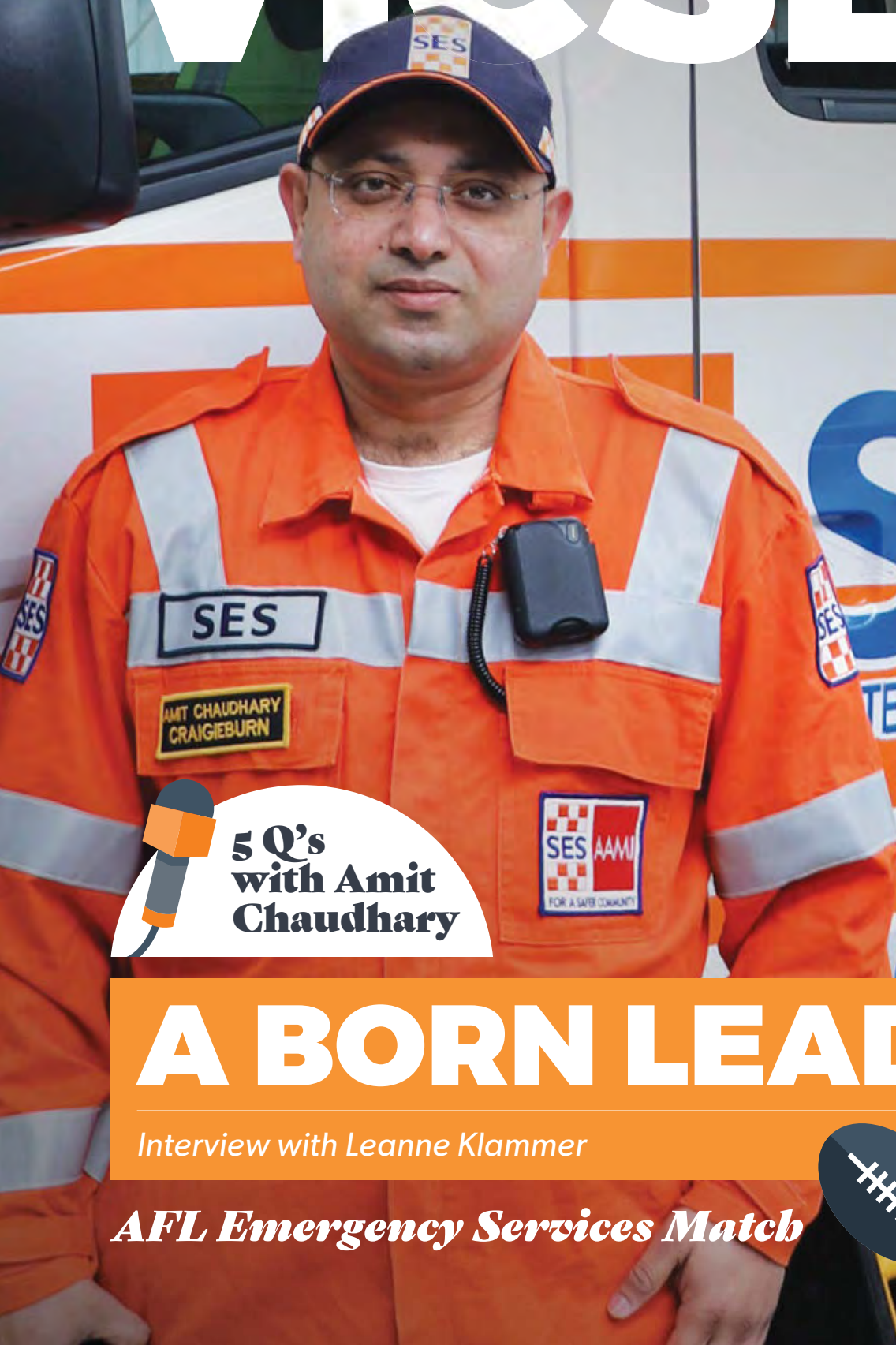


SPRING 2019

Community Matters

VICSES

EDITION 8



**5 Q's
with Amit
Chaudhary**

A BORN LEADER

Interview with Leanne Klammer

AFL Emergency Services Match



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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

Welcome to the third edition of Community Matters for 2019, which signals the end of a busy winter period for our VICSES volunteers.

VICSES has responded to thousands of requests for help over the last three months, including several large-scale search and rescue operations across Victoria.

We've experienced some icy blasts and wild winds that have caused significant damage, and our brave volunteers have put their community first and stepped up to help.

In their time of need, Victorians rely on the tireless efforts, bravery and dedication of our VICSES volunteers, and I'd like to thank every one of you for the invaluable role you play in the community.

We're committed to providing our volunteers with better facilities and equipment to

help keep Victoria safe during major weather events and other emergencies.

Since the last edition of Community Matters, we've released the 2019/20 Victorian Budget, which included more than \$21 million for VICSES infrastructure projects.

This includes funding for a new fit-for-purpose base for the Knox Unit, whose dedicated volunteers and support members have been at the forefront of keeping the community safe for decades.

We're proud to support our volunteers with important infrastructure upgrades, to ensure they have the best facilities to continue their work.

I look forward to meeting with more of our volunteers across Victoria, to thank them for all they do, as we announce further individual projects over the coming months.

Hon Lisa Neville MP
Minister for Police and
Emergency Services



Welcome

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

First, I'd like to give a big thanks to everyone who participated in the inaugural AFL Emergency Services Match between Hawthorn and Collingwood at the MCG. This was a great opportunity to come together and celebrate the incredible work of our volunteers and our emergency services colleagues. It's great to hear that so many of you got so much enjoyment out of this fantastic night together.

As announced in July, Ernst & Young has been selected as the developer for a new Supplementary Alerting Service (SAS) app to improve communications between users during response. You can find out more on page 4.

VICSES is committed to ensuring the safety and wellbeing of all children. In June, we launched a new learning module on the Training Portal titled 'Child Safety at VICSES' in support of this commitment. Learn more about this new mandatory training on page 24.

In other exciting news, the Victorian Government has announced funding for the development of a new state-of-the-art facility for Knox Unit, which is expected to be completed in 2020. I'll keep you updated on further funding announcements in the coming months. Read more on page 7.

Last but not least, the concept design for the new unit local headquarters has now been released. You can view the proposed new facility as a virtual 3D fly-through, and learn more information about the designs on the Hub.

Thank you for your support in making this another great edition of Community Matters through your valuable contributions.

Kind regards,

Stephen Griffin
CEO Victoria State
Emergency Service

5 Qs with Amit Chaudhary

By Gabi Barkmeyer, Corporate Communications Officer, VHO

We sit down with Craigieburn Unit volunteer Amit Chaudhary and chat about his experience as a VICSES volunteer.

Hello Amit! Can you tell us a bit about yourself and your background?

I migrated from India almost three years ago with my wife and nine year old son. I worked as a television journalist for more than 15 years in India. My last position was Chief of Bureau, looking after three states in North India for the country's largest media company, Network18. Currently, I am working for Victoria's Road Safety Project.

What made you decide to volunteer with VICSES?

When I landed in Craigieburn I had a very limited social circle, and I was trying to figure out ways to connect with the community. One day I saw a post on Facebook about Craigieburn Unit. I explored further into VICSES online and found that VICSES was a great way to connect with people and serve the community. As a journalist, I have a passion for meeting new people and supporting them in my best capacity. I found VICSES to be the best place to explore my potential and thirst to serve others.

How has the support been from your unit since you joined?

I have no words to describe the support from Craigieburn Unit. From the Unit Controller to the volunteers, everyone has

supported me and welcomed me with open arms. I have always found professional and emotional support from my wonderful team. I am really very grateful to Nicole, Kevin, Paul, Harminder, Ray, Michael, Omar, Vicky, Harry, Simranjit, Wes, Upul, and Parry, and every other member of my VICSES family for the kind support and encouragement.

What kind of skills have you acquired as a VICSES volunteer so far?

Although I have experienced challenging situations as a journalist, being a part of VICSES has really allowed me to explore and find more potential within myself. Thanks to my trainers I have learnt how to operate various tools and technology for rescue works, particularly radios and hydraulic equipment. The skill of coordination between other agencies in an emergency situation is also a great take away for me, and the ongoing training has been the best way to upgrade my skill levels. However, I think the skill of connecting with people has been the most valuable part of my journey so far with VICSES.

What do you find most rewarding about being a VICSES volunteer?

Lifetime friendships are the most rewarding assets that I have gained as a volunteer. I have made so



many friends here, who are and will be my friends for life. I have learned a new way of life from our VICSES Values around respecting others and helping the community without prejudice. VICSES is the perfect place to learn and follow the true Aussie spirit!

Connect with Amit on
Twitter: [@amitchaudhry1](https://twitter.com/amitchaudhry1)

Finally, what's your favourite movie of all time?

I have a keen interest in new technology and science fiction. Among my favourite movies, Inception is the movie that I love to watch again and again. ■

Tender awarded for Supplementary Alerting System

By Aaron White, Operations Officer, VHO

Emergency Management Victoria (EMV) has been working in collaboration with VICSES, Ambulance Victoria, ESTA and Country Fire Authority (CFA) to procure a developer for a Supplementary Alerting Service (SAS).

Known as SAS, the smartphone app will supplement the existing Emergency Alerting System (EAS) used across pagers, and will benefit users by improving communications during response, and providing improved functionality.

Following a review by a team of representatives from agencies who use the EAS system, including VICSES,

CFA, Ambulance Victoria, EMV and ESTA, Ernst & Young has been selected as the successful tenderer for the app's development.

VICSES will play a role in the design, development and testing of the new yet-to-be-named app, with dedicated project resources and volunteer engagement, and a Deputy Chief at the steering committee level. A number of units will also have the opportunity to be involved in app trials.

For more information, including answers to frequently asked questions, go to the Hub: [Hub > News > FAQs: New Supplementary Alerting System](#) ■



A BORN LEADER:

Interview with Leanne Klammer

By Gabi Barkmeyer, Corporate Communications Officer, VHO

Kinglake Unit Controller Leanne Klammer recently received an Emergency Services Medal (ESM) at this year's Queens Birthday Honours. We find out what makes Leanne such a worthy recipient.



Congratulations on your award Leanne! What does this incredible achievement mean to you?

Wow, it's hard to put it into words. My time with VICSES has seen me involved in many things, some good and some heartbreaking. Some has pushed me to the very edge, and others have given me a lot of joy. I feel extremely lucky to have had the privilege to be involved in so many experiences.

Receiving this award shows me that my efforts in being both a VICSES volunteer and controller, along with my extensive study (completing the Diploma and Advanced Diploma of Public Safety [EM], the Bachelor Degree and Graduate Certificate of Emergency Management, and the Bachelor Degree of Public Safety and Security), has been recognised for the achievement it is.

You've supported the Kinglake community as a VICSES volunteer since 1994 and as a Unit Controller since 2002. What do you enjoy most about those roles?

As a VICSES volunteer I get a lot of satisfaction out of being able to help people within my own community, as well as the wider community. I enjoy the camaraderie that exists within VICSES between both volunteers and staff. It's really like being part of a huge family.

As Unit Controller what I enjoy most is seeing our members grow in confidence and achieve great things. From learning new skills and gaining accreditations, to successfully performing rescues, removing trees from houses, or helping to find a lost bushwalker.

Among other things, the ESM recognises your significant contributions to the Kinglake Unit after it was destroyed in the devastating 2009 Victorian

Bushfires, in addition to your own home. How did you find the strength to rebuild during this difficult time?

I think it's important to note that both these tasks were huge and I did not do either of them on my own. The rebuild of our home was only possible with the incredible help from family and friends as we decided to rebuild the home ourselves. The rebuild of the unit also involved a lot of help and support from members, regional personnel and state staff members. I may have played a larger role in mentoring and keeping our remaining members' spirits up, which resulted in the unit growing into the fantastic, dynamic and happy unit it is, but I had a lot of help.

Since its reestablishment, Kinglake Unit has seen a shift towards a more youthful and dynamic membership. What is behind this change?

We realised the future of VICSES, not just Kinglake Unit, was young people. The volunteer base within the service is aging and we wanted to address that. There are actually many young people in the community who want to be involved in community groups to help others, so we embraced this. We changed the way we approached training and made it more suitable for young people as well as the young at heart. I say that because we have also intentionally

recruited retired people to join us. They love working with the younger members, teaching them skills and in turn learning from them.

As Unit Controller, what are your goals for Kinglake Unit in the future?

To see the unit continue to grow and provide the excellent service that we currently do, and for present and future members to keep learning and developing a range of skills. Our community is continuing to grow, so I believe we will get there.

I also have a wish that the professionalism, energy and care that is shared within our unit continues to be fostered by whoever steps into the controller role when my time is up.

Finally, who or what inspires you the most?

That's an easy question, my mum.

My mum is an incredible lady. She has overcome some truly heart breaking and difficult situations, and achieved some fantastic goals. She is a glowing example of the person I strive to be.

Both my mum and dad taught my brothers and I that it was okay to be ourselves, to follow our dreams, and to not just follow the crowd. They encouraged us and taught us to not be afraid to have a go. ■



GENERAL NEWS

Spotlight on Dunolly Unit



By Gabi Barkmeyer, Corporate Communications Officer, VHO

Dunolly Unit is located in Victoria's North West Region, and was founded as a Civil Defence Unit almost 40 years ago. The unit serves the township of Dunolly as well as others, including the areas from Logan to Bet Bet and from Newbridge to Archdale.

Dunolly Unit is now home to 19 members, including three juniors, with ages ranging from 13 to 72. Dunolly members pride themselves on their diversity, and the various experience and life

skills that each member brings to the unit.

"Our junior members are always looking to improve themselves and learn techniques that can serve them well during a crisis or

emergency," says Deputy Unit Controller Anthony Mullan.

"We always try to use the philosophy of asking a local about local history, as they know what has happened before

and how it has impacted the area. So a lot can be learned from the older generations."

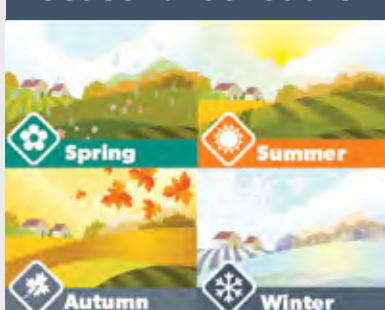
While Dunolly has primarily provided support for storm damage and flood, it recently made the decision to become a road crash rescue support unit to provide even greater support to the local community.

"The units in our area that provide road rescue are fairly spaced apart, and at times may take 45 minutes to get to a scene that is within 15 minutes of our unit. It seemed prudent to have a unit closer to the scene... any time saved is positive," says Anthony.

Although situated in a small town, Dunolly Unit receives a vast amount of support from the community, including regular donations, and strong collaboration with the local CFA and police. The unit also engages with the community through local schools and the town's senior citizens.

Looking forward, Dunolly Unit still has some big goals, including engaging more junior members and those aged in their 30s and 40s, gaining accreditation for steep angle rescue, and to really embrace becoming a road crash rescue support unit. With its diverse team and the support of the community behind it, the future of Dunolly Unit is looking pretty bright! ■

Seasonal Schedule



New-look Seasonal Schedule

By Gabi Barkmeyer, Corporate Communications Officer, VHO

The Seasonal Schedule on the Hub has recently been updated with a fresh new look.

The Seasonal Schedule is a helpful tool for all VICSES members, and includes key

dates, events, and campaigns which occur throughout the year. Each event page in the Seasonal Schedule includes key dates and details, relevant background information and a digital toolkit (if available) to help you promote the event in your local community.

You can access the Seasonal Schedule on the Hub, under: [Hub > My State > Media and Communications > Seasonal Schedule](#) ■



Knox Unit funding announcement

By Matt Gallant, Manager Media and Communications, VHO

Development of a new facility for Knox Unit is one step closer, thanks to the Victorian Government.

Representing Minister for Police and Emergency Services Lisa Neville, Member for Bayswater Jackson Taylor recently announced that the State Government will provide funding for the new unit.

The Victorian Budget 2019/20 includes \$21.1 million for

VICSES infrastructure projects, including a state-of-the-art facility for Knox Unit.

The facility will be located on land managed by the Department of Environment, Land, Water and Planning (DELWP), with the construction of the unit's new base expected to be complete by the end of 2020.

Jackson Taylor visited the Knox Unit and the new local headquarter concept design walkthrough in Bentleigh to make the exciting announcement. ■

Stepping back in time...

Springvale Unit (now known as Greater Dandenong Unit) Controller John Ridley (left), pictured alongside the Deputy Chairman of the Dandenong Agricultural Society and the previous year's Miss Dandenong Show in 1984. It was a successful year for the unit, receiving both 'Champion Trade Exhibit' and 'Grand Champion Trade Exhibit' awards for their VICSES display. What an honour! ■



Share with us

If you have an event that you'd like added to the schedule, email publications@ses.vic.gov.au



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

CAMPAIGNS & EVENTS



AFL Emergency Services Match

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On Friday 5 July VICSES joined with our emergency services colleagues at the Melbourne Cricket Ground (MCG) to take part in the inaugural Australian Football League (AFL) Emergency Services Match.

The match, between Hawthorn and Collingwood, celebrated the incredible contributions of emergency services volunteers and staff across Victoria, and raised much needed funds for the Emergency Services Foundation. It also provided the opportunity to raise awareness of mental health issues faced by emergency service members.

The pre-match ceremony included an emergency services motorcade around the MCG ground, and an emergency services Guard of Honour for both AFL teams.

Volunteers also took part in the Emergency Services Fan Zone outside the MCG before the match, to engage with the community about VICSES and how to become a volunteer.

A big thank you to everyone who participated in this fantastic event. Until next year! ■



Australasian Rescue Challenge 2019

By Gabi Barkmeyer, Corporate Communications Officer, VHO



From 27–30 July, Bacchus Marsh Unit and Bendigo Unit travelled to Dubbo, NSW to compete in this year's Australasian Rescue Challenge.

Hosted by Australasian Road Rescue Organisation (ARRO), the weekend saw 21 teams take on a range of challenges, including road rescue, trauma challenge and cardiopulmonary resuscitation (CPR).

The event also gave participants the opportunity to engage in workshops with road rescue experts from across the globe.

The challenge saw both of our teams put in a fantastic effort, showcasing their impressive technical ability and skills as dedicated members of Australia's largest road crash rescue provider.

This year a New Zealand Fire Service from Wanaka took out the challenge, and will now go on to compete at the World Road Rescue Challenge next year.

Well done to all teams involved, especially our very own volunteers. ■



State Controllers Seminar

By Gabi Barkmeyer, Corporate Communications Officer, VHO

In June the annual State Controllers Seminars were held in Marysville and Creswick.

The State Controllers Seminar is an annual event that combines both interactive and informative sessions to support Unit and Deputy Controllers in effectively leading and motivating their teams and others.

It also provides networking opportunities with peers across the State, focussing on the key challenges and organisational strategic matters that VICSES faces today and into the future.

Based on feedback from last year's seminars, along with input from the seminars working group, a new agenda was created for this year's event, combining both information and interactive material. This included an 'on the couch' style panel with CEO Stephen Griffin, COO Tim Wiebusch, and Emergency Management Victoria Commissioner Andrew Crisp.

Key themes discussed over the course of the two seminars included:

- Positive mental health
- Leadership development and challenging conversations
- Top three challenges facing Unit Controllers today
- Strategic updates

Feedback from the seminars has been positive, with those who attended feeling they gained great value out of the refreshed format and the chance to network with one another.

Thank you to everyone who attended. Stay tuned for a 'save the date' for 2020, coming soon! ■



CENTRAL

1 April – 30 June 2019

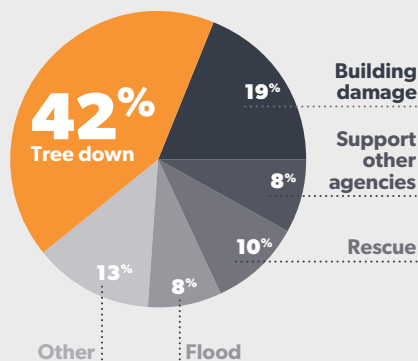


1,901

Volunteers

2,028

Requests for assistance



Multi-agency exercise on Lake Nagambie

By Michael Potter, Manager Regional Operations and Readiness, Central Region

Recently, Central Regional Officer Training Justin Navas met with representatives from Victoria Police and the Emergency Management Victoria Marine Search and Rescue Office, to discuss how VICSES could improve its effectiveness while working with other agencies during search operations utilising our rescue boats. After significant planning led by Justin, the concept of a multi-agency marine exercise at Lake Nagambie came to fruition on the weekend of 14–16 June.

The exercise was designed to provide boat crews with simulated exercises to practise responses to water emergencies. Vessels and crews from VICSES' Central and North East Regions, along with Shepparton Search and Rescue Squad and Lake Eppalock Coast Guard, joined together to undertake two scenarios.

To enhance inter-operability, vessels and crews were blended during the activities, and each day saw an entirely new task force of volunteers attend and participate.

The two scenarios, which were run each day simultaneously, required the vessels to operate as two separate task forces. The task forces were briefed, tasked and coordinated by a Water Police Marine Coordinator and monitored and tracked by the VICSES Field Operations Vehicle.

Through the use of multi-agency incident talk groups, personnel involved could communicate with the Search Commander and each other directly, enabling the receipt of timely instructions each time they located items of interest or the missing persons.

Search vessels were joined by members of the Victoria Police Air Wing who assisted with aerial searches, often locating

items of interest or the missing persons, before directing search vessels to those locations by use of inter-agency talk groups and overhead hand signals.

Overall, approximately 70 volunteers attended the weekend's activities. Feedback from participants praised the realism of the event through the use of multi-agency personnel and resources, the advantages of inter-agency talk groups, and the positive approach by all involved to work in a multi-agency environment.

A special thank you to the participating agencies and personnel, as well as Strathbogie Shire for the use of their facilities over the weekend. ■



Central Region Annual Awards Night 2019

By Priscilla Grimme, Project Officer – Recruitment and Retention, Central Region



On Saturday 27 July more than 290 people from across the region joined together with pride to celebrate the VICSES Central Region Awards Night.

VICES members, friends and families joined VICSES CEO Stephen Griffin, Regional Manager Ray Jasper and Operations Manager Gary Whewell at the Mulgrave Country Club to celebrate and recognise our VICSES long service award recipients.

The awards night recognised 21 volunteers from Central Region receiving National Medal Awards or clasps, and 171 volunteers awarded VICSES Long Service Awards. In total, the accolades honoured more than 475 years of National Medal service and 2,300 years of VICSES service, something we should all be very proud of.

We were also excited to recognise the following four members with VICSES Life Memberships:

CRAIG CARSON

Knox Unit

ROB BISHOP

Moorabbin Unit

RAY DARK

Northcote Unit

JIM KOKKALOS

Port Phillip Unit

The night commenced with presentations of VICSES Long Service medals and certificates in the 5, 10, 15, 20, 25 and 30 year categories, before presenting Frankston Unit volunteers Jane Neve and Brian McMannis with their awards for 40 Years' Long Service. Congratulations to Jane and Brian for this achievement, and their ongoing dedication to the Frankston community and VICSES.

The night had an emotional feel to it when we remembered Wyndham Unit member Gordon O'Keefe, Nillumbik Unit member Robert Convey, and former VICSES Senior Chaplain Walter Smart, who all passed away in the past 12 months. The memorial was led by Central Region Chaplain Eddy Holman in a moving ceremony. May they rest

**THE ACCOLADES
HONoured**

MORE THAN

475

*years national
medal service and*

2,300

*years of
VICSES service.*

in peace, having given so much to VICSES and to their communities.

Last but certainly not least, we extended our thanks to our volunteers' families and friends for their ongoing support in allowing their loved ones to do what they do for the Victorian community. Thank you all for a wonderful night. ■





EAST

1 April – 30 June 2019

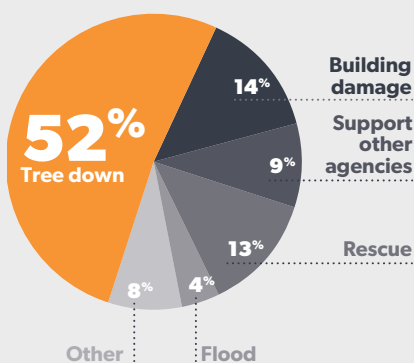


691

Volunteers

471

Requests for assistance



Bendoc Unit celebrates 162 years of combined service

By Jane Fontana, Community Resilience Coordinator, East Region

On a cold snowy Sunday on 14 July, Acting Deputy Chief Officer Ray Jasper and Assistant Chief Officer Ant Costigan made their way up to Bendoc Unit in East Region's high country. Along with delivering a VICES Values session to the unit members, the highlight of Ray and Ant's visit was the presentation of member medals and awards to celebrate Bendoc Unit's 162 years of combined service to the East Region community.

Seven Bendoc Unit members achieved a combination of three National Medals, two National Medal Clasps, and two long service awards for 30 and 25 years respectively.

The National Medals were presented to Jean Preston, Garry Preston and Michelle Farran.

Garry and Jean have both been members since 2001. Garry

regularly attends activities and training, has a high level of practical skills and knowledge, and is consistent and conscientious in turning out and taking on any task to assist.

Jean is a dedicated and knowledgeable member, and even though her work often takes her out of the area, she attends as often as she can and has no problems in achieving and applying her skills.

Michelle Farran sadly passed away last year after a short illness. Unit Controller John Reed described her as diligent and conscientious during her time as a member, with an almost perfect attendance record. Michelle was a very enthusiastic member who was striving to become a Rescue Team Leader, and readily attended courses to improve her skills and knowledge. Michelle's husband Matthew Farran (also a member since 2016) and their four children Ellery, Bowen, Morris and Billy, accepted the medal on behalf of Michelle.

Graham Beever and Gunter Becherer have both been members since 1989, and were awarded with their first National Medal clasps.

Graham, or Beever as he is affectionately known, is a



Ray Jasper visiting Gunter Becherer at his home to present him with his National Medal clasp.



Michelle Farran's family accepting her National Medal on her behalf.

vital member of Bendoc Unit. Graham is the main contact for all unit call outs, and is the public face of the unit in the local community. Alongside these key roles, Graham always provides mature, practical and considered guidance and solutions to any issues that arise within the unit.

Gunter has been a key member of Bendoc Unit and a support to the Unit Controller for a long time. Recently turning 79, Gunter is still as keen as ever to volunteer. Although his health restricts him from being as active as he would like, Gunter still attends the unit to offer valuable advice as a mentor and safety officer. As Gunter was unable to make the presentation, Ray and Ant were more than happy to visit him at home to present him with his clasp.

Last but not least, two VICSES Long Service Awards were also presented. Unit member Mark Tiernan received a 30 year award, while fellow member Anthony Reed received a 25 year award. Both Mark and Anthony are dedicated members who have turned out many times over the years. They were unable to attend the presentation on this day, but will have their awards presented in the near future.

Congratulations to Bendoc Unit on these incredible achievements. ■

East Region volunteers gain new skills

By Jen Harnden, Operations Officer, East Region



East Region volunteers from Phillip Island, San Remo, Wonthaggi, Inverloch, Leongatha, and Yarram Units, in conjunction with the Readiness Team, have undertaken various new courses to assist their communities in times of emergencies.



Throughout the past three months members have participated in various courses including General

Rescue, Storm and Water Damage Operations, Safe Work at Heights, Navigate to an Incident, Swim Test, First Aid and Road Rescue.

Congratulations to the eight new members who successfully completed six of these courses in just three months, which is a fantastic achievement.

A big thank you goes out to all of the volunteers who participated, along with the Readiness Team, which is made up of VICSES staff and volunteer instructors who consistently maintain excellent standards, and are willing to share their skills and knowledge to enhance various capabilities across East Region. ■





MID

WEST

1 April – 30 June 2019

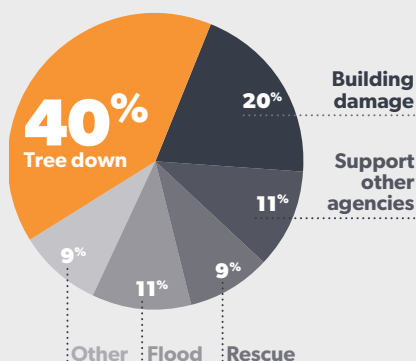


457

Volunteers

384

Requests for assistance



**SIDE BY SIDE WE
STICK TOGETHER:**

Celebrating volunteer Anthony Lowe

By Jane Patton, Community Resilience
Coordinator, Mid West Region



Volunteer Anthony Lowe has proven his significant contributions to the community as a member of VICSES Mid West Region since 1978. Tony, as he is known to most family and friends, is a keen Collingwood football supporter, a humble man, and inspiring member of the Goroke and Edenhope Units and surrounding districts.

Tony's VICSES peers see him as a living legend. He has continuous involvement in collaborative partnerships with other emergency services members, residents, and community stakeholders to ensure emergency preparedness and resilience.

Tony's devotion as an active VICSES volunteer was evident through his duties of being a dual Unit Controller for the Goroke and Edenhope Units. In 1994 Tony was honoured with a National Service Medal, and this year recognised for 40 years' of service with VICSES, highlighting his operational commitment and his support as a leader. Tony has also

shown outstanding initiative as the Country Fire Authority Deputy Group Captain for Goroke, and as an active member of the Mt Arapiles-Tooran State Park Rescue Response Team.

Recently, Tony participated in the Emergency Services Match between Hawthorn and Collingwood. This was a wonderful experience for Tony, to walk out onto the MCG and be thanked for his contributions over the years as a volunteer alongside our emergency services colleagues. Not to mention, getting to see his beloved 'pies play footy.

As the Collingwood club song sings, "See the



***See the
barrackers a
shouting, as
all barrackers
should,"***

barrackers a shouting, as all barrackers should," our VICSES family sings the same song in thank you to Tony, for the unconditional commitment that he has provided over the years to service the community and VICSES. ■

High scoring in the local community

By Trish Wilde and Amanda Larcombe, Warracknabeal Unit, Mid West Region



Warracknabeal Unit was recently lucky enough to obtain sponsorship from the Horsham Sports and Community Club.

Glen Carroll presented Warracknabeal volunteers Amanda, Trish and Tina with a grant that will assist the unit in purchasing much needed multimedia equipment.

Through the unit's ongoing community connection in the Warracknabeal area and the surrounding districts, members are now better equipped to provide

operational support with the latest technology through the assistance of viewing weather reports, maps and logistical arrangements. This allows the unit to build upon their collaborative partnerships for residential groups in their community through the delivery of Floodsafe and Stormsafe programs.

Warracknabeal Unit was also invited along to lead the

parade at the Yarriambiack Shire Annual Festival. This was a fantastic opportunity for the community to acknowledge the 40 years of service provided by Warracknabeal Unit, including a celebration of one of the unit's founding members, Keven Liersch, who is still actively involved in the unit's operational response today. ■



Do you have a green or orange thumb?

By Jane Patton,
Community Resilience
Coordinator,
Mid West Region

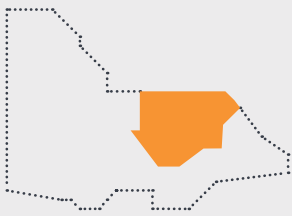
Ballarat Unit volunteers recently discovered their green thumbs whilst visiting the Ballarat Gardens Probus Club in May.

The visit was a way for the unit to show their gratitude

and appreciation to the Ballarat Probus Club for its ongoing support and community partnership in the local area. Unit volunteers Heather, Piper and Ben showed off the general rescue support vehicle, explaining the different resources and operational

support roles that VICSES uses in the event of a callout. This community led activity was a fantastic opportunity to foster positive community connectivity with other influential community groups in the Ballarat and Mid West Region. ■





NORTH EAST

1 April – 30 June 2019

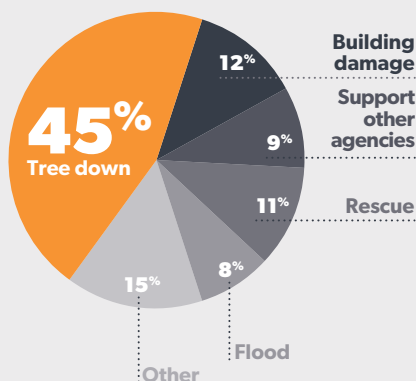


685

Volunteers

626

Requests for assistance



Assistant Chief Officer Keith O'Brien (left) with Benalla Unit members and Chief Officer Operations Tim Wiebusch (right).

Regional Awards Ceremony

By Liz Frazer, Community Resilience Coordinator, North East Region

The North East Region's Annual Awards Ceremony took place on 3 August in Benalla, with Chief Officer Operations Tim Wiebusch and Assistant Chief Officer Keith O'Brien joining to present awards to more than 40 members.



Wodonga Unit members



Keith Barnes (middle) receives his Lifetime membership.

The awards reflected more than 900 years of dedicated and diligent service, and included the presentation of a life membership to Keith Barnes, who has been a member of Euroa Unit for more than 50 years.

Keith is a dedicated and hard working member, who is always willing to lend a hand or undertake jobs when others aren't able to. Keith is a permanent fixture around Euroa Unit, and is more than happy to assist with working bees, public relations events and the operational capability of the unit. Keith's main interests within the unit are communications and mentoring the development of the next generation of VICSES volunteers.

During the ceremony Keith O'Brien thanked the region's volunteers, who have worked tirelessly throughout the year responding to emergencies, including the recent Hume Freeway flash flooding event.



We would like to take the time to recognise and celebrate our volunteers, as they have all demonstrated why VICSES is so highly valued and respected in our communities,” he said.

“Each award recipient has demonstrated outstanding commitment and countless hours dedicated to serving our local communities. I would like to congratulate the 2019 recipients, along with VICSES volunteers across the state, for their invaluable contribution to enhancing the safety of North East Victorians.” ■



Alexandra Unit members

CFA and VICSES North East Region Community Engagement Forums

By Liz Frazer, Community Resilience Coordinator, North East Region



In August, almost 200 members from VICSES, Country Fire Authority (CFA), Shepparton Search and Rescue Squad, NSW Rural Fire Service and a number of Local Government Authorities came together to network, share experiences, workshop challenges and improve community engagement skills across two forums on 3 August in Wangaratta, and 11 August in Marysville.

Developed by a joint North East Region CFA and VICSES working group, with input from the CFA volunteer reference group and VICSES community engagement action group, the forum is the second of its kind, following the first taking place at Merrijig in 2017.

The packed agenda included presentations from Dr. David Younger and Dr. Rob Gordon on the psychological effects of disasters, as well as the psychological theory behind achieving preparedness in the community – the ultimate goal.

Alpine Valleys Community Leadership provided a workshop on public speaking and difficult conversations, allowing members the opportunity to overcome fears

and practice speaking in front of large audiences.

CFA Inclusion and Fairness Officer Terri Wright introduced the forums to diversity matters, exploring the differences between equality and equity, encouraging members to recognise unconscious bias and reflect on the diversity, or lack of, in their own networks. VICSES Community Resilience Coordinator Liz Frazer then led participants in a workshop to find ways to ensure

engagement activities reach all parts of our communities.

The busy agenda gave members the opportunity to develop skills and knowledge across a range of subjects, including:

- Child Safety
- Minimising plastic giveaways
- Understanding agency key messages
- Burning Off Safely campaign
- Practical door-knocking workshop
- Victorian Fire Risk Register
- CFA's new community activity reporting tool (ART)
- Familiarisation with the Australian Red Cross Pillow Case Program and the Get Prepared phone app (now supported by VICSES for home emergency planning)

Presentation slides and workshop notes will be made available on the Hub. ■



For more information, contact North East Region Community Resilience Coordinators Liz Frazer or Sue Sheldrick on +03 9256 9655.





NORTH

WEST

1 April – 30 June 2019

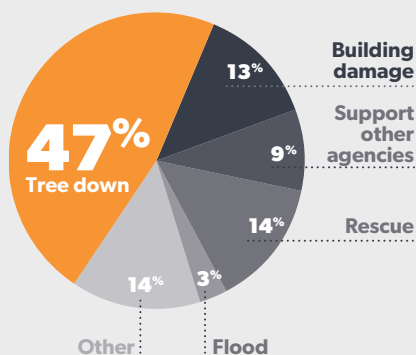


670

Volunteers

529

Requests for assistance



Rare EF-2 tornado hits Central Victoria

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



On Saturday 29 June a rare EF-2 tornado event touched down in Axedale, near Bendigo.

The Australian Bureau of Meteorology confirmed a tornado of at least EF-2 intensity, with wind gusts in excess of 200 km/h (124 mph). The tornado flattened one house, snapped big trees in half, and sent debris flying in multiple directions, leaving North West Region units with much to clean up in its wake.

Events such as this are known as cold season tornadoes or 'coldies', as they are caused

by cold fronts sweeping up from the Southern Ocean.

The rain and winds that accompanied this rare event spread all the way from Central Victoria up to Tocumwal, on the other side of the Murray River in NSW.

This made for a busy few days for VICSES units, CFA brigades and council crews, providing assistance to their communities and neighbouring units. ■



National Medal presented at Gisborne Unit

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



Scouts visit Rushworth Unit

By Chris Doig, Rushworth Unit,
North West Region

On Wednesday 5 June Rushworth Unit was fortunate enough to have the Kyabram Scout Group visit its local headquarters to learn about the many disciplines that the unit performs.

On arrival, Unit Controller Ray gave a short talk on the role of VICSES in the community, followed by three short videos on road rescue, assisting police, and storm damage.

Next the group proceeded to the truck bay where the rescue truck and equipment were displayed, along with the rescue boat and storm trailer. The scouts showed great interest in the display and asked some very relevant questions.

Afterwards refreshments were offered, along with goodie bags including brochures, pens



and posters. One of the scout members then thanked Ray and Rushworth Unit for the enjoyable and informative evening.

Thanks to everyone involved in this great night. ■

On the evening of 8 July, Acting Regional Manager Jessica Sullivan made a very special presentation to Gisborne Unit member Andrew Free, awarding him with a National Medal.



This medal recognises long and diligent service by members of recognised government and voluntary organisations, who risk their lives or safety to protect or assist the community in enforcement of the law, or in times of emergency or natural disaster.

Congratulations Andrew. Your commitment to VICSES and your community is truly appreciated. ■



TRAINing with V/Line

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

On the evening of Thursday 19 July members from Bendigo, Castlemaine and Heathcote Units alongside local Country Fire Authority brigades, Victoria Police, and Ambulance Victoria, attended a training session with V/Line staff.

The session was aimed at familiarising members with the velocity style trains, and what each service might need to understand in an emergency situation involving a passenger train. Staff from the Bendigo V/Line depot briefed the group on the location of emergency equipment, the operation of on-board fire systems, operational procedures, and more. ■

*A great night was had
by everyone involved.*





SOUTH WEST

1 April – 30 June 2019

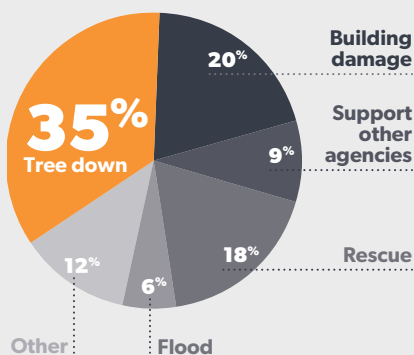


727

Volunteers

482

Requests for assistance



Annual Awards Ceremony

By Melanie Gill, Community Resilience Coordinator, South West Region



Numerous awards ceremonies have been held across the region recently to celebrate the service of our members.

On Sunday 23 June a service was held in Warrnambool to recognise more than 380 years of combined service from the 20 award recipients in attendance, while on Sunday 29 June a service was held in Geelong to recognise 280 years of combined service from another 20 award recipients.

Ceremonies were also held at a unit level for

Winchelsea, Geelong, Torquay, Hamilton and Colac Units.

These awards were presented for service ranging from 5 to 40 years, along with the National Medal.

Congratulations to all recipients on your fantastic achievements. Our communities are forever grateful for your contributions. ■



380
YEARS OF
SERVICE

Volunteering Geelong Award Winner

By Melanie Gill, Community Resilience Coordinator, South West Region

South Barwon Unit Controller Lisa Keys was recently nominated as an ambassador for the GenU and Volunteering Geelong National Volunteer Week Campaign. The awards

recognise and celebrate outstanding local achievers who are making a difference in their community.

The annual awards ceremony was held in conjunction with National



VOLUNTEER SPOTLIGHT:



Alex Suwitra, Corio Unit

By Melanie Gill, Community Resilience Coordinator,
South West Region

Alex Suwitra has been a VICSES volunteer since 2016, and was recently appointed to the role of Community Engagement Facilitator for Corio Unit. Working with the Australian Red Cross, Alex is no stranger to community engagement and disaster and emergency preparedness. He has a great vision for his local community, and has set some exciting goals as part of his new role.



Alex, what brought you to VICSES?

I initially joined VICSES in 2016. At that time I was also researching disaster management as part of my undergraduate degree. I wanted to get hands-on experience in the emergency management sector and help my community in times of need, building on my experience as an Australian Red Cross volunteer. I have been lucky enough to continue building these skills in disaster management overseas for the last two years, and on returning home I wanted to continue this work in my community.

Tell us a little about your unit?

Corio Unit covers a large patch, from the northern suburbs of Geelong through to the west of Melbourne. This includes urban townships, rural communities,

industrial complexes and mountainous nature reserves. We're a road rescue unit, alongside our responsibilities for storms, floods and other rescues. We work closely with the other VICSES units in the Geelong region and other emergency services partners. We have approximately 20 members that are passionate about the service that we provide.

What is your vision for the local community, and for your new role as Community Engagement Facilitator?

Our unit has been a part of the community since the late 1970s, and the population in our patch continues to grow in numbers, diversity and needs. I'd love to continue to build and grow our relationships with the community, as well as their resilience to the hazards they face! ■



Volunteer Week in May. On the night Lisa was presented with a recognition certificate, following a short video which highlighted her efforts and achievements.

With more than 200 volunteers in attendance, it was a great opportunity to engage with volunteers from all types of organisations. Many attendees were keen to talk to our representatives, and expressed that emergency service members were a welcome inclusion at the ceremony. ■

Port Fairy multi-agency flood exercise

By Melanie Gill, Community Resilience Coordinator, South West Region



On 6 April a multi-agency flood exercise was held in Port Fairy to raise awareness of flood risk, while also demonstrating flood intelligence and available mapping resources.

Many local VICSES volunteers and staff attended, along with

representatives from Moyne Shire Council, Glenelg Hopkins Catchment Management Authority, Country Fire Authority, VicRoads, Department of Health and Human Services, Wannon Water and Red Cross.

The exercise incorporated a flood intelligence session and

sandbag demonstration of critical infrastructure.

All agencies and personnel in attendance gained a greater understanding of local flood risk, available intelligence, and multi-agency capability to manage future flood events. ■

OPERATIONAL UPDATES



Earthquake Masterclass

By Natalie Stanway, IMT Capability Officer, VHO

As an agency we are always looking to improve on everything that we do. One of the ways that we achieve this is through our annual Masterclasses, which this year focussed on Earthquake.

The aim of each Masterclass is to run a full Incident Management Team (IMT), which enables everyone to develop their skills and receive recognised training. In February 2017 VICSES extended IMT training from staff to include volunteers, which has seen 70 volunteers identified and supported by their regions for development towards an IMT role. This year was the first time the Masterclass was open to volunteers and non-uniformed staff in recognition of their skills and high quality of work.

With this Masterclass being the first time our legislated hazard Earthquake has received close attention, everyone came away having learned something new. Some of the agenda items included an excellent presentation from Geoscience Australia seismologist Dr Trevor Allen, case studies from the Newcastle and Christchurch earthquakes, an Incident Emergency Management Team panel with representatives from Victoria Police, Macedon Ranges Shire Council, Ambulance Victoria,

Barwon Water, Department of Health and Human Services and a VICSES Regional Controller, as well as the main feature exercise: Rattle and Hum.

Features of the newly formatted Masterclass also included a session in an IMT, where team members planned their response to an unfolding earthquake event. This involved receiving real-time updates on the earthquake via pagers, which allowed members to perform roles such as sending out community warnings, emergency response planning, and ensuring the safety and welfare of responders from all agencies.

Having received overwhelmingly positive feedback on the Masterclass, this interactive format looks like it will become the way of the future, with volunteers and non-uniformed staff playing increasingly important roles looking ahead. ■



VICSES contribution to the State IMT Training Coordination Team

By David Baker, Deputy Chief Officer
Operations - Capability, VHO

In August Manager Operational Capability OM David Tuček accepted a secondment to CFA to undertake the role of Manager Learning and Development at CFA headquarters, primarily responsible for the State IMT Training Coordination Team that is hosted by CFA.

This team coordinates the delivery of the State's IMT development needs for all participating EM agencies, including VICSES.

David's appointment is an exciting opportunity for his professional development, and recognises the innovative work he has led within the sector in the IMT space. ■



It was very beneficial to be included as a volunteer. It's a great opportunity to build relationships with other people we may be working with in an IMT."

JULIE JOCHS

North West Region (Safety)

IMT Development Guide

By David Tuček,
Manager Operational
Capability, VHO

IMT development can be difficult to navigate for individuals when there is so much material stored across different platforms and hosted by different agencies.



To assist our volunteers and staff in meeting sector requirements for IMT training, endorsement and accreditation, the IMT Development Guide directs members to the material they need to progress their development. ■

To download the guide, visit the [Hub > My State > Operations > Incident Management](#)



VICSES ASSISTS EMV TO PILOT FIRST Level 3 IMT Intelligence Officer Accreditation Panel

By David Tuček, Manager Operational
Capability, VHO

VICSES has been proactive in the establishment and utilisation of the intelligence section within AIMS structures for some time now, and has now partnered with Emergency Management Victoria and other agencies to see the first Level 3 Intelligence Officer Accreditation Panel scheduled for November 2019.

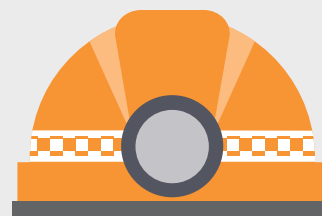
Five VICSES members, along with one CFA and one MFB member, have nominated for the coming panel, and we wish them every success. ■

REQUESTS FOR ASSISTANCE

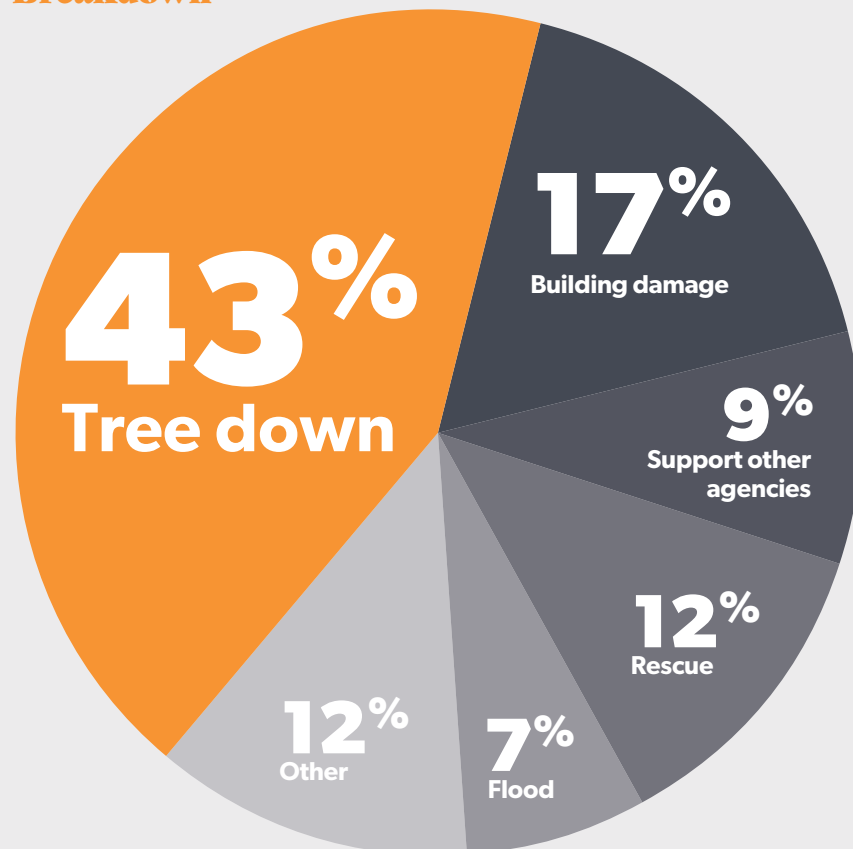
1 April – 30 June 2019

Total

4,537



Breakdown



PROJECTS – WHAT'S NEW



Child safety at VICSES

By Keith Mitchell, Project Officer – Learning and Development, VHO

VICSES is committed to upholding the safety and wellbeing of all children. This means that we value those under 18 years of age and put their interests first, ensuring that we foster a culture, adopt strategies and take actions to promote safety, wellbeing and prevent harm to children.

Upholding our Child Safety Standards ensures that we always put children's safety and wellbeing first, and through that, VICSES continues to be a highly respected and trusted organisation within the Victorian community.

New online learning module: Child Safety at VICSES

In support of our goal to become an organisation of choice for people and partners and in

demonstration of our Values, the People and Organisation Development team has developed a new learning module titled 'Child Safety at VICSES,' available now on our Training Portal.

The Child Safety learning module provides an overview of VICSES' Child Safety Policy, Code of Conduct, and our commitments as an organisation in support of the Victorian Child Safe Standards. It also informs you of your responsibilities when dealing

with children, including practical tips on how to interact with children, your obligations when dealing with children and where to go for assistance.

All current members should have completed this online learning module by 1 September. New members will be required to undertake the learning module as part of the VICSES Induction within their three month Probationary Period.

The module takes approximately 20 mins to complete. Members can complete the module:

- Over multiple sittings (e.g. 5 mins today, 10 mins tomorrow, etc.).
- Individually in their own time, or as a unit-based activity.

Please note, if members of a unit complete the module as a unit-based activity, the Unit Controller or delegate is required to email a Course Attendance Record to Learning and Development via trainingportal@ses.vic.gov.au. ■



For any queries about the training package, please contact trainingportal@ses.vic.gov.au.

Flood Observer App and Portal Pilot

By Jo Keggs, Floodplain Management Liaison Officer, VHO

VICSES has teamed up with Snap Send Solve to pilot the development of a community flood observer app and portal.

Snap Send Solve is an existing application, currently used by the community to notify local councils and other authorities of issues that need addressing, such as cracked pavements or graffiti.

The existing functionality of the smartphone app will soon be adapted for VICSES in a well

presented and user friendly way for the purpose of sharing flood information. The intent is to improve access to local knowledge, and maximise public information communications and flood response efforts.

The app captures observations through a simple form on your smartphone, and provides the

opportunity to upload photo or video taken using the phone camera. This information is then displayed through an administration portal to collate and view the flood data.

The app component will be made available to trusted flood observers in the community, and their observations will be visible in

the back-end portal where flood analysts and intelligence personnel in Incident Management Teams can access them during flood events.

A working group of both internal and external stakeholders has been gathered to work through risks, issues and considerations to support the app implementation, ensuring that we are able to review the suitability of the app and make required changes based on user feedback.

The app and portal will soon be trialled at a flood exercise in the South West Region, for potential release to the wider VICSES community later in the year. ■



For further information please visit the [Hub > My State > EM Planning > Flood > Floodplain Management](#)



WELLBEING, HEALTH & SAFETY

**VICSES and
La Trobe
University**

2019 industry innovation challenge

By Stewart Riddle, Wellbeing, Health and Safety Advisor, VHO

In July VICSES partnered with students from La Trobe University to develop innovative solutions on the topic 'Managing fatigue in VICSES volunteers: Safe, effective emergency response 24/7'.

Working in multi-disciplinary teams, the challenge for students was to develop a strategy to manage fatigue in an industry that provides an emergency response to the community 24 hours a day, 7 days a week, 365 days a year.

Five teams of students researched the issue with input from VICSES staff and volunteers to develop their innovations. After their ideas had been developed, the teams presented their pitch to an audience of VHO staff, including representatives from the Executive, volunteers, and a select judging panel.



Each group considered the issue of fatigue, the contributing factors to fatigue, the impact of fatigue to VICSES volunteers, and proposed processes and tools to address the issue.

IDEAS INCLUDED:

VICSES app

- Providing fatigue theory and education, alongside learning modules on nutrition, sleep and mental fatigue.
- VICSES information for families and the general public.
- Self-assessment response tests to monitor levels of fatigue.

Smart watches and wrist bands

- Activity monitoring smart watches and wrist bands to measure heart rate, body temperature, sweat, etc.

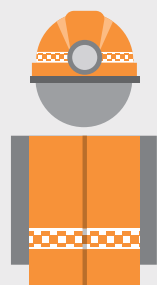
- Replacing pagers with smart technology.
- Incorporating links to learning modules and articles within the watch or wristband.
- Overalls with inserted non-invasive technology to measure sweat levels, hydration and dehydration levels.

Fatigue bus

- A high tech bus with sleeping pods and recovery areas for crews attending incidents.

Each team did a fantastic job at bringing new, innovative ideas to the table. Congratulations to team Fatigue Fighters who were the challenge champions, as voted by the judging panel.

For more information on any of the proposals, please email health&safety@ses.gov.au. ■



Workplace inspections

July 2017 –
June 2018

111

July 2018 –
June 2019

236



Injuries

July 2017 –
June 2018

105

July 2018 –
June 2019

98

The heart of the matter

By Alison Wright, Health and Wellbeing Coordinator, VHO



For more information on heart health, visit: www.heartfoundation.org.au/active-living

Our heart beats up to 100,000 times a day, pumping blood throughout our bodies. That's up to 3 billion heartbeats in an average lifetime. Of all the muscles in our body, this is one that we really need to look after.



This year our Health and Wellbeing team has been working closely with the Colac Unit to help improve their heart health through a series of workshops, movement sessions and discussions. Here are some of the issues we tackled:

Nutrition – We all know that too much salt is bad for your heart, but did you know that sweet food can contain high levels of salt as well?

Tip: Reduce processed, packaged and take away food to the occasional meal and increase food cooked from scratch.

Movement – You don't need equipment, money, or even a lot of space to start moving more. We set up some simple circuits with body weight exercises at Colac Unit to get the heart pumping.

Tip: Complete 30 minutes of physical activity every day to improve heart health. And remember, it doesn't have to be all at once. 15 minutes twice a day is just as effective.

Sleep – Alcohol may help you fall asleep faster because of its relaxing effect, but it harms both the quality and quantity of your

sleep by disrupting stages of deep sleep (specifically REM), making your overall sleep less restful. That means you'll feel more tired the next day.

Tip: Try to set a sleep routine and stick to it as much as possible. Increase alcohol free days, and avoid spicy, sugary, caffeinated, and acidic foods before bed.

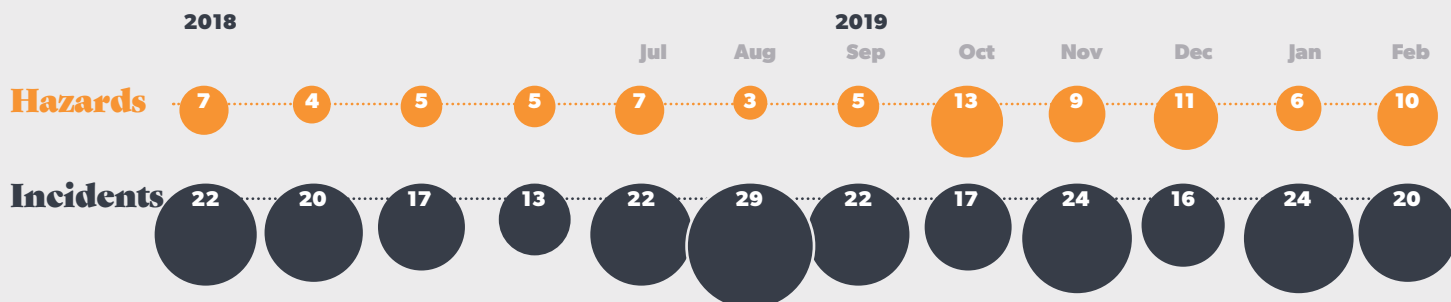
Mindfulness – The wonderful Hannah MacDougall from our Community Connections team spoke to Colac Unit about finding time to be present. Looking after ourselves is important, particularly

when we spend so much time taking care of others. Prioritise some time every day to do something that makes you happy.

Tip: Try a simple breathing exercise for 5 minutes every day, or check out some of the mindfulness apps online.

Want to get healthy? Let us know how we can support your unit by contacting health&safety@ses.vic.gov.au. ■

YEAR AT A GLANCE



COMMUNITY ENGAGEMENT

VICSES and Red Cross partnership kicking goals!

By Margaret McCarthy, Acting State Manager,
Red Cross Emergency Services

In an awesome show of support for our VICSES and Red Cross partnership, volunteers from both organisations have come together for joint training in preparedness engagement and psychological first aid.

The VICSES Mid West community engagement team were the first to jump on board the partnership by rolling out the Pillow Case project across local primary schools, taking a fresh approach to community engagement. While most recently, Whitehorse Unit undertook training to run RediPlan sessions – an initiative aimed at encouraging people to prepare for emergencies and community resilience.

So why are we partnering? I think our Red Cross volunteers and trainers put it best, when they said that “VICSES is so aligned with Red Cross – we speak the same language.”

But don’t just take it from us. We asked Whitehorse Unit members about what they got out of our partnership and joint training:



Well thought out and delivered... I have no doubt that it will help in my SES role and private life,”

ANTHONY HORGAN

“We got the chance to understand more about the role that Red Cross plays in emergencies and how it trains and mobilises. The focus on collaborating and sharing skill sets is great because we all work for the same team to get shared results,”

CLEMENTINE BALES



“From my psychological first aid and preparedness (RediPlan) training, I learnt the structure of Red Cross and its role in an emergency situation. I recommend VICSES volunteers participate in this training as it’s a great addition to our emergency services capability, and enables us to be more helpful before, during, and after a disaster or traumatic event,”

DEFEI WAN

So VICSES, you’re more than welcome at our training sessions. Let’s keep growing our partnership – think of the great things we can do together out there in our communities. Watch out for training near you! ■

New CEF Course takes shape

By Susan Davie, Manager Community Connections, VHO

Community Engagement Facilitators (CEFs) are a vital part of VICSES. Recently, the Community Connections team has been working hard to completely rebuild the current CEF course.

The new course will give our engagers the skills they need to motivate members of the community to prepare for emergencies using a blended learning approach. The new course is based on what we know works, and encourages everyone to



KEY HIGHLIGHTS, ACTIVITIES AND OUTCOMES FROM THE

VICSES Community Resilience Strategy Year Two Outcomes Report

By Kate White, Director Community Resilience and Communications, VHO

We are pleased to release the results from the second year of the implementation of the Community Resilience Strategy 2016–19.

The Year Two Outcomes Report presents some of the key highlights, activities and outcomes from the Strategy implementation that took place during the period of 2017-18. The report measures our achievements against the strategic objectives and KPIs, and is intended to support continuous improvement of programs and initiatives during the lifetime of the Strategy.

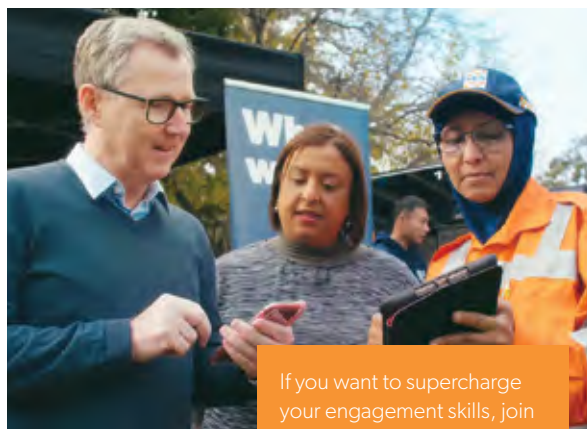
Throughout year two of the Community Resilience Strategy's implementation, VICSES has continued its commitment to developing positive partnerships and working together to build safer and more resilient communities, while remaining accountable through timely, effective reporting to the Victorian Government.

A key highlight this year was the finalisation of the Strategy's Indicators and Evaluation Framework. The framework establishes a series of flagship measures for expanding upon and evaluating the Strategy key performance indicators (KPIs).

We thank our volunteers, staff, communities and partners for their collaboration in these activities, and we welcome your feedback to assist us in the delivery and evaluation of year three. ■



To provide feedback on the Year Two Outcomes Report or the VICSES Community Resilience Strategy 2016-19, please email resilience@ses.vic.gov.au.



If you want to supercharge your engagement skills, join the Community Engagement Workshop to be held in the Melbourne central business district on 12 October 2019. **To find out more, contact your Community Resilience Coordinator.**

participate. A pilot of the course will take place in October, with a full release towards the end of the year.

MEDIA

Media and communications activity

APRIL TO JUNE 2019

Campaigns and events:

- Launch of Emergency Services Match
- Wear Orange Wednesday
- Driver Reviver Launch
- Angela Taylor Memorial Shield

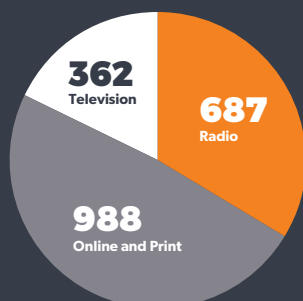
Ministerial Events:

- Emerald Unit Community Open Day
- Knox Unit funding announcement

Media Releases:

- Keys please! New Rescue Truck for VICSES Wodonga Unit
- Mums pave the way at VICSES
- 27,668 reasons to say thank you this WOW Day
- VICSES and Shepparton Search and Rescue work as one

Mentions of VICSES in the news:



Social Media highlights



Facebook



Driver Reviver.

Reach:
59,003

Post clicks:
505

Reactions, comments & shares:
989



Twitter



Jane Bunn thanks our volunteers as part of Wear Orange Wednesday.

Impressions:
26,909

Media views:
6,637

Total engagement:
406



Instagram



Our Alpine Search and Rescue volunteers being kept busy by assisting in the rescue of trapped campers at Mount Hotham.

Impressions:
3,395

Reach:
1,933

Comments, likes and saves:
210



LinkedIn



North East High Angle Rescue Team members from Bright Unit commence four days of intensive training.

Impressions:
4,115

Clicks:
606

Reactions and comments:
117



Wintery media blast for VICSES Falls Creek Unit

By Dharni Giri, Media and Publicity Officer, VHO

Channel 9 News paid a special visit to the Falls Creek Unit in July to film our volunteers in action during a mock training scenario.

The aim of the news story was to showcase the use of the unit's two new snow mobiles in the event of an alpine search and rescue incident.

The story was a success and ran in the afternoon's national and local bulletins. The day was also filmed by a professional camera operator, who captured some incredible footage of the scenario. Videos are now available on the [Hub > My State > Media and Communications > Video Library](#)

A big thank you to Dan Walton and everyone at the Falls Creek Unit for helping the VICSES media team put together this cracker story. ■



If you have an exciting idea that you think might make a great media story, be sure to drop us an email: media@ses.vic.gov.au

INFORMATION SERVICES (IS) UPDATE



Message from the Chief Information Officer

We are pleased to advise the IS Strategy has been positively received and supported by the VICSES Board.

This is the first major milestone for delivering on the key initiative of the Corporate Strategy: 2.2 Develop and implement an information technology that better supports our volunteers and incorporate Business Intelligence.

To re-cap, the IS Strategy was road-showed across Victoria through 20 presentations, to representatives from 75 volunteer units and offices. The feedback captured during and after these sessions was the primary consideration for finalising and prioritising the activities within the strategy.

The IS Strategy defines a total of 26 activities, of which the top six priorities have been identified as:

- Endorsed IS Strategy 2018-22

- Single Sign-On
- Centralised User Access Management
- Centralised Service Desk
- Interactive Volunteer Portal
- OIMS Update

A full listing of the strategy activities and their definitions is available on the Hub.

Not all of the top priorities will be completed in the next 12 months, and some will be worked on over the next 3-4 years. There are also a range of other technology and information activities underway that will be supported concurrently, along with the delivery of the strategy priorities. These activities include the Supplementary Alerting System (SAS) being led by Emergency Management Victoria, and the relocation of units and/or new builds.

Managing Priorities

We will continue to monitor, review and revise work plans to ensure our activities meet the strategy deliverables, business as usual activities and other technology and information support needs that are required time-to-time across VICSES.

All new technology and/or information related requests that do not directly link to an existing carry forward project or business plan activity will be assessed and prioritised based on value, function and impact over what has already been agreed to.

Kind regards,

Silvia Silverii
Chief Information Officer,
VICSES

Interview with Gaurav Kiri



How long have you been with VICSES?

I started with VICSES in December 2014 as a contractor for a Service Desk Position, and was soon offered a permanent position in June 2015.

What is your role at VICSES as part of the IS team?

I work as the Service Desk Analyst, and am the first point of contact in IS when you dial 1300 737 101.

With this role, I have to understand the organisation, culture and values in great depth. I moulded myself and the role into one, which is an asset to the business. As a first point of contact for IS, I am able to solve most of the Service Desk calls and escalate others to the relevant areas.

For two of the four years I've worked here, I also back-filled the Field Officer position which furthered my knowledge and experience. Throughout all my roles, I have gained confidence, learnt new things, and gained a wide-range of technical knowledge including server side, networking and applications.

What do you enjoy the most about your role?

Assisting our amazing volunteers, and seeing the passion they have towards the community.

Do you have any other previous experience working in IS?

Previously I have worked for ANZ, Mitre 10, Department of Education, and Coles Group.

What do you like to do outside of VICSES?

Relaxing, spending time with friends and family, and having a drink! ■

Flood and storm emergencies

Get ready, have a plan, know what to do.

Why I need to be prepared

ses.vic.gov.au

**Coming
soon!**

BEFORE

DURING

AFTER

Triple Zero

Life threatening medical and emergency assistance

☎ 000

Victoria State Emergency Service

Flood and storm assistance

☎ 132 500

Vic Emergency

Information during and after major emergencies

☎ 1800 226 226

☎ emergency.vic.gov.au

National Relay Service

Assistance making a phone call if you are deaf or have a hearing or speech impediment

Speak and listen number:

☎ 1300 555 727

Teletypewriter number:

☎ 133 677

SMS relay number:

☎ 0423 677 767

Bureau of Meteorology

Weather forecasts, warnings, and rain radar

☎ 1300 659 217

☎ bom.gov.au

VicRoads

Road closures and traffic hazards

☎ 13 11 70

☎ traffic.vicroads.vic.gov.au

Nurse on Call

24hr caring and professional health advice

☎ 1300 60 60 24

Lifeline

24hr crisis support and suicide prevention services

☎ 13 11 14

☎ lifeline.org.au

Bey

Ki

24

counselling

people ac

☎ 1800

☎ kidsh

EMERGENCY AND SUPPORT SERVICES

New VICSES preparedness Flip Book

**Contact your regional office
for more information.**