit found a press cutting in an archive box outlining the work of two local councillors Graeme Gallus and Leo Nette. Graeme and Leo were instrumental in gaining support for the reformation of the unit after a period where

the Beechworth community were without a VICSES unit. The date of the cutting: the 8th of April 1989, exactly 30 years ago. The unit tracked down the former councillors and invited them to the re launch as guests of honour, which they were pleased to do.

"We'd like to thank the State Government and Indigo Shire for supporting Beechworth Unit with security of tenure in these refurbished headquarters," said Beechworth Unit Controller Neil Payne at the launch.



Above: Press cuttings found by the unit picturing councillors Graeme Gallus and Leo Nette.

"I would also like to recognise the considerable community support for our unit, and we look forward to working with and serving our community for the next 30 years and beyond." ■

Volunteers and staff share learnings at operations workshops

By Liz Frazer, Community Resilience Coordinator, North East Region

In March North East volunteers and staff attended two operations workshops to share new information and encourage interaction between volunteer and staff leaders.

Members explored a broad range of topics, including safety matters, vehicle issues, unit training procedures, Incident Cause Analysis Method (ICAM), Transfer of Control, junior membership, upcoming events and exercises, and operational readiness and capability.

They also learnt more about interactions with councils for relief of single-incident events, such as flood damage to houses, council emergency contacts, and SES dispatch Incident Management System (IMS) interaction with the Vic Emergency application.

Attendees also undertook a desktop sector/Divisional Command storm exercise,

including Municipal Emergency Management Plans (MEMPs), Municipal Flood Emergency Plans (MFEPs) and Regional Storm Plans, which included agency involvement in Incident Emergency Management Teams (IEMTs).

Thank you to everyone who attended. ■

Myrtleford talks safety to Italian seniors groups

MYRTLEFORD PARLA DI SICUREZZA

By Sue Sheldrick, Community Resilience Coordinator, North East Region



Ciao! In April, 82 members of Myrtleford's Italian Senior Citizens groups were visited by guest speakers from VICSES, CFA and Alpine Shire for a combined emergency services presentation. The event included new and refreshed hazard safety messages, and guidance on where to find emergency information.

Each agency was represented by locals, including Myrtleford Unit Controller, Neralle Keesing, and Myrtleford CFA Captain, Gloria Pizzolitto. The local connections and familiar faces really made a difference to the quality of the conversations and follow up questions.

VICSES introduced the local crew and discussed recent emergencies, which are unfortunately part of Myrtleford's picturesque 'emergency hot spot' location. The Myrtleford Italian and English versions of the Local Flood Guides were distributed, and the group

shared their in-depth knowledge and experiences of the Myrtleford flood story. A very important conversation was also had about the community alerting siren in Myrtleford and what it means when the town's fire siren sounds for more than 90 seconds, as it did during the major level floods of December 2017.

CFA presented new smoke alarm advice, recommending a smoke alarm in every room and how to clean and test your alarm. Alpine Shire Emergency Management Coordinator Karen Van Huizen then finished off the session with information about heatwaves, the

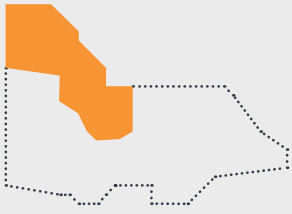
somewhat silent killer of vulnerable older community members. The Department of Health and Human Services (DHHS) has excellent heat health videos available in many community languages, and this video received very positive feedback.

Council also explained its role in Single Incident Emergency Assistance, where one home is structurally damaged or destroyed and urgent accommodation and support is required. If this situation is part of a VICSES

incident, the crew leader reports the situation directly to the relevant local council's Municipal Recovery Manager (MRM) to initiate immediate action. If part of a significant event or declared operation, the team leader reports the damaged home location to the Regional Duty Officer (RDO). A brochure on this information is available from DHHS or your local council, and is a helpful handout to have in your rescue vehicles.

Arrivederci! ■





NORTH WEST

1 Jan – 31 Mar 2019

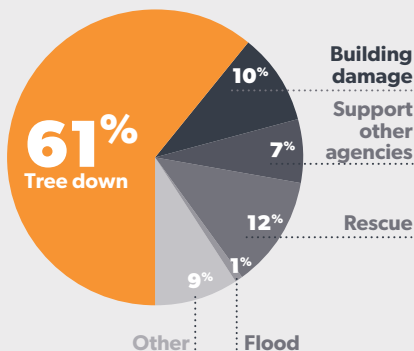


674

Volunteers

669

Requests for assistance



Vision Australia Easter egg hunt

By Trudi Pratt, Community Resilience
Coordinator, North West Region

This Easter, Bendigo Unit once again supported the wonderful cause of Vision Australia by participating in local Easter festivities with the community.



On Good Friday, Bendigo Unit Controller Jason Hague willingly (allegedly) participated in the Vision Australia Easter Egg Hunt in the over 18s division in Rosalind Park. The participants all wore glasses to imitate different vision impairments that members of the community face and live with every day of their lives. The glasses that Jason wore imitated diabetic retinopathy.

Jason was supported by his fellow unit members, who assisted in the challenging egg hunt.



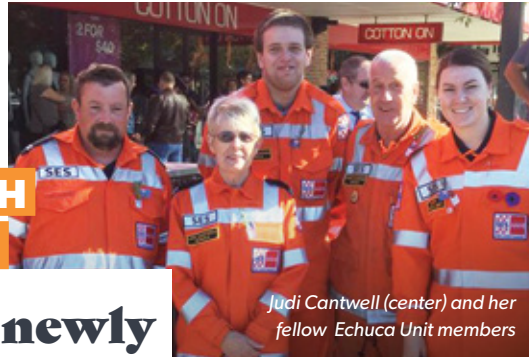
Bendigo Unit Controller Jason Hague



Of course we ‘helped’ him”, disclosed the unit members, who may or may not have thrown the odd bucket of eggs in his direction. We’re sure it was all fair play! ■



INTERVIEW WITH JUDI CANTWELL



Judi Cantwell (center) and her fellow Echuca Unit members

Echuca Unit's newly appointed and first ever female Unit Controller

By Gabi Barkmeyer,
Corporate Communications Officer, VHO

You have recently been appointed as Echuca Unit's first female Unit Controller, congratulations! What does this position mean to you?

I've always wanted to be involved as a community volunteer, and found Echuca Unit to be a very good fit. Learning from my fellow volunteers gave me the confidence to put my hand up for the position of Unit Controller. Giving back to the community when help is needed is very rewarding.

Judi how long have you been with VICSES?

I have been with VICSES for two years. In that time,

I have been surrounded by volunteers that have been willing to give their time to assisting new members with training, and most of all being treated with respect.

What made you volunteer for us?

I had been looking for an organisation to join as a volunteer since doing the Fairley Leadership Program. After listening to an ex member, I decided to look into VICSES, and I've never looked back.

What are your goals for the Echuca unit looking forward?

- Increase unit members for day/night response

- Build up our boat crew
- Improve the training facility at Echuca to include Safe Work at Heights System (SWAHS), flood, and storm
- Build relationships with other emergency services organisations
- More team building

How do you like to unwind outside of the VICSES?

My husband of 44 years has retired and is greatly involved with bowls Victoria, and I am still working fulltime, which keeps us very busy. We have a dog, cat, and cockatoo that are very demanding of 'their time' too! When I can, I like having a girls day out with friends for brunch and movie, or continuing with house renovations. My daughters have also got me involved in gym, and I've participated in 'Active April' for the past two years. ■



CROSS-BORDER RESPONSE EXERCISE:

Bus crash on George Chaffey Bridge

By Jemma Nesbit-Sackville, Community Resilience Coordinator, North West Region

North West Region took part in a cross border exercise on Thursday 16 May alongside NSWSES Wentworth Unit and Mildura Rural City Council.

The scenario included a truck loaded with hazardous material colliding with a bus carrying passengers on the George Chaffey Bridge.

The objective for participants was to understand and test how NSWSES and VICSES could work together to respond to the initial incident. It also touched on recovery post event for the organisations that form our wide team in emergency management, where a river divides not only states, but also services.

Fantastic work by everyone involved. ■

Bendigo Unit shines in State Road Crash Rescue Challenge

By Natalie Stanway, Bendigo Unit, North West Region

We couldn't be more excited to announce that Bendigo Unit has been declared the winners of the State Road Crash Rescue Challenge, and won the honour of representing VICSES at the Australasian championships later this year.

Congratulations to team members and volunteers Matt, Miranda, Nicole, Mike, Marty and Bec, who's months of training and practising were well worth the effort!

You can read more about the State Road Crash Rescue Challenge on page 22. ■





SOUTH

WEST

1 Jan – 31 Mar 2019

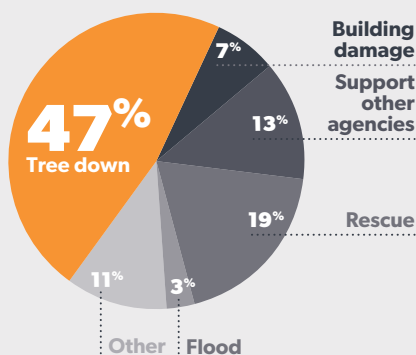


688

Volunteers

520

Requests for assistance



Ross (left) and Andrew Powell

ROSS AND ANDREW POWELL

A celebration of life

On Sunday 21 April, Port Campbell Unit volunteers, Ross and Andrew Powell, passed away during a rescue attempt while undertaking their volunteer roles with Life Saving Victoria. Today, we celebrate their incredible lives and the legacy that they have left behind.

Ross and Andrew, or Po and Andy as they were more affectionately known, were remarkable individuals who volunteered their time across a range of organisations, including Life Saving Victoria, CFA and of course VICSES.

It was 1986 when Ross first decided to join VICSES, after his long association with the Port Campbell Cliff Rescue Squad. As a founding member of the Port Campbell Unit and with a service spanning more than 30 years, Ross cemented his leadership and sought-after skills as the unit's Training Officer, specialising in both road rescue and technical rescue.

Like his father, Andrew also shared a passion for giving back to the community and helping others. In 2005

Andrew followed in his father's footsteps, by also becoming a proud member of the Port Campbell Unit. Andrew was an equally respected leader within the unit with a service of 14 years, and was similarly skilled like Ross in road rescue and technical rescue.

Ross and Andrew were innovators, who regularly brought new ideas to the table, particularly around new training methods and high angle rescue. They

were humble, caring men who never sought reward or personal accolades for their tireless commitment to VICSES and their community.

Although we have lost two incredible men, we can be reassured that they have left behind a legacy that will inspire people for years to come, through their dedication, positivity and generosity.

Our condolences are with Ross and Andrew's family, friends, and fellow unit members during this difficult time. Their loss will be felt throughout the whole community.

Thank you, Ross and Andrew, for your unwavering service. Gone, but never forgotten.

Vale Ross and Andrew. ■



A community tribute for Ross and Andrew out at sea in Port Campbell



Whether it was responding to a road rescue in the middle of the night, a cliff rescue in the pouring rain, or cutting up a tree from a local's home, Ross and Andrew have helped countless people – people who may never know their names, but whose lives will be forever better because of their selflessness,”

TIM WIEBUSCH

VICSES Chief Officer Operations

“Ross and Andrew were fully dedicated volunteers, crossing multiple skills and competencies as VICSES members ... the holistic package that you get out of our people who wear orange and protect their local communities every day.”

DAVID BAKER

VICSES Deputy Chief Officer Operations – Capability



Heywood Unit and CFA recruit 16 new members in joint recruitment campaign

By Bruce Humphries, Community Resilience Coordinator, South West Region

VICSES Heywood Unit and Heywood CFA recently joined forces to increase the number of emergency service volunteers available to support the local community.

With the assistance of regional staff, both agencies embarked on a joint recruitment campaign, using the well-recognised red and orange logos together with some familiar local faces.

“The current members are doing a great job, but we need more members to maintain and enhance our emergency response capability,” said VICSES Heywood Unit Controller Charlie Debono, who is keen to expand the unit’s profile, membership and capacity.

Heywood CFA Group Officer Darren Hogan is also enthusiastic about the benefits of the partnership.

“CFA and VICSES are often both in attendance at local incidents,” he said.

“That’s why it makes sense to work together and provide a better service to our community.”

The campaign ran over two months, and included a combined presence from VICSES Portland and Heywood Units and the Department of Environment, Land Water and Planning (DELWP) at the local Wood, Wine and Roses Festival.

An open night at each agency enabled people to learn more about being an emergency service volunteer.

“The combined open nights were a great opportunity for people to come along and learn more about what CFA and SES volunteers do, and perhaps how they too could make a contribution to their community,” said Darren Hogan.

Partners Rebecca Sidnall and Cameron Leske are two of approximately 16 new volunteers to join either VICSES or CFA as a result of the campaign.

Moving to Heywood in 2017 after purchasing the local caravan park, Cameron chose to volunteer with CFA while Rebecca opted for VICSES.

“We have been very happy with the recruitment process so far and we look forward to training,” Rebecca said. “We have been made to feel very welcome and everyone has been friendly and happy to answer our questions.” ■

If you are finding it difficult to manage your grief or would like to check in with someone, remember you are not alone:

For volunteers:
contact Peer Support on
1800 899 927

For staff: contact
Lifeworks (EAP) on
1300 361 008

Alternatively, please contact the VICSES Mental Health and Wellbeing team on (03) 9256 9064.

Dealing with grief

By Kelly Strange, Manager Mental Health and Wellbeing (Psychologist), VHO

Grief is our natural response to loss and helps us come to terms with what has changed in our lives.

It is an individual experience and has no timeframe. Like many human reactions, we may experience a variety of intense feelings (such as sadness, anger, guilt, disbelief and worry), repetitive negative thoughts and physical symptoms (like headaches, muscle tension, nausea, difficulty sleeping, and poor appetite).

Some people will want to openly express their feelings, while others

may be more private and prefer to keep quietly busy. With support, most people gradually find their own ways to live with their loss. Exercise, regular healthy eating and rest, maintaining a routine, talking with others and developing your own rituals or memorial may all be helpful. It is important that we support each other’s way of grieving, even if it is different to our own. ■

OPERATIONAL UPDATES



Bacchus March Unit members, who proudly secured second place.



State Road Crash Rescue Challenge

By Jackson Bell, Operations Manager – Operational Improvement, and Gerry Sheridan, Operations Officer – Capability Improvement, VHO

This year's State Road Crash Rescue Challenge took place over the weekend of 30–31 March in Geelong.

Over the duration of the two day challenge, five participating teams

demonstrated their skills and experience in a series of complex road crash rescue scenarios.

Congratulations to our volunteers from Bendigo Unit and Bacchus Marsh Unit, who placed 1st and 2nd at the challenge. Both units now have the chance to compete at the Australasian Road Crash Rescue Challenge in Dubbo, NSW, in July.

Well done also to our members from the Leongatha, Phillip Island, Wonthaggi, Sunbury and Warrnambool Unit teams, who all put in an incredible effort over the two days demonstrating their exceptional skills and capabilities.

Read more about Bendigo Unit's win at the State Road Crash Rescue Challenge on page 19. ■



Challenge champions, Bendigo Unit.





VICSES hosts state-of-the-art Road Crash Rescue Workshop

By Jackson Bell, Operations Manager – Operational Improvement and Gerry Sheridan, Operations Officer – Capability Improvement, VHO

VICSES hosted a state-of-the-art Road Crash Rescue Workshop over the course of two days in March.

This year's workshop was themed 'Heavy Rescue', and welcomed experts from Holmatro and the Queensland Fire and Emergency Services (QFES) to join VICSES trainers from across the state to share new techniques and technology on heavy rescue practices.

Road crash rescue workshops are necessary to ensure VICSES remains at the forefront of road crash rescue in Australia, and that Regional Trainers can continue to provide consistent and current information to all of our volunteers.

Thank you to everyone involved in this fantastic event. ■

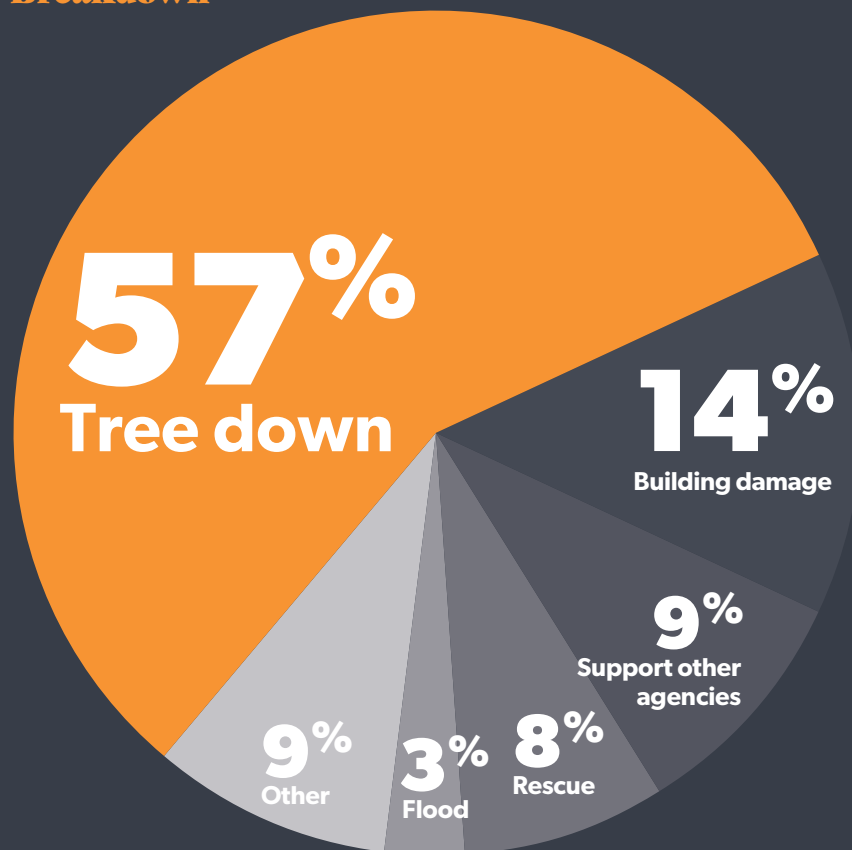


Requests for Assistance 1 Jan – 31 Mar 2019

Total

6,724

Breakdown



PROJECTS – WHAT'S NEW

Launch of Role and Training Pathways: a brand new approach to capability development

By Paul Wallworth, Manager Learning and Development, VHO

VICES is launching Role and Training Pathways, a more effective way to support capability development of our volunteers across the diverse range of tasks our organisation performs.

Based on the new approach, decisions on whether a member has the ability to perform a role will now be based on:

- Clearly defined responsibilities and tasks against each role that are clear about expectations and guide the training and assessment needed.
- Consideration of any experience, licencing and fitness for duty requirements needed.
- Clearly identified role endorsement requirements at unit, regional and State levels.

- Clearly identified skills maintenance requirements.

A new Hub page has been developed to provide information on the pathways in development, along with specific information about requirements for the roles that have been developed already with the assistance of subject matter experts. In time, more roles and pathways will be added as the need for them is identified.

Changes will also be made to the Training Portal to allow members to see:

- The roles they are endorsed to perform.
- The skills maintenance needed to maintain endorsement in those roles.
- Ways for members to work towards endorsement in other roles within pathways they have an interest in.

For now, the approach is being launched to help prepare units for a new way of thinking about how we task our members. Over the next month the transition to the Role and Training Pathway approach will begin. To support this, changes will be made to systems such as Emergency Response Activity Standards (ERAS) and the Training Portal. ■



For more information visit the Hub:

Hub > My State > Membership > Volunteers > Role and Training Pathways

Webex Teams is live, get on board!

By Peter Gaul, Project Manager – Webex Teams, VHO



Webex Teams and the new interactive Webex boards were launched in March 2019, and are already transforming the way our members communicate.

Since then, the uptake has been significant and the feedback very positive. Members are embracing the app by communicating to volunteers and staff across multiple regions, with the uptake on mobile phone usage and instant messaging increasing.

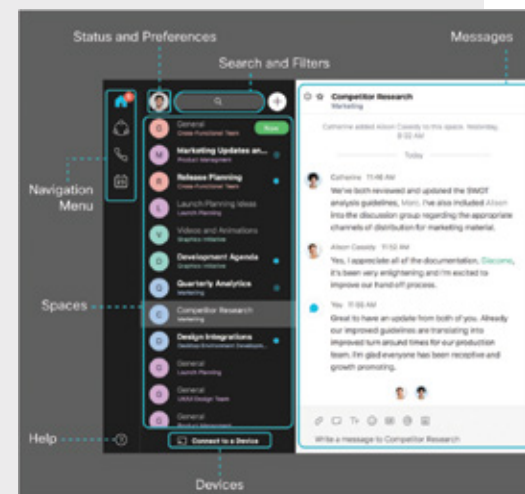
Saved time, direct access to members and face-to-face communication are just some of the immediate benefits of using Webex Teams, and every day we're learning of new ways to use it at VICSES.

For those who have not yet utilised this new communications tool, Webex Teams is an app offering a range of new methods for one-on-one or group communications, including video conferencing, screen sharing, whiteboarding, file sharing, and instant messaging. ■



Instructions on how to download and install Webex Teams, along with how-to guides and supporting videos, are available on the Hub at:

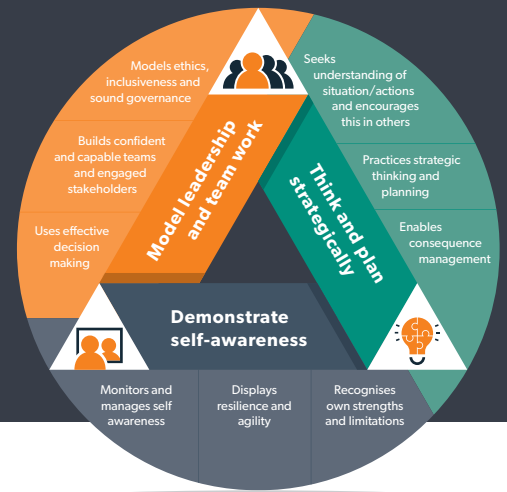
Hub > My State > Information Services > IS How to



Webex Teams user interface

New Leadership Capability Framework launched to promote effective leadership

By Paul Mallon, Manager Learning and Development, VICSES



The Leadership Capability Framework, launched at the recent Controllers Seminars, is now available, providing a common understanding of expected leadership capabilities and associated behaviours that apply to all VICSES members at all levels – volunteers and staff.



Effective leadership is essential for the future success of VICSES. The new Leadership Capability Framework will enable us to strengthen our leadership capability by capturing workforce gaps and development pathways.

The framework was developed through consultation with volunteers and staff, and was finalised in February 2019.

The capabilities within the framework support our Strategic Plan and our Values, and align with leadership development in other emergency management sector frameworks, allowing for flexibility across the different organisations. It is scheduled to be reviewed in 2022.

The framework is summarised in an online interactive PDF, which can also be downloaded and printed from the new Leadership Capability Framework page on the Hub: **Hub > My State > Membership > Volunteers > Leadership Capability Framework**



More information

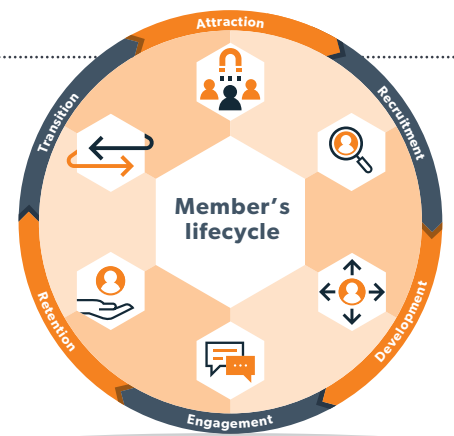
[visit the Hub.](#)

The Volunteer and Employee Lifecycle

COMING TO THE TRAINING PORTAL SOON

The Lifecycle supports the Leadership Capability Framework by providing access to resources that support the member lifecycle at VICSES, from volunteer and employee recruitment, development and role changes,

through to departure from VICSES and potential re-engagement. This will be soon be available via the Training Portal as an interactive tool. Watch this space!



WELLBEING, HEALTH & SAFETY

Fatigue

By Alison Wright, Health and Wellbeing Coordinator, and Stewart Riddel, Work, Health and Safety Advisor, VHO



We regularly encourage the public to be aware of fatigue with our Driver Reviver program, but how many of us are actively taking time to look after ourselves?



On both an organisational and individual level, we have a responsibility to understand the causes and risks of fatigue and set up strategies to manage it. Why? Put simply, higher levels of fatigue can expose us to:

- Decreased alertness
- Slower reaction times
- Reduced decision making ability
- Poor judgement and risk assessment capability
- Reduced vigilance

All of these points can impact our performance and safety in the field.

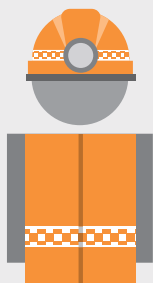
Operationally, we can look at arranging regular breaks, rostering cover for members who have been in the field for extended periods, providing hydration and nutrition, and including information on fatigue in our briefings.



Check yourself

As individuals, it is important to take some time to familiarise ourselves with the warning signs that our body is giving us when we are fatigued. These include:

- Chronic tiredness or sleepiness
- Headache, dizziness
- Sore, aching muscles or muscle weakness
- Slowed reflexes and responses
- Impaired decision-making and judgement
- Moodiness, such as irritability and lack of motivation
- Impaired hand-to-eye coordination
- Appetite loss
- Reduced immune system function
- Blurry vision, hallucinations
- Short-term memory problems, poor concentration



Workplace inspections

July 2017 – April 2018

91

July 2018 – April 2019

91



Injuries

July 2017 – April 2018

174

July 2018 – April 2019

77

2

Time for change

If you're ticking off a few of these listed fatigue symptoms, it's probably time to start making some changes. Continual fatigue can have a long term impact on your health and wellbeing, as well as your ability to work and make effective decisions. Although it

may seem difficult to manage your fatigue, a few small changes can make a huge difference.



Contact

If stress becomes overwhelming in your life, seek help from your doctor or contact one of these provided services:

For volunteers, contact Peer Support on **1800 899 927**

For staff, contact Lifeworks (EAP) on **1300 361 008**

Organisations such as Beyond Blue also offer a support network. Visit [Beyondblue.org.au](https://beyondblue.org.au) for more information.

3

Strategies for tackling fatigue

Tackling fatigue begins with good nutrition, sleep and stress management. Different things work for different people, so here are our top tips:

NUTRITION



- Try to finish eating three hours before bed. If this isn't possible, opt for a light snack as your evening meal. Bananas or a milky drink are a good option just before bed.
- Avoid spicy, rich and sugary foods before bed.
- Alcohol and caffeine can seriously impair the quality

of our sleep, so restrict caffeinated drinks after midday and aim for 4-5 alcohol free days every week.

- Eat plenty of vegetables and fresh foods.
- Stay hydrated.

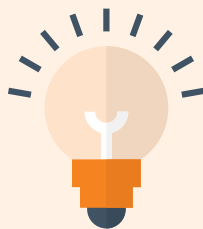
SLEEP



- Make sure your room is dark - light can disturb your sleep even with your eyes closed.
- Control your room temperature - we sleep best at 18-22C.

- Reduce and control noise.
- Build regularity into your sleep routine - go to bed and wake up at the same time each day and aim for 7-8 hours' sleep per night.

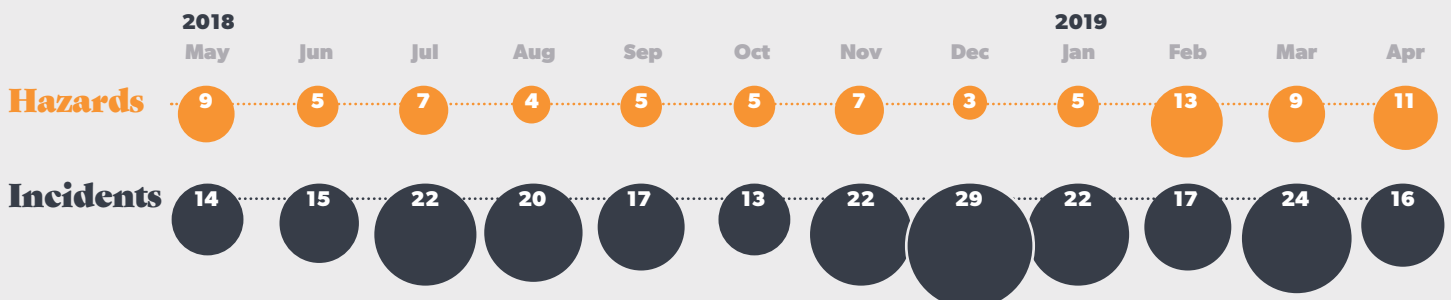
STRATEGIES FOR MANAGING STRESS



- Meditation.
- Slow-paced activities like Tai Chi or walking.
- Breathing exercises.
- Taking some time out - switching off your phone and doing something you enjoy.

- Opting out of social media for a few weeks.
- Avoiding stimulants such as caffeine and nicotine.
- Talking to a close friend.

YEAR AT A GLANCE



CAMPAIGNS & EVENTS



VICSES sees gold at VP&ES Games

By Gerry Sheridan, Operations Officer – Capability Improvement, VHO

From 22-31 March 2019, VICSES competed in the annual Victoria Police and Emergency Service (VP&ES) Games. This year, more than 80 VICSES members competed in the games, with a total of 199 entries across 20 different sports.

This year events such as cross country, shooting and golf saw some great participation, while team sports drew in the usual big numbers. Chief Officer Operations, Tim Wiebusch, even took part, competing in VICSES' 'Soccer Sevens' team.

Rock Climbing was re-introduced to the games this year, organised and coordinated by Aline Coulson and Operations Officer Andrew Feagan. It was great to see so many enjoy this fabulous sport, and with this year's numbers we hope to see the event go from strength to strength. ■

**Overall VICSES had an awesome
2019 games, bringing home:**

42
Gold Medals

39
Silver Medals

12
Bronze Medals

**Go
team!**



Driver Reviver Easter launch

By Gabi Barkmeyer, Corporate Communications Officer, VHO



On Thursday 18 April VICSES held the official launch of Driver Reviver, ahead of the Easter long weekend.

Held in Southbank, the launch was attended by our CEO Stephen Griffin and COO Tim Wiebusch, Minister for Police and Emergency Services Lisa Neville, Minister for Roads Jaala Pulford, Assistant Commissioner for Road Safety Steve Lean and Chairman of Lions Crimewatch Committee Stan Falloon, as well as local news stations and publications.

Sunbury and Monash Units provided their expertise at the event, performing an impressive live road crash rescue demonstration for those in attendance.

The launch highlighted the importance of road safety on Victorian roads, and encouraged people to pull over and have a break at one of our many Victorian Driver Reviver sites.



"Easter is a busy period on our roads," said COO Tim Wiebusch at the launch.

"We want everyone to get to their holiday destination safely... we would much rather serve you a cup of tea, than cut you out of a car."

Big thanks to everyone involved in the launch, and the many volunteers who manned Driver Reviver sites at locations across Victoria over the Easter long weekend. ■



Advertising for units

By Susan Davie, Manager Community Connections, VHO

Advertising can be a great way to get our messages into the community. But did you know that VICSES must comply with government media requirements? This applies to VICSES volunteer units for all paid advertising, even if it's paid for with unit funds.

For those units that are thinking of advertising, the Community Resilience and Communications team at VHO is developing a set of pre-approved advertising materials covering the most frequently requested ads.

Consultation is currently being conducted with units and regions to capture the requirements.

If your unit is considering paid advertising in the next year, please contact kelvin.jewell@ses.vic.gov.au to ensure you are included in the consultation process. ■



VICSES retains the Angela Taylor Memorial Shield

By Gerry Sheridan, Operations Officer –
Capability Improvement, VHO

On Sunday 28 April VICSES competed in the Angela Taylor Memorial Run/Walk, taking out the Angela Taylor Memorial Shield in the 10km for the second year in a row.

The event is held annually in memory of Constable Angela Taylor, who was tragically killed in the 1986 Russell Street bombing. Each year, a 5km walk or run and a 10km run is on offer to raise money for the Victoria Police Blue Ribbon Foundation. The winner of the Angela Taylor Memorial Shield is determined by the four fastest members from one agency over a 10km distance. This year, VICSES beat the Australia Federal Police team by one second, which was a bit close for comfort! ■

***Congratulations to
everyone who participated.***

MEDIA

Media and communications activity

JANUARY TO MARCH 2019

Campaigns and events:

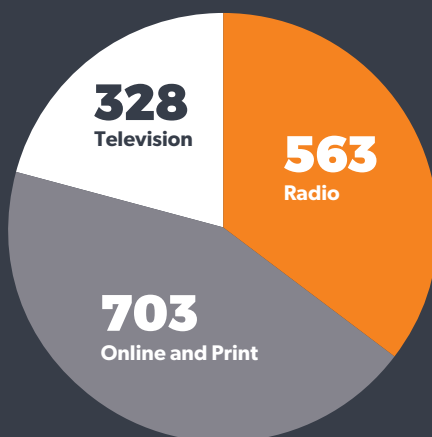
- Driver Reviver: Festive season and Australia Day
- Midsumma Festival
- Pride March
- International Women's Day
- Neighbour Day
- Road Crash Rescue Workshop

Ministerial events:

- Launch of Victoria Police and Emergency Service Games

Media exposure

Mentions of VICSES

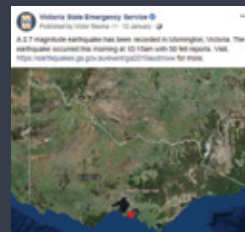


Media releases:

- No rescue too high for VICSES AND Police Search and Rescue members
- VICSES Proud to March
- Heywood CFA and SES welcome new recruits, but still need more

Social Media highlights

Earthquake notification in Mornington, Victoria.



f Facebook

Reach:
86,780

Post clicks:
14,544

Reactions, comments & shares:
2,037

When to call VICSES during a flood or storm.



t Twitter

Impressions:
16,477

Link clicks:
43

Total engagement:
381

Emerald Unit providing assistance during fires in and around Bunyip State park.



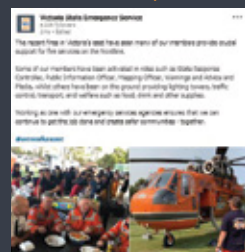
ig Instagram

Impressions:
3,483

Reach:
2,196

Comments, likes and saves:
200

Volunteers working as one with our emergency service colleagues over the summer fire season.



in LinkedIn

Impressions:
5,913

Clicks:
1,848

Likes and comments:
136

NEW VIDEO SERIES

VICSES: Make a Difference.

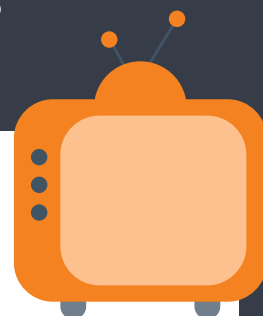
By Matthew Gallant, Manager Media and Communications, VHO

To celebrate Wear Orange Wednesday, VICSES has launched a new promotional video series called VICSES: Make a Difference.

The series, which includes three short videos, can be used for a range of purposes, including recruitment, open days, social media and presentations.

Each video can be tailored to include the name of your unit by contacting the Media and Communications team at media@ses.vic.gov.au

You can download these clips, along with many other promotional VICSES videos, from the new Video Library on the Hub, under **My State > Media and Communications > Video Library**



INFORMATION SERVICES UPDATE



Message from the Chief Information Officer

Up until the end of March I have been focussed on providing VICSES members with an Information Services (IS) Strategy that aligns to and supports our deliverables for the corporate strategy.

Craig Duffy and Ross Elford joined me on a roadshow to present the draft strategy across Victoria, which saw approximately 75 volunteer units and offices represented across 20 sessions.

Meeting with people, listening to feedback, and getting a first-hand look at our facilities was an invaluable experience, and we will continue to look for opportunities to keep connected.

We'd like to thank everyone who was involved in helping to

co-ordinate venues and members for these events, as well as all those who took the time to write to me and provide feedback. This information has been consolidated alongside our learnings from the roadshow.

Judging by the reaction and feedback of our members, it seems that the proposed work for the next four years aligns with the majority of member expectations and requirements. There was mixed opinion about what we should do first and last, but strong agreement

on the first priority – improving access to our systems, in particular how we sign on.

The strategy has been submitted to the Board for approval and will be made available soon. Meanwhile, work will progress on priority work and planning.

The administration work practise challenge

Something that I was very much heartened to hear at every presentation was the agreement that unhealthy work practises can't be solved by just getting a technical system to deal with it. Just about everyone was up for the challenge that I posed – to review and question your administration work processes. This includes reviewing your forms and approval

processes. I encourage you to provide feedback on where there could be opportunities for improvement in streamlining those processes. I have already received some forms and processes that people have asked to be looked at, such as authorised activities, driver's license renewal, and membership induction – these are on our list. Please contact me at silvia.silverii@ses.vic.gov.au to discuss further.

Protecting people through Information security

As we continue to increase the use of technology to store our information and to provide easier ways to access it, there will be a need for us to increase the awareness of information security and each members' role in helping to protect each other through the proper use of information.

Starting in June, our Information Security and Governance team will be publishing a series of articles focussing on what we must all be aware of when using VICSES information.

Thank you for reading, and I look forward to updating you all very soon.

Kind regards,

Silvia Silverii
Chief Information Officer,
VICSES

What do I do if somebody (who's not from VICSES) asks for copies of unit records?

By Ross Elford, Manager Information Security & Governance, VHO

As a Victorian government agency, it may seem that VICSES walks a bit of a legislative tightrope when it comes to responding to requests for information.

On the one hand, we're encouraged, wherever possible, to make our information accessible

to promote transparency and good governance. On the other hand, we're required to protect information that's regarded as sensitive or confidential.

In reality, the laws that impact how we manage information provide a complimentary framework. If

somebody is seeking copies of unit records, they must apply by submitting a formal Freedom of Information (FOI) request to foi@ses.vic.gov.au. This request will be assessed against the legislation, which takes into consideration the privacy of individuals identified in the records, as well as other information it deems worthy of protection.

It is also important to note that from time to time, VICSES is asked by Victoria Police to provide access to CCTV footage to help investigate

break-ins or similar alleged criminal activity. These requests don't need to take the form of a formal FOI application, however they do still need to be considered by the Manager Information Security and Governance before the footage can be provided.

The Information and Security team is available to assist with any queries. For information, please contact Ross Elford at informationsecurity@governance@ses.vic.gov.au. ■



SES

VOLUNTEER



**WEAR ORANGE
WEDNESDAY**

**Thanking our
heroes in orange**