

SUMMER 2019

Community Matters

# VICSES

EDITION 9

## AAMI EQUIPMENT PROGRAM



*Your Family  
Our Family*



*Year at  
a glance*

*Long  
Service  
Awards*



# CONTENTS

## Highlights from the summer edition

### Building better boating capabilities

pg. 12



### What's happening across our regions:

10

#### CENTRAL

Central Region staff recognised at Service Awards

12

#### EAST

Awards and thanks to San Remo Unit volunteers and families

14

#### MID WEST

55 years' service to Edenhope and Goroke

16

#### NORTH EAST

That's a wrap! A winter season on the mountain with Falls Creek Unit

18

#### NORTH WEST

Talking heat in Tarnagulla

20

#### SOUTH WEST

Life Membership awarded to local Warrnambool legend



### Super Safety Saturday

pg. 16

### Thinking outside the (toy) box

pg. 15



### Interested in contributing?

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[publications@ses.vic.gov.au](mailto:publications@ses.vic.gov.au)



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 fourth and final edition of Community Matters for 2019.

We are about to head into a hot and dry summer, and it'll undoubtedly be a busy time for emergency services right across the state.

The season changing is a timely reminder of the amazing work that our VICSES volunteers do to keep Victorians safe during major weather events and other emergencies.

It's also a fitting time to reflect on our volunteers' achievements over the past year and look to the next.

As detailed in the Annual Report 2018-19, VICSES responded to 23,682 calls for assistance over the past year – an average of almost 65 calls every day.

I am incredibly proud of the more than 5,000 VICSES volunteers, working across 149 locations throughout the state, who dedicated 201,990 hours responding to these callouts.

With women making up one third of VICSES volunteers, and 242 women in unit leadership roles, it's encouraging to see our emergency services agencies like VICSES strongly embracing the diversity of the community. And I have no doubt this will continue.

Our VICSES volunteers work in some of our most challenging conditions – storms, floods and other extreme weather events – and put themselves at risk for the greater good. This year we tragically lost Ross and Andy Powell, two VICSES and Life Saving Volunteers who died serving the Port Campbell community they loved. They were outstanding examples of selflessness and dedication and their sacrifice will never be forgotten.

The vast majority of incidents VICSES volunteers responded to throughout the year were flood and storm emergency events, while road crash rescues continue to play a major part in VICSES' responses. It's so impressive that you've exceeded emergency response time benchmarks, meeting response times in 92% of cases over the last year.

These statistics demonstrate the incredible dedication shown by our volunteers, and we're committed to providing them with better facilities and equipment to help them continue their work, including \$21 million in the 2019/20 Victorian Budget for VICSES infrastructure projects.

I'd like to thank each one of our VICSES volunteers and staff for their work this year and commend you all on doing such an excellent job keeping our state safe.

**Hon Lisa Neville MP**  
**Minister for Police and**  
**Emergency Services**



## Welcome

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

As we come to the end of another busy year, I'd like to acknowledge the dedication and commitment that you – our valued members – have made this year. Your hard work to assist communities in their times of need is incredibly respected and appreciated right across Victoria. I thank you for your contributions and I would like to wish you all a very happy and safe holiday season.

In this issue we'll be reflecting on the year that has been, and the achievements of our organisation across the State. You can read more about this on page 4.

At this time of year, it's also important to acknowledge the inherent risks of the summer season and the integral role that our members will be providing alongside our emergency service colleagues. The change in weather can often bring challenging conditions for fire, storm and flood, and it's important that we continue to work together to keep our communities, and each other, safe.

Last but not least, 31 October marked the launch of the AAMI Equipment Program. As our Principle Community Partner, AAMI has provided our units with funding for much needed equipment for the past 17 years, and I'd like to thank them for their ongoing support. You can read more about the launch on page 9.

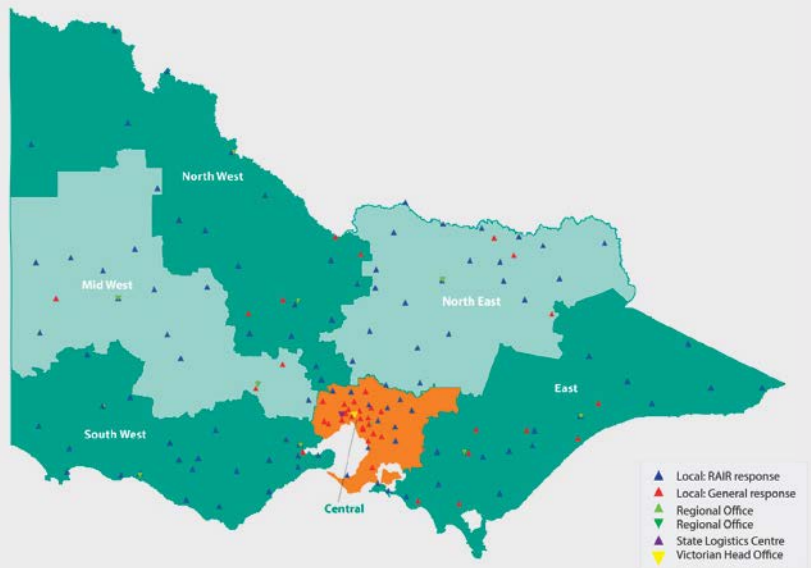
As always, I hope you enjoy this edition of Community Matters, and have a safe holiday season!

Kind regards,

**Stephen Griffin**  
**CEO Victoria State**  
**Emergency Service**

# FEATURES

## Year at a glance 2018–19



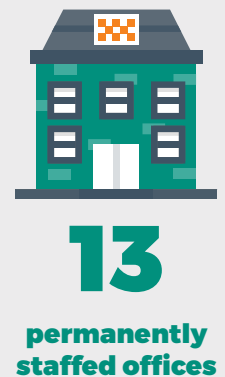
By Gabi Barkmeyer, Corporate Communications Officer, VHO

With 5,217 volunteers and 225 staff spread right across the State, the work we do plays an integral role in Victoria's emergency management sector and its many communities.

In October, we released our annual results for the 2018-19 financial year. Here's a glance at some of the facts, figures, and events that made up our journey over those 12 months, as we worked towards our vision of safer communities – together.



\* 141 operational units, 7 regional support units, 1 state support unit.



Includes the Victorian Head Office

## OPERATIONS OF SIGNIFICANCE

2018

### Greece Deployment



In 2018, Stawell Unit volunteer John Hooper was deployed to Greece to support disaster recovery efforts and damage assessments following the devastating bushfires and flash flooding that impacted parts of the country.

The deployment formed part of a broader Australian contingent sent for an 11-day operation (including one rest day) to support disaster efforts.

From Victoria, this included three Urban Search and Rescue Category 2 accredited operators from the Country Fire Authority (CFA), Metropolitan Fire Brigade (MFB) and VICSES.

The deployment was coordinated by the State Control Centre, and was made at the request of the Greek government via the Department of Foreign Affairs and Trade and Emergency Management Australia.

VICSES was involved in several major operational activities throughout the year, across Victoria, and also interstate and overseas.

Here's a look back at some of our most significant operations:

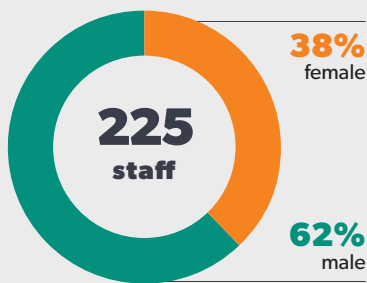
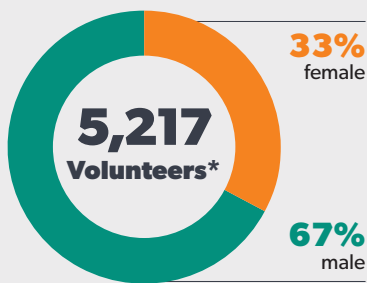
13-15 DEC 2018

### Severe weather

In December 2018 a complex weather system re-circulating tropical moisture brought heavy rain in a short period, resulting in flash flooding across parts of Victoria. The event saw a heavy commitment from



## Our people



### Volunteer leadership (Unit Controllers, Deputy Controllers)



### Staff leadership (VPS5, VPS6 and Executive)



\* Includes active and non-active volunteers, with non-active meaning volunteers that are not currently on roster.

## The 2018-19 financial year

**201,990**  
volunteer hours contributed  
to helping Victorians

**12,000**  
staff hours contributed in  
readiness and response<sup>^</sup>

**23,682**  
Requests for  
assistance

**27**  
Declared  
Operations

**12,502**  
Flood

**73,630**  
Storm

**13,766**  
Road rescue

**39,514**  
Times assisting  
other agencies

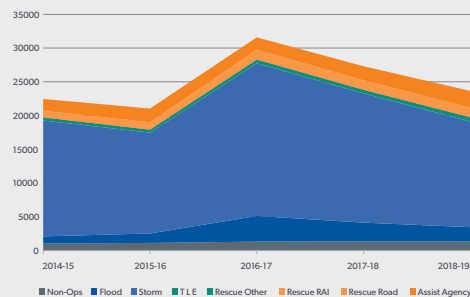
**3,270**  
Rescue (other)

**242**  
Tsunami, landslide  
and earthquake<sup>#</sup>

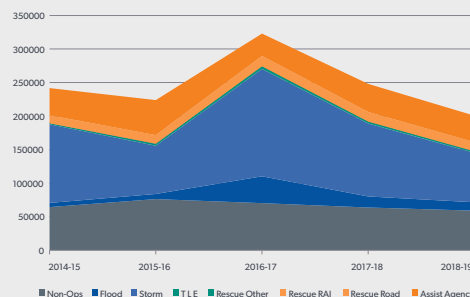
**59,066**  
Community engagement<sup>\*</sup>

<sup>^</sup> Approximately. <sup>\*</sup> Community engagement activity, including Driver Reviver, public relations and fundraising. <sup>#</sup> Preparation or responding to damage.

### Incidents: 5-year trend



### Hours: 5-year trend



**29 JUN 2019**

## Severe weather

In June the Bureau of Meteorology (BOM) issued a severe weather warning across a number of districts for strong winds, some of which exceeded 100km/h. While heavy rain was not included in the warning, the event saw isolated cases of heavy rainfall result in the issue of a number of minor flood warnings for the Loddon River, Lerderderg River, Yarra River and a moderate flood warning for the Werribee River to Melton Reservoir.

VICES volunteers were kept busy with fallen trees causing traffic hazards, building damage and a number of relocations across South West, North West and North East regions. During the peak of the event, up to 15,000 households were without power. ■



VICES volunteers and staff throughout the Central, Mid West, North West and North East regions, including assistance with the rescue of 120 people from the Hume Highway flash flooding event between Wangaratta and Chiltern.

**DEC 2018**

## Queensland Fire Support

In December 2018, while more than 120 fires were burning at times across Victoria, VICES deployed four Incident Management Team members to Queensland to support its fire response during significant fire



activity. VICES was also involved in a multi-agency response to the supply of satellite communications due to a reduction in field communications.





# Volunteers and staff recognised at VHO Service Awards

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On Friday 11 October the VICSES Victorian Head Office (VHO) Awards were held in Melbourne, recognising the achievements of our valued volunteers from the State Headquarters Unit (SHQU) and staff from VHO.

**T**he awards ceremony commenced with a short introduction, followed by the National Anthem and a few words from our CEO Stephen Griffin.

Awards were then presented in each category to the following deserving recipients:

## Long Service Awards:

The Long Service Awards recognise the significant contribution of our members to the service and their commitment to our vision of Safer Communities – Together.

### 5 year service certificate and pin

- Roisin Lamprell
- Jason Foong

### 10 year service clasp

- Martin Phillips
- Andrew Feagan

### 15 year service clasp

- Gerry Sheridan
- David Tuček
- Joy Etwell



## National Medal:

**T**he National Medal is awarded on behalf of Her Majesty, and recognises long and diligent service by members of recognised government and voluntary organisations that risk their lives or safety to protect or assist the community for a period of 15 years.

The recipient of this year's National Medal was awarded to Manager Operational Capability, David Tuček.

David commenced as a VICSES volunteer in 2002, and has served

in both the Malvern and Footscray Units. As a member of the Central Region and State Operations Teams he was on duty during the 2009 Victorian Bushfires, and was deployed to Queensland for Cyclone Tasha in 2011, to Hunter Valley in New South Wales to demobilise multi-agency resources in 2015, and was forward liaison for the VICSES response to South Australia following floods and storms in 2016. David has performed as a Regional and State Duty Officer, and currently serves as a State Agency Commander. Currently David is an accredited Incident Management Team (IMT) Level 2 Operations Officer and is developing towards Level 2 Incident Controller. David's passion for the sector and helping the community makes him a more than deserving recipient of this award.

Congratulations to all of this year's awardees and to everyone who helped to organise and attend this fantastic event. ■





## Interview with

# NATASHA SURAN

### How long have you been with VICSES?

I joined VICSES in April of this year.

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

As the Information Asset Management Administrator I'm here to assist staff in meeting their record keeping obligations. Much of this relates to fielding queries to do with our electronic document records management system, HPRM. This includes creating and locating files as well as providing quality assurance of the system too. Basically, I'm your go-to-gal when it comes to HPRM. I also provide advice and assistance to the organisation, including our volunteer units, on records retention queries, records disposal and archiving requests, document discovery exercises and just generally supporting the Information Services (IS) and Governance team to ensure that the information assets of the organisation are managed in accordance with legislative requirements and best practice standards.

### What do you enjoy the most about your role?

I'm in awe of all the amazing things that the volunteers do and I love learning about all the different aspects of the organisation. If I can learn one new thing a day I feel that is a good day and so far every day I'm learning! I'm also lucky that the IS team is such a great group. We work really well together and support one another. Camaraderie is important, and I'm fortunate to have that with them.

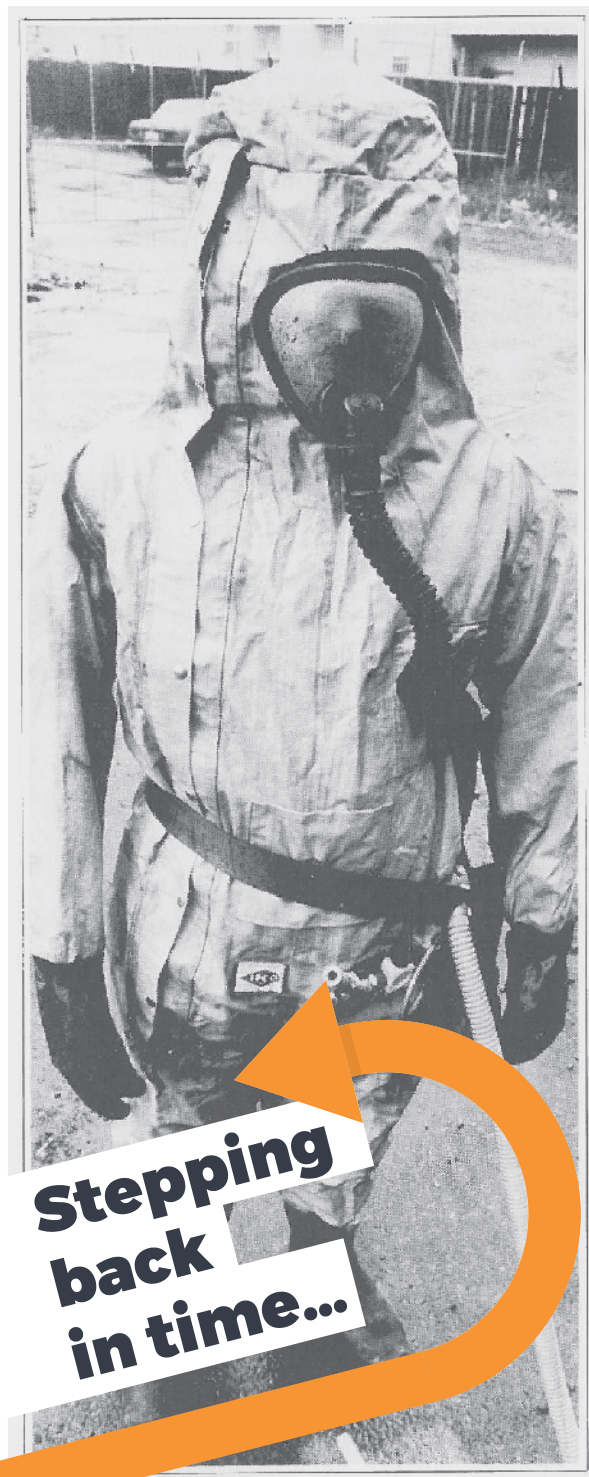
### What do you like to do outside of VICSES?

When I'm not dragging my children to exhibits and shows I like to go to nice restaurants and cocktail bars with friends in and around the city. I enjoy cooking, baking, entertaining and reading a good book. And after all that baking and gallivanting I go for a nice long run or swim! ■



## Share with us

Do you have a photo that you'd like to share as part of our 'Stepping back in time' feature? Email your submission along with a caption to [publications@ses.vic.gov.au](mailto:publications@ses.vic.gov.au). ■



**Stepping  
back  
in time...**

Even back in 1984 Footscray Unit was equipped to handle a whole range of emergency events.

**I**n this photograph featured in the summer edition of the VICSES publication Impact, a unit member shows off a self-contained breathing unit. This protective gear was designed to be used in conditions where hazardous fumes and chemicals could come in contact with emergency service personnel. ■

# CAMPAIGNS & EVENTS

## Your Family, Our Family

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On Monday 14 October VICSES launched our new campaign, Your Family, Our Family, designed to show thanks and highlight the sacrifices that families and friends across Victoria make to ensure VICSES volunteers are able to support their community.

**T**he week-long campaign saw units and volunteers thank their families and friends across social media, while units hosted celebratory dinners and lunches, gifted hampers and vouchers, and much more.

VICSES Chief Officer Operations Tim Wiebusch highlights how important it is to recognise the support of family and friends.

"We're always thanking our fantastic volunteers for all they do, but we forget that their families help make the volunteer role possible by supporting them and allowing them to serve the community."

Gisborne Unit controller Mike Bagnall notes how valuable the love of family

and friends can be, particularly after a difficult incident.

"Being a VICSES volunteer has been so rewarding. I have a great team at the unit, and together we make a real difference to our community. I'm very lucky that I have the support of Marissa, and my children Billie and Robbie. I don't think I would be able to continue in this role if I didn't," said Gisborne Unit controller Mike Bagnall.



***Particularly after a tough incident involving trauma, just going home to my family and knowing I have their unspoken support and love, makes it all worthwhile and a little easier."***



A big thanks to everyone who supported the inaugural year of this important campaign to recognise the support of our volunteers' family and friends. They may not wear the orange uniform, but their sacrifices are just as important. We look forward to making this campaign bigger and better each year. ■







# Lucky VICSES is with AAMI

By Gabi Barkmeyer, Corporate Communications Officer, VHO

This year VICSES has received a generous donation of more than 2000 pieces of equipment from insurer AAMI as part of this year's AAMI Equipment Program.

**S**ince 2002 AAMI has been VICSES' Principal Community Partner, contributing a total of \$8.5 million to VICSES to support community engagement, education, and much needed equipment for our units through the equipment program.

This year's program was launched at Seymour Unit, with key attendees including our Director of Community Resilience and Communications Kate White, Seymour Unit Controller Christine Welsh, and AAMI representative Paul Sofronoff. The launch also included a live road crash rescue demonstration by Seymour Unit volunteers and media coverage by WIN network.

"The support of AAMI and this program in assisting our volunteers is outstanding," said CEO Stephen Griffin of the ongoing partnership.

"VICSES volunteers are trusted by their communities to help in times of need. Thanks to AAMI, our volunteers are armed with the best equipment to support the community".

AAMI representative Paul Sofronoff also spoke on the importance of the partnership at the launch.

"We are proud of our 17-year partnership with VICSES and hope our contribution of the new equipment will help make our communities safer," said Paul.



***We have more than two thousand pieces of equipment to hand over to volunteers across the state including chainsaws, power tools, portable lights and helmets to help volunteers carry out rescue operations, particularly in dangerous conditions."***





# CENTRAL

1 July – 30 September 2019

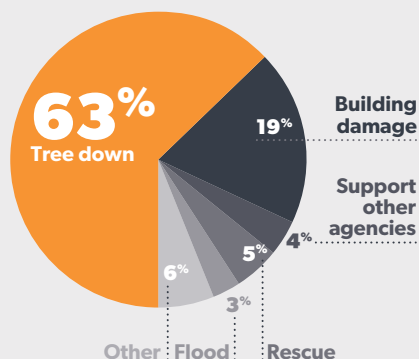


1,946

Volunteers

3,931

Requests for assistance



## Central Region staff recognised at Service Awards

By Jule Syme, Community Resilience Coordinator, Central Region

In July Regional Manager Ray Jasper attended the Sunshine Regional Head Office to present Service Awards for nominated Central Region staff. The awards recognised the contributions and dedication of staff during their time with VICSES.

Top row (from left):

**David Goldfinch**

Regional Officer  
Emergency Management  
5 year Service Award

**Peter Stanley**

Manager Regional  
Operations  
North West Metro  
10 year Service Award

**Darren Morgan**

Volunteer Support Officer  
25 year Service Award

Bottom row (from left):

**Janet Morrison**

Regional Training  
Support Officer  
15 year Service Award

**Colin England**

Regional Officer Training  
20 year Service Award

**Diana Ferguson**

Regional Officer  
Emergency Management  
5 year Service Award

**Alan Barnard**

Regional Officer  
Emergency Management  
35 year Service Award

Congratulations to all the award recipients and thank you to all those who attended this event. ■





# VICSES attends Royal Melbourne Show

**Malvina Tsecoutanis, Community Resilience Coordinator, Central Region**

With attendances of up to 500,000 people each year, the Royal Melbourne Show is a fantastic event to be a part of. This year VICSES was fortunate enough to attend alongside other emergency services to engage with the community on emergency preparedness.

**F**rom 27-28 September, VICSES members from Footscray, Pakenham, Brimbank, Craigieburn, Emerald, Glen Eira, Greater Dandenong, Melton and Central East RHQ Units joined together to deliver VICSES key messages to community members at the event.

Engagement at the event was hosted by Victoria Police, and VICSES was invited to participate in the vehicle rescue display. Members also set up a table to promote the Red Cross Rediplans along with other community engagement promotional material. We received numerous enquiries from young couples with kids, elderly guardians with grandkids, and single

members of the public. The most popular engagement items throughout the event were the Red Cross Rediplans, as many people did not have a plan in place for emergencies.

Some of our displays included a demonstration of putting on the Safe Work at Height System (SWAHS) harness, a cribstack with hydraulics that we used to lift a block with a paddy on it, as well as lifting the hydraulic gear in and out of the truck.

Overall, the two day attendance was a great success with positive feedback from members. This is definitely an event to look at attending annually. ■



## NARRE WARREN UNIT ENGAGES WITH THE COMMUNITY

**Tracey Hayward, Narre Warren Unit, Central Region**

**T**he Doveton Show may not have attracted half a million people like the Royal Melbourne Show, but it certainly had all of the thrill-seeking rides, show bags, mischievous animals, and the emergency services out and about entertaining (and of course educating) the local community.

Attracting more than 20,000 people each year, the Doveton Show is a fantastic way to engage with our local and broader community, and really demonstrate our purpose of helping to keep our community safe.

And you really couldn't miss us! Stationed metres away from the entrance, we had a constant flow of passers-by wanting to know more about what we do. And if we didn't capture the adults' attention, we certainly caught the attention of the kids – well, who wouldn't want to dress up in the VICSES uniform and have a play in the VICSES kids' truck? Our ruse had worked – while the kids were being entertained, we had the attention of the adults. But in all seriousness, with such a rich multicultural community it's vital that we engage with all generations and cultures and help them be more aware of what they can do in the event of an emergency, and importantly, who they need to call in an emergency.

On the day we were also lucky enough to be joined by Paddy the Platypus. Of course, Paddy was a huge hit with the young and old, and was even seen having multiple dance offs with CFA Captain Koala! While we're still sifting through video footage to find out who ruled the day, we're pretty sure it was Paddy.

Our next gig is with Santa later this month, so keep an eye out! ■



**EAST**

**1 July – 30 September 2019**

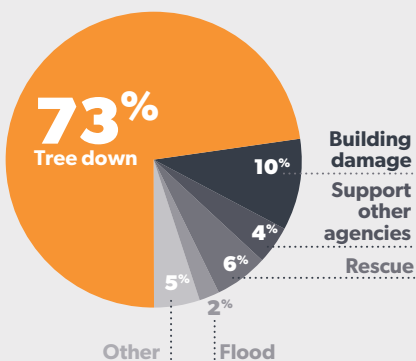


**676**

**Volunteers**

**1,147**

**Requests for assistance**



## Building better boating capabilities

By Jen Harnden, Operations Officer, East Region

As we start to head into warmer weather, East Region units have been out and about enhancing their boating capabilities.

**T**he Regional Training team held a Coxswains Course in Loch Sport for four days at the end of September, which saw the region's capability increased by four new Coxswains – two from Loch Sport, one from Bairnsdale and one from Yarram. The four members were put through various scenarios, including search and rescue, emergency drills, night navigation and much more.

VICSES Deckhands, Crewpersons and Coxswains spend many hours on the water during the year to enable quick and efficient responses to incidents. Regular on-water time is crucial for maintaining and enhancing boating skills, and ensuring high-level readiness all year around. VICSES Rescue Boat Coxswain/ Crewpersons have advanced knowledge and

skills to enable them to confidently lead a boat and crew during marine rescue operations.

Inverloch Unit also attended a multi-agency Marine Search and Rescue (MSAR) exercise held out of Port Welshpool. The focus of the exercise was search and rescue, using correct search formations, navigation and inter-agency networking. Members were visited by Victoria Police Air Wing, and the event was hosted via Emergency Management Victoria MSAR and the Rescue Coordination Centre Water Police. Inverloch is the only VICSES unit in the State to have an offshore capable vessel and crew, and provides MSAR capability as per the MSAR Arrangements, in addition to maintaining its flood boat operational capability. ■







# Moto Grand Prix

Jane Fontana, Community Resilience Coordinator, East Region

**T**he Australian Motorcycle Grand Prix was held at the Phillip Island Grand Prix circuit from 25-27 October. It is the first time in many years that VICSES attended to engage with race goers over the three days.

Phillip Island Unit, supported by a couple of members from Wonthaggi and San Remo Units, displayed their rescue truck, along with a VICSES marquee and an iPad cache to chat with visitors about road safety and emergency preparation.

The weather was less than favourable, but that didn't dampen the spirits of our members! Many

of the visitors we encountered were from interstate and great conversations were held at the back of the rescue truck, while other members explained the role of units in road crash rescue and the various pieces of equipment.

Approximately 1000 students came through the event on the Friday, receiving lots of Paddy stickers and chatterboxes. I was even interviewed by year one students from Newhaven College for a school project!

Overall it was a great experience, and everyone has lots of ideas and suggestions to improve the VICSES presence for future events. ■



Jane Fontana, Community Resilience Coordinator, East Region

**M**ore than 40 volunteers from Warragul Unit, supported by San Remo and Leongatha Units, co-ordinated the visitor and competitor parking requirements at the recent Melbourne Tough Mudder Race held at Larnder Park near Warragul.

This event is a continuous 'race', where competitors see how many circuits of a defined obstacle course can be completed in the set time period. The event attracted approximately 10,000 competitors plus spectators,

making the car parking role very important for the smooth running of the event.

Unit members commenced shifts from 5:15am Saturday morning through until early evening, then again on Sunday until early afternoon. Roles included directing cars and buses according to a pre-defined parking plan, scanning pre-purchased tickets and selling tickets on site.

An absolutely huge effort was made by all involved, and it's great to see the VICSES flag out and about at high calibre events. ■

## Awards and thanks to San Remo Unit volunteers and families

Jane Fontana, Community Resilience Coordinator, East Region

**O**n Saturday 19 October San Remo Unit celebrated the dedicated service achievements of their volunteers and the support provided by their families at a function at Silverwater Resort.

An incredible 35 years of service was celebrated by long serving member Rodney Legg. Rod has been a member of San Remo Unit since 1984, and has been responding to community emergencies ever since.

Jennifer Hill, Matthew Calissi and Harley Kent also received awards for five years' dedicated and ongoing service to the San Remo community.

The National Medal was awarded to Helen Black, who has been a member since 1999. This medal is awarded to those who have spent at least 15 years putting themselves at risk in the service of the community. Helen has achieved this special award by maintaining her training and skills to respond to emergencies and being fit for duty.



"I have learnt so much over the years. My only prior skill when I joined was using a tape gun," Helen said. "My most memorable moment with VICSES was tarping up the furniture in a house which had lost its roof at 2am in the morning in the rain."

San Remo Unit Controller, Michael Kenny, highlighted the importance of family support in enabling

VICSES volunteers to respond to emergencies in the community.

"Families and friends play a critical support role for our volunteers," said Michael.

"It's this support that ensures our members can be there to help their communities when they're in need, 24 hours a day, 7 days a week, 365 days a year." ■



**MID**

**WEST**

**1 July – 30 September 2019**

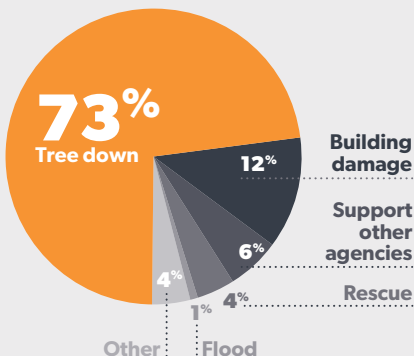


**441**

**Volunteers**

**447**

**Requests for assistance**



## Hepburn Shire members welcome new residents

**Jane Patton, Community Resilience Coordinator, Mid West Region**

On Saturday 7 September Hepburn Shire Unit was invited to attend an information session for new residents at the Daylesford Neighbourhood Centre.

**I**n collaboration with Mid West Region and Hepburn Shire Unit, members had the opportunity to discuss the support roles and functions that the local VICSES unit provides to the Hepburn Shire.

The feedback from the Hepburn Shire community was very positive throughout the morning, with the Hepburn Unit members interacting and engaging with new residents through meaningful conversations. Members were able to discuss useful

strategies for preparedness in case of an emergency, VICSES operational capabilities, and VICSES recruitment for operational and support response memberships. ■

## 55 years' service to Edenhope and Goroke

**Jane Patton, Community Resilience Coordinator, Mid West Region**

In September, VICSES members Ben Light, Clare Lowe and Jarred Lowe from the Edenhope and Goroke Units were recognised for their dedication and countless hours of service to the community.





# United together for tomorrow's future

Jane Patton, Community Resilience Coordinator, Mid West Region

**V**ICES Bacchus Marsh Unit member Russel Wells and Bacchus Marsh CFA members Amy Sanders and Joseph Dorward recently joined forces to visit a local kinder and primary school in the Moorabool Shire. The members talked with the children about preparedness for all emergencies, and what to do during the event of a house fire, storm, flood or bushwalking incident.

This was a fantastic opportunity for the young children to see how emergency service agencies work together in Bacchus Marsh and

surrounding areas. The emergency service members demonstrated the use of VICES and CFA resources on the rescue trucks, which was received with a great response from the forthcoming junior helpers at Aussie Kindies Early Learning and St. Bernard's Parish Primary School. ■



# THINKING OUTSIDE OF THE (TOY) BOX

David Wellings, Community Resilience Coordinator, Mid West Region

Expecting a routine day while attending the local annual Children's Picnic in celebration of Children's Week, Ballarat Unit was suddenly called on for a situation requiring their expertise.

**W**ithout warning, two errant teddy bears had found themselves precariously stranded on the roof of a nearby pergola, much to the dismay of owners and onlookers alike.

Crew Leader Norm Baker, who is known for his all-round smarts and ability to think outside the box, sprang into action by improvising a unique rescue technique that enabled him to reunite the distressed teddies with their anxious owners.

Norm, a 10-year veteran and general good guy, organised the rescue in a timely and professional manner with

no toys hurt in the process. When the somewhat embarrassed but relieved teddies were asked about the rescue later they had no comment. Let's just say for Norm, a quiet achiever, it was just another day at the office. ■



**W**ith a combined 55 years of service (Clare 20 years and Jarred and Ben both 15 years), all three members have been important contributors to the Mid West Region, working together with other emergency services agencies and community groups. Over time Ben, Clare and Jarred have shown their knowledge and capabilities in the roles of community engagement, operational support and response, resulting in positive outcomes for the local community.

**Congratulations! ■**



**NORTH**

**EAST**

**1 July – 30 September 2019**

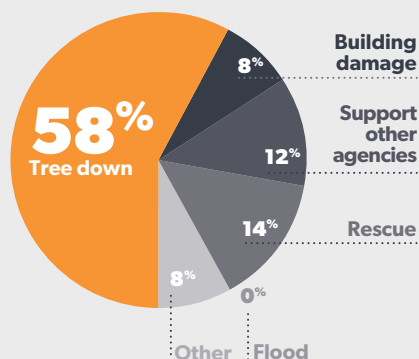


**689**

**Volunteers**

**572**

**Requests for assistance**



## Beechworth Gorge rescue

**John Newlands, Regional Officer Emergency Management, North East Region**

On Sunday 13 October the Upper North East Technical Rescue Team, made up of VICSES and Country Fire Authority (CFA) members, rescued a casualty who had fallen five metres down a waterfall at Beechworth Gorge and sustained leg injuries.

To gain access and retrieve a casualty in steep angle conditions, a minimum of eight technical rescue operators are required. In this event, the team comprised members from VICSES Myrtleford and Bright Units, alongside Wodonga, Wangaratta and Mount Beauty CFA, supported by General Rescue members from VICSES Beechworth and Myrtleford Units and Beechworth CFA.

The technical rescue operators worked in steep, slippery rock conditions to set up a safety line, rescue line, and stretcher team, alongside Ambulance Victoria and Victoria Police. The casualty was ultimately winched to safety by the Helicopter Emergency Medical Service. Great work by all involved. ■

## Super Safety Saturday

**Sue Sheldrick, Community Resilience Coordinator, North East Region**

During August, a combined agency engagement activity titled 'Super Safety Saturday' was held in Wangaratta.

VICSES Wangaratta Unit, South Wangaratta CFA and Bunnings Wangaratta joined forces for a day dedicated to helping keep families and individuals prepared and ready for when fires, storms, floods and other emergencies occur.

The main focus of the event was putting together an emergency kit and being emergency ready. The

practical, hands-on emphasis was the offer to 'come and try' fire safety equipment for the home (e.g. actually using a fire blanket on the kitchen fire simulator), and to tell an emergency story using VICSES Wangaratta Unit member Chloe Beel's felt interactive storyboard.

Participants and passers-by were encouraged to pick up the 'all hazards' Bunnings shopping list to find most of what is needed in a home emergency kit to look after individuals, families or businesses for at least three days. Other activities

included using the VICSES iPads to show people how to install the VicEmergency and Rediplan apps, how to set up a watch zone, and displays highlighting Wangaratta's flood story and the local flood guide featuring Yogi (Wangaratta's unofficial flood marker).

The event was extremely successful, with more than 80 quality engagements recorded, many, many passer-by who stopped to watch, and hundreds of fundraising sausages sold. A win for all involved! ■





# “That’s a wrap!”

## A WINTER SEASON ON THE MOUNTAIN WITH FALLS CREEK UNIT

Phill Rookes, Falls Creek Unit, North East Region

Winter started off with a bang for Falls Creek Unit, with a mass evacuation on the High Plains pre-season official start.

**T**wo groups in different locations were trapped in snow deeper than they expected and snow drifts up to a metre. Utilising the Ford Ranger, skidoos and resort management, the groups were tracked down and all were returned safely from the mountain.

The season was officially opened with unit members supplying bacon and eggs for breakfast as a fundraiser, for all the people brave enough to enter Rocky Valley Dam to appease the snow gods.

Once the snow really arrived, unit members were able to participate in map, navigation and terrain familiarisation training, with advanced rider training on different snow conditions. Falls Creek Unit regularly train and work closely with Parks Victoria, Victoria Police, Falls Creek Resort Management, Ambulance Victoria and Falls Creek Ski Patrol. These partnerships and relationships are an absolute must for quick response and best patient outcomes when working in these environments. But the training days



are not always sunny – if you don’t wear the correct gloves, you hog the heater afterwards!

Other events included a community information day while rattling tins, where even Paddy was able to attend. There was

also the 42km Hoppet Ski Race, for which the unit helped set up and provide first aid support. While there was a lovely blue sky that day, photos don’t convey the extreme wind we faced – you can view the conditions on YouTube. Lastly, we finished off the season by marshalling the course of the Falls Creek Makayos Gravity Enduro Bike Race, which can also be viewed on YouTube.

Until next winter! ■

## CEDRR in Kialla

Sue Sheldrick, Community Resilience Coordinator, North East Region

During October, as part of an ongoing partnership with VICSES, the Community Engagement for Disaster Risk Reduction (CEDRR) and Melbourne University doorknock teams hit the streets of Kialla (part of Shepparton) for their first outing in the North East Region.

**V**ICSES members in partnership with Melbourne University researchers, Isabel Cornes, Dr Brian Cook, and the Greater Shepparton City Council, targeted the Kialla area due to the multiple hazards, especially the extensive riverine flooding that can occur in the area.

But these are no ordinary doorknocks. The approach focuses on building ongoing (not one-off) relationships based on two-way

dialogue, and learning using the research project’s community web-based survey to start the conversation.

The CEDRR research survey was developed based on the position that current hazard information delivery hasn’t shown to be effective, and it’s unlikely that it has changed behaviour so that people make a plan and take effective action before, during and after an emergency.

The first round of doorknocking makes contact with a random sample of 600 homes from within the study area. The resident(s) complete the online survey using VICSES iPads, or later on their own computer. Some residents offer to be revisited at a later date to see if they have taken any action. The anonymous survey results are then presented on the website. The other aspect of the research is to encourage the sharing of information and make connections with neighbours, family or friends.

For more information about the CEDRR research we highly recommend you complete the survey yourself, or do the survey with your own friends, family and neighbours at: **[www.communityriskreduction.org.au](http://www.communityriskreduction.org.au)**

The next round of Kialla doorknocks will be scheduled later in 2019. If you’re interested in helping out, please contact Sue or Liz at the North East Regional Office on **03 9256 9650**. ■





# NORTH WEST

1 July – 30 September 2019

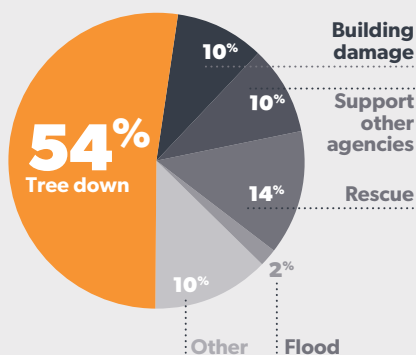


# 641

Volunteers

# 404

Requests for assistance



## #weworkasone within our community



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

In September the Echuca Police Station opened its doors to host members from the VICSES Echuca Unit, Echuca Moama Search and Rescue and CFA.

**T**he group visited the police station and took part in a question and answer session in the conference room.

The community-led services in Echuca have a close working relationship with local police officers, and the event helped to solidify the importance of the community understanding how each service supports one another within the community, both during incidents and also through education initiatives.

***In a close-knit community, the effort these volunteers put in to helping people in emergencies is invaluable and very much appreciated. ■***

## It's 'snow' joke

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

In August a cold front that swept over Victoria resulted in heavy snowfall across Mount Macedon. Gisborne and Castlemaine Units worked alongside the Mount Macedon Volunteer Fire Service and other emergency service agencies to ensure the safety of the local community. Talk about a white winterland! ■



# Talking heat in Tarnagulla

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

The Tarnagulla community initiative 'Alternative Energy Group' recently hosted a community discussion to highlight how a major incident can affect a community. All of the emergency services were represented alongside Loddon Shire, health services, local community groups and other community organisations, and a speaker from Emergency Management Victoria.

**T**he session was an excellent prompt for how communities need to prepare for the oncoming summer season, and emphasised that fire and storm preparation go hand-in-hand.

Dunolly Unit provided insight into how VICSES assist with fire and heatwave, and reinforced the core message that knowing your neighbours and checking on them during heat, storm, or fire events is an important part of assisting in the community.

The event was well attended and prompted fantastic discussion on how all members of the community can work together to assist emergency services during emergency events. ■





**SOUTH**

**WEST**

**1 July – 30 September 2019**

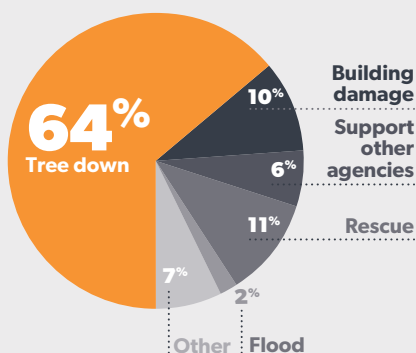


**699**

**Volunteers**

**722**

**Requests for assistance**



## Life Membership awarded to local Warrnambool legend

By Bess Krause, Community Resilience Coordinator, South West Region

**W**arrnambool Unit celebrated a special day in August, recognising 10 years in its unit facility, and a man who put in huge amounts of time and effort to ensure that the building came into existence. Celebrations were held at the Warrnambool Unit, with guests including volunteers, staff and community members.

Gerry Billings was awarded the VICSES Life Membership Award for his commitment and dedication to VICSES, the unit and the local community.

Gerry has been a VICSES member for more than 42 years, and played a pivotal role in the design, planning, organisation and fundraising required for the modern Warrnambool Unit to become a reality in 2009.

Gerry has held the position of Unit Controller for both Warrnambool and Port Fairy Units, and has always carried a high standard of professionalism, with a particular distaste for members standing with their hands in their pockets.

In addition to his witty and dry sense of humour, Gerry brings immense knowledge and skills to the unit, with a passion for hydraulic tools and road rescue techniques. He is estimated to have attended more than 500 road rescues so far, and is always willing to share his knowledge with others, making sure members are thinking about safety and the best techniques.

Gerry's overwhelming contribution to the Warrnambool community was recognised in 2006 when he was nominated and selected to carry the Commonwealth Games Queens Baton on its Warrnambool relay leg, and in 2010 when Warrnambool City Council awarded Gerry Citizen of the Year at its Australia Day celebrations.

Gerry continues to be an active and invaluable member of the Warrnambool Unit, with Unit Controller Giorgio Palmeri adding that,

"It is a pleasure to have Gerry as a member and mentor for myself and all other members in the unit, and this medal is very much deserved". ■



## Torquay dog rescue

Melanie Gill, Community Engagement Facilitator, South West Region

**O**n 20 October Torquay Unit was involved in a different sort of rescue, after local surfers spotted Jimmy the Border Collie halfway down a cliff at Bells Beach.

Geelong CFA High Angle Rescue Team was called to assist with the rescue, alongside Torquay CFA and the VICSES volunteers. After a few hours and some great teamwork, Jimmy was safely reunited with his owner.

This particular incident made news all around Australia, and even made it to some international news outlets! Great work by all agencies involved.

**#weworkasone** ■





## Deaf Awareness Session

**Melanie Gill, Community Engagement Facilitator, South West Region**

On Wednesday 30 October members from four units along with regional staff attended a Deaf Awareness Session.

The presenter of the session was James Blyth, who is profoundly deaf and is well known Australia-wide within the deaf community. James delivered the presentation in Auslan, with two Auslan interpreters.

Attendees learnt about effective two-way communication with deaf/hard of hearing people in the community. The session was extremely engaging, with attendees really keen to also learn about effective methods of communication in emergency and non-emergency scenarios. ■



## Geelong Community Safety & Emergency Management Day

**Melanie Gill, Community Engagement Facilitator, South West Region**

**O**n Sunday 13 October, VICSES volunteers from five different units participated in the Geelong Community Safety and Emergency Management Day.

This was a fantastic event for the community, with the opportunity to meet a range of emergency services and community groups, including:

- VICSES
- Country Fire Authority (CFA)
- Victoria Police
- Ambulance Victoria
- Red Cross
- Lions Club
- City of Greater Geelong
- Victorian Fisheries Authority

Plus many others.

Attendees had the opportunity to learn about the services these organisations provide, as well as tips on how to stay safe and prepare for an emergency.

VICSES members ran a number of activities at their stall, including a knot tying station, 'what's in the floodwater' game, and activities focussing on storm damage to houses utilising a toy house.

Volunteers also participated in an inter-agency road rescue demonstration alongside CFA and Ambulance Victoria. Two scenarios were run, with VICSES members playing the lead role in extricating a casualty from a 'wrecked' car with hundreds of onlookers. ■

## AVALON AIRSHOW

**Melanie Gill, Community Engagement Coordinator, South West Region**

**O**n 2 October Regional Officer Emergency Management Ian Carlton was presented with a framed photo collage from the 2019 Australian International Airshow, gifted to the South West Region. The collage was presented on behalf of the Avalon Australian International Airshow and Aerospace and Defence Exposition by David McArthur, Head Operational Services.

The Australian International Airshow began in 1992 and is held every two years in March at Avalon Airport. VICSES volunteers support the airshow throughout the Friday, Saturday and Sunday of the event to provide lighting towers in support of Victoria Police traffic management operations, and to assist the community if the

need arises. In previous years this has involved responding to a storm event during the show which resulted in a number of light aircraft being damaged or overturned, tents and marquees sustaining damage, and people sustaining injuries and requiring hospitalisation.

VICSES also has a presence in the Emergency Coordination Centre for the full seven days of the event, which includes the trade days and the public open days.

Planning has already begun for the 2021 event which is set to be a huge year, as it is celebrating the Centenary of the Royal Australian Air Force (RAAF). Once again, VICSES volunteers will be in attendance to assist and help ensure its success. ■



## Camperdown Unit demonstrates road rescue skills

**By Bess Krause, Community Resilience Coordinator, South West Region**

**T**he Camperdown Show was held in October, bringing good weather and approximately 3000 attendees. Camperdown Unit members were also present to demonstrate its road rescue skills to the community. The crew held two demonstrations throughout the day to an audience of around 70 people, in which a casualty

dummy was rescued via an in-line extrication.

VICSES volunteers also had the opportunity to engage with the community and provide important messaging about staying safe on our roads, including the importance of wearing a seat belt and sticking to the speed limit. ■

# OPERATIONAL UPDATES

## Personal flotation device trials

By David Tuček, Manager Operational Capability, VHO

Trials were undertaken recently at the Maribyrnong River, Windy Hill Leisure Centre and VICSES Manningham Unit to determine the suitability of an 'in water' style of personal flotation device (PFD) better suited to VICSES boating activities.

**T**he PFD that was trialled is currently used by In-Water Safety Operators during Land Based Swift Water Training. Trials were undertaken on boats, on shore, in the pool, during capsize and body recovery drills, and during prepared and unprepared launches. The PFDs were put through their paces by 36 male and female volunteers from Footscray, Hobsons Bay, Ballarat, Bacchus Marsh, Sunbury, Whittlesea, Whitehorse, Port Phillip, Frankston and Manningham Units.

Following the majority of participants indicating a preference for the new PFD, VICSES will now seek Australian Maritime Safety Authority approval to use this PFD in the future. Thank you to the many volunteers who made themselves available for the trials. ■



## INNOVATION COMMITTEE

By David Tuček, Manager Operational Capability, VHO

**T**he Innovation Committee met recently to discuss new equipment applications and recommend equipment trials.

Equipment trials underway include a range of battery operated equipment for road crash rescue, general rescue and storm response activities. ■



Committee membership, terms of reference and an equipment trial register can be viewed on the Hub. Go to: **My State > Taskforces, Workgroups and Committees, Innovation Committee**





## Incident Management

**TEAM DEVELOPMENT -  
LEVEL 3 MULTI-AGENCY  
ACCREDITATION PANELS**

By David Tuček, Manager Operational Capability, VHO

**C**ongratulations to Marisha Patton, Costas Chrysopoulos and Jemma Nesbit-Sackville for becoming the latest Level 3 Logistics Officers and Public Information Officer respectively during the recent multi-agency panels in September and October.

VICSES is also excited to have led the sector with five Level 3 Intelligence Officers (IO) being accredited at the first multi-agency panel convened for this role during November. Congratulations to Jodie Griffin, Jen Harnden, Alan Barnard, Geb Abbott and John Newlands. ■

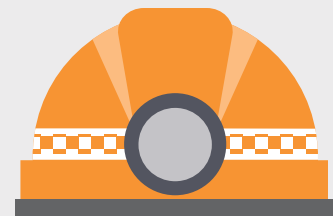


# REQUESTS FOR ASSISTANCE

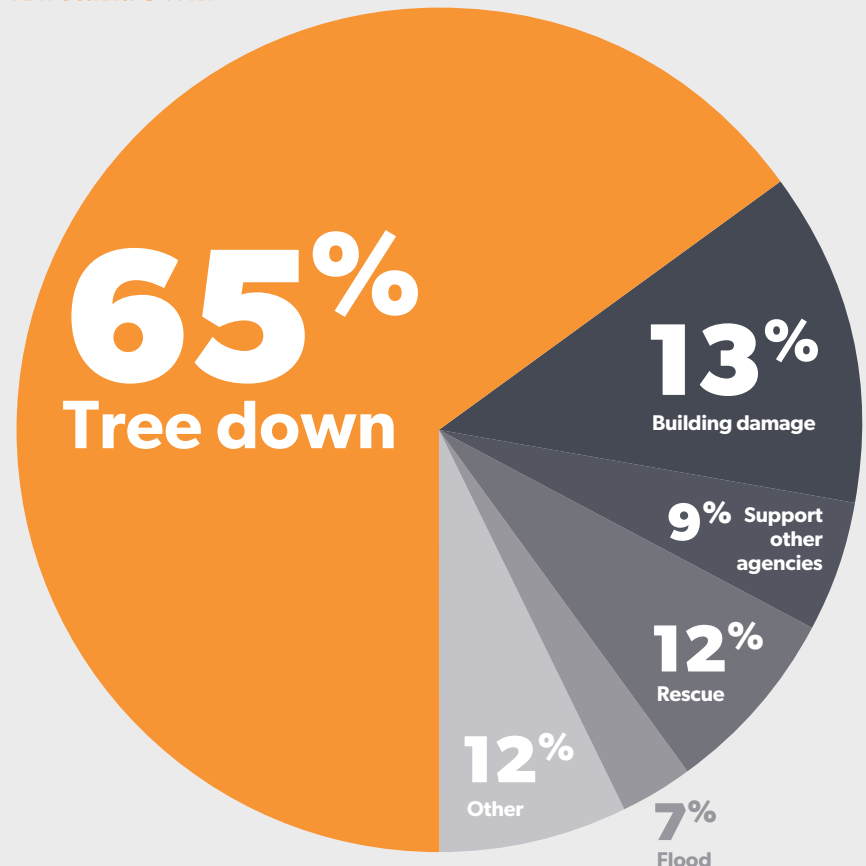
**1 July – 30 September 2019**

**Total**

**7,254**



**Breakdown**



# PROJECTS – WHAT'S NEW



## Training Portal update – new build brings new features!

By Joshua Humphrey, Learning and Development Quality Assurance Coordinator, VHO

The Training Portal has recently been updated to include a variety of new features and fixes, improving functionality and usability for all of our members.

### New Features:

#### Home page

- Refreshed look and feel in line with the current VICSES Style Guide
- Course search bar
- Feature panels including news, support and product road map
- Unique navigational icons

#### My team

Refreshed functionality and user interface, providing Unit Controllers, delegates and managers with crucial training information for their members including:

- Current course status
- Skills and competencies
- Ability to nominate on behalf of members

#### My inbox

- All Training Portal emails now available in a new inbox

#### My skill

- All skills now contain details and history

#### Digital resources

Access to digital content on a variety of topics that exist beyond traditional course content. No nomination, just immediate access.

### Minor changes

More than 50 small configuration changes have been made. These include a clickable Training Portal icon to take you to the homepage, and changes to wording on almost every page.

### Bug fixes

Various bugs on the portal have been squashed, both small and large. We are currently working with the vendor to address an issue that is preventing the printing of physical certificates. Further information will be provided in February next year on reinstating this function.

### Important change to email functionality

Please be aware that due to the high number of undelivered emails that are being returned to the Training Portal, the ability to set a 'preferred email address' in My Profile is being removed. Once actioned, all user emails will default to member email addresses (i.e. ses#####@members.ses.vic.gov.au). This will guarantee that all emails sent to members, either system generated or sent from the program manager, are delivered. ■



For further information or queries around these updates, please email [trainingportal@ses.vic.gov.au](mailto:trainingportal@ses.vic.gov.au).



# HUB NEWS

Scott Morgan, Digital Content Officer, VHO

While the Volunteer Hub Project has now wrapped up, we are still working to improve your experience of using the Hub.

**W**e've recently updated the design of the Hub content tiles after receiving feedback that they were too similar. You'll notice the tiles are now coloured and represent a better visual match to the VICSES brand. We have also been working behind the scenes to improve the Hub search engine to make it easier to find what you're looking for, and more improvements are planned over the next few months.

For Hub editors, there's a new page which contains a range of help cards and tools to help you better manage your content. This includes Google Analytics to track your page readership, and a new tool called Monsido to help find spelling mistakes and broken links on your pages.

Type 'hub help' into the search bar to view the resources available to assist you to manage your page content.

If you have any feedback on the Hub or any improvements you'd like to see, please let us know at

[yoursay@ses.vic.gov.au](mailto:yoursay@ses.vic.gov.au). ■



## New resources to assist units with volunteer recruitment

Jane Harris, Media and Communications Officer, VHO

To attract the volunteers we need today and into the future, our recruitment campaigns need a targeted approach. To help units achieve this, a range of new resources has been developed to assist with planning, building, implementing and evaluating your recruitment campaigns.

**C**onsultation took place with a Retention and Recruitment Working Group (2018-19), consisting largely of volunteers from across the State. The group identified a range of resources and collateral best suited to support units including, but not limited to:

- Brochures targeting key volunteer groups
- Brochures for employers
- PowerPoint presentation and speaking notes for volunteer information nights

- Social tiles
- Print and online advertising banners
- Posters and signs to feature at community locations

### Consistency of brand and messaging

Consistency of brand and messaging is important to maintaining and protecting the integrity of VICSES, of which each unit represents. When we compromise with inconsistent style and messaging, we dilute the importance of what we do and the role of units in their respective community.

Illustrating a united front builds trust, respect and integrity, and it increases brand recognition and recall, which is vital for recruitment campaigns.

The new recruitment guides and templates will help units to be consistent and concise with their messaging every step of the way. In the case of advertising for new volunteers, the new Advertising Instruction will also ensure VICSES complies with the Victorian Governments Master Agency Media Services (MAMS) contract. This applies to all units. ■



For further information and updates regarding the new recruitment resources visit the Hub, at: **Hub > Members > Volunteers > Recruitment and Retention**



# WELLBEING, HEALTH & SAFETY

## Step It Up 2019

By Alison Wright, Health and Wellbeing Coordinator, VHO

Our goal was to Step It Up in 2019, and together we delivered our biggest and best Step It Up to date, with more participants, more teams, more challenges and more steps than ever before.

### The results:

This year, more than a third of our units took part and accumulated a massive 181 million steps, through 59 teams and 671 participants. That's enough steps to:

- Walk around the world 3.5 times
- Walk around Australia 9,200 times

Not to mention  
a whopping

**21%**  
**increase in steps**

compared to 2018!



### The challenges

This year we introduced weekly group challenges to the contest. The response was fantastic, with units uploading some extremely creative, well-choreographed videos and pictures. Please visit the Step It Up Hub page or visit our VICES Health & Wellbeing Facebook page to check them out.

### The winners

Thank you to every single person and team who took part in Step It Up 2019. You made the competition so successful and fun to be a part of.

This year we awarded many prizes for the challenges, including Most Valuable Player, Most Improved, Biggest Stepper for each unit, and of course for the Biggest Steppers overall.

### Congratulations to:

**Most active unit 2019:** Corio Unit

**Most Valuable Player 2019:** Jade Rhoden, Leongatha Unit

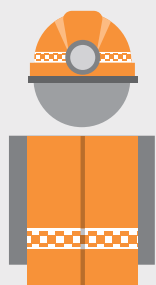
**Most Improved 2019:** Neville Spiers, Gisborne Unit

**Biggest Stepper 2019 (Joint Winners):** Jumbish Jain, Greater Dandenong Unit, and Sioban Kingslow, Hastings Unit

**Dance Challenge Winner:** Leongatha Unit ■



For a full list of prizes awarded, please check out our detailed Step It Up wrap on the Hub at: **My State > Health and Wellbeing > Events > Step It Up**



### Workplace inspections

July 2017 –  
June 2018

**111**

July 2018 –  
June 2019

**236**



### Injuries

July 2017 –  
June 2018

**105**

July 2018 –  
June 2019

**98**





# VICSES Safety Champions

By Alison Wright, Health and Wellbeing Coordinator, VHO

In September we started our search for our very own VICSES Safety Champions. In conjunction with National Safe Work Month, we ran a campaign to uncover the unsung heroes of safety and were overwhelmed by the response.

**I**t seems that we have many safety champions in our ranks, quietly going about their business, raising and solving safety issues and looking after the health and wellbeing of their peers.

## The finalists

Nominations were whittled down to five finalists announced throughout National Safety Month in October. These were:

- Wendy Hayes, Swan Hill Unit: For looking after the psychological safety of volunteers in the Mid West and North West Regions.
- Heather Haas, Brimbank Unit: For making the unit a safer place to work in and encouraging all members to be safety conscious.
- Kim Reynolds, Maryborough Unit: For updating the Material Safety Data Sheets register, creating a safe environment, and drawing up a fire safety evacuation plan.

- Bronwyn Portes, Emerald Unit: For undertaking risk assessments and improvements around machinery and hazardous chemical management, as well as leading the unit's Step it Up campaign.
- Braden Verity, Bendigo Unit: For his proactive focus on serious injury and fatality prevention, and for promoting a safety culture.

## Winners

A panel of four judges from across VICSES assessed the nominations, with Bronwyn Portes and Braden Verity both being crowned this year's VICSES Safety Champions. A big congratulations to Bronwyn and Braden, as well as our other finalists.

Finally, we'd also like to recognise everyone who is working towards making VICSES a safer place. Your dedication to improving the physical and mental wellbeing of your units and communities is greatly valued. ■

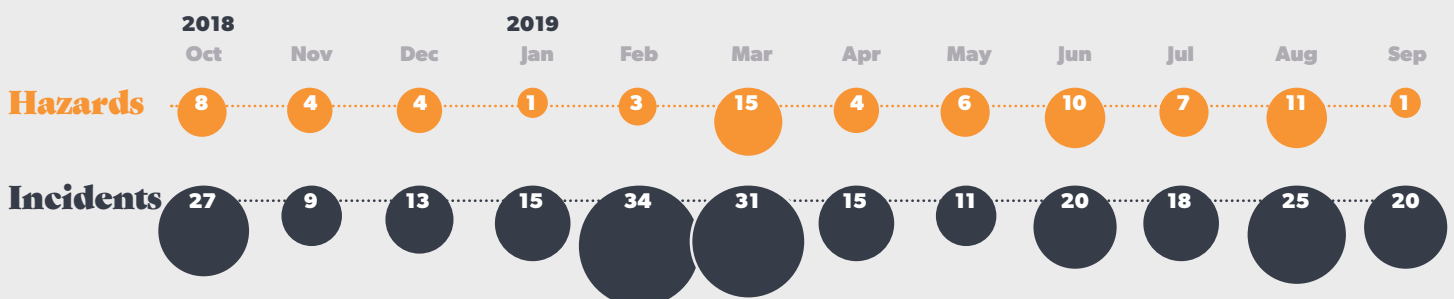


**Bronwyn Portes**



**Braden Verity**

## YEAR AT A GLANCE





# COMMUNITY ENGAGEMENT

## CEF Workshop

Hannah Macdougall, Community Engagement and Development Advisor, VHO

On Saturday 12 October, VICSES volunteers interested in community engagement travelled from across the State to join forces for one day at the RACV Club in Melbourne. It was a day of experiences and fun, but also a day that challenged thinking and how we can take small steps forward to enhance the emergency preparedness of our communities.

We kicked off with an activity that enabled us to promote connection and understanding between our members. The activity was facilitated by Dr Margaret Moreton, an individual whose approach is based on extensive research and experience in supporting communities to plan and recover from natural disasters.

The various components of the Community Engagement Program Framework were explored in pairs,

groups, and as an entire collective. The importance of each component, and the interactions between components, was identified.

The new flip book was also introduced and powerful conversations around value creation were had. Vivienne Elder Smith from Glen Eira Unit reflected that, "It is not about the value of our VICSES collateral; it is about the value in what we say and how we present the VICSES key messages. We should be able to do this without a give-away. So, why do we feel we need to 'stand behind' a give-away? How can we have greater confidence in the message(s) we are giving the public?"



***Had a ball and loved every minute, thank you"***

**SKIP WALLACE**

The day was captured in a graphic recording by the very talented Ray Eckermann from smallmountains (see image). As the graphic depicts, key themes from the day were:

- We are part of our community
- Keep it simple – listen and have quality conversations
- The power of story telling
- Clear actions and outcomes linked to objectives
- Use teachable moments

**Thank you to everyone involved in this fantastic day! ■**



***Thank you for a fantastic day, I've come away with so many learnings and ideas. The bonus was meeting so many awesome and inspiring people."***

**TRACEY HAYWARD**







## Community Engagement Facilitator Course – pilot with CRCs and regional representatives

**Hannah Macdougall, Community Engagement and Development Advisor, VHO**

The new Community Engagement Facilitator (CEF) course was piloted with Community Resilience Coordinators (CRCs) and regional staff members during October at VHO.

**T**he course has been designed to support CEFs to build and expand their skills so they can confidently engage with their communities. Through effective engagement, CEFs contribute to increased community preparedness and resilience for emergencies.

The course was created based on extensive feedback from multiple stakeholders, including previous and current CEFs, other VICSES members, external stakeholders, and consultants with expertise in engagement and behaviour change.

The course uses a blended learning approach – it is based on what we know works, and encourages everyone to participate. Based on the Community Engagement Program Framework, the course includes five modules:

- Module 1 – Why?
- Module 2 – Getting started (audience and objectives)
- Module 3 – Engagement and facilitating
  - Part 1
  - Part 2
- Module 4 – Bringing it together (results and resources)
- Module 5 – Graduation

### Each module includes:

1. A 10-15 minute online Learning Management Systems (LMS) component
2. An 85 – 110-minute face-to-face workshop; and
3. An application of learning in your own community.

After participating in an activity on the Community Engagement Program Framework, South West Region CRC Besse Krause commented that,



***I love the simple layout of the program; it simplifies the essence of community engagement and makes it accessible to anyone using the program.”***

The Community Connections team very much appreciated all the feedback and input from the CRCs and regional staff members for the pilot course, and is now looking to pilot the course over the coming months before a full release.

Stay tuned! ■



# MEDIA

## Campaigns & events:

**JULY TO SEPTEMBER 2019**

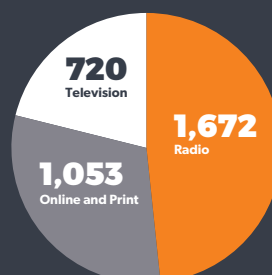
### Media releases:

- Ale in a night's training for the VICSES Bright Unit
- New gear for VICSES Falls Creek Unit
- New gear for VICSES Falls Creek Unit
- North East Emergency Services urge caution ahead of cold snap

### Ministerial events:

- VICSES Emerald Unit development community day
- VICSES Northcote Unit – MP visit
- EMC visit to VICSES Warrnambool Unit
- VICSES Broadmeadows Unit – Ministerial visit
- Wyndham Community Day – MP visit
- SES/CFA road rescue media op – MP attended

### Mentions of VICSES in the news:



### Social media highlights:

#### FACEBOOK

**Reach:**  
**198,035**

**Post clicks:**  
**26,299**

**Reactions, comments and shares:**  
**3,022**



*Live video update on the coldest front to hit Victoria all winter*

#### TWITTER

**Impressions:**  
**9,971**

**Media engagements:**  
**527**

**Total engagements:**  
**647**



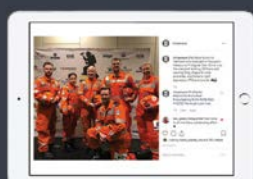
*Huge tree down attended by VICSES Emerald Unit*

#### INSTAGRAM

**Impressions:**  
**3,143**

**Reach:**  
**1,820**

**Comments, likes and saves:**  
**214**



*VICSES volunteers participating in the 2019 Melbourne Firefighter Stair Climb*

#### LINKEDIN



*VICSES Falls Creek Unit displays their new state-of-the-art snow mobiles and search and rescue skills as part of an exclusive media opportunity.*

**Impressions:**  
**4,448**

**Clicks:**  
**596**

**Reactions, comments and shares:**  
**126**

## Great to have you on board Jamie!

### Can you tell us a bit about your career prior to this role?

After graduating university, I started work in a few marketing and communications roles before getting my first taste of emergency management at the Victorian Bushfire Reconstruction and Recovery Authority (VBRRA) after the 2009 Victorian Bushfires. Since then I have spent time with Country Fire Authority (CFA) in community engagement and volunteer and community safety programs, at Emergency Management Victoria (EMV) in community resilience, and then on to VICSES as the Manager of Emergency Management Planning for the last three years.

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

Having a closer connection to our volunteers! Being the Manager of Emergency Management Planning covered some really important functions but I spent a lot of time liaising with staff, emergency planning committees and buried in hazard plans, audits and risk assessments. I'm really looking forward to spending more time getting to know more of our volunteers and celebrating the great community stories across VICSES. That's what this organisation is all about.

### Who or what inspires you the most?

My wife does actually. Just the way she relates to people and connects with them on their level so effortlessly. She has a busy life but she seems to have time for everyone she crosses paths with and the way she carries herself around others is just really impressive. She is the head of the media and brand team at the Melbourne Football Club so I'm sure we'll be sharing ideas on the respective challenges we face.



# INFORMATION SERVICES (IS) UPDATE



## Message from the Chief Information Officer

Let's talk about the 'c' word: collaboration.

The word 'collaboration' is very much on trend in the technology world. There are a lot of products and tools out there promoting the ability to provide collaborative environments.

Our Webex solution is one such tool. We will be putting it to good use for a very important project that will affect every single staff and volunteer user at VICSES. The project is called 'Windows 10/ Desktop Refresh'.

At the core of the project all state-owned workstations (desktops and laptops) will be replaced by December 2020. Fun fact: We have more than 700 of these items within our offices, units and vehicles.

We will also be upgrading to Windows 10 and Office 2016. The process of change-over will be pretty intense, as it will include preparing and providing users with information and training to move to the new Windows 10, if they are not already users outside of VICSES.

Also, we will be taking the opportunity to look at requirements beyond the performance of the devices – specifically what the current and future work practises to be considered are when selecting a new device for everyone.

We will also be using this as an opportunity to provide device bundles that include

software and support for units to procure, that allow connection to our network.

To do this we need to get people from all across our regions – volunteers and staff – to collaborate on the project. Three groups for governance, testing and requirements have been formed, and we have volunteer and staff representation from every region – around 30 people in total.

Watch out for this project activity via your representatives (this will be published on the Hub shortly), and communications from the project team.



### Welcome to our new IS members

Milad Metety and Umit Avci joined our team in September. Both have a lot of technical experience and enjoy providing customer service. They are looking forward to getting out to the offices and units as well. Please welcome them when you happen to be speaking with them or meet them on a site visit.

Kind regards,

**Silvia Silverii**  
Chief Information Officer, VICSES

## Malicious Emails

By Ross Elford, Manager Information Security and Governance, VHO

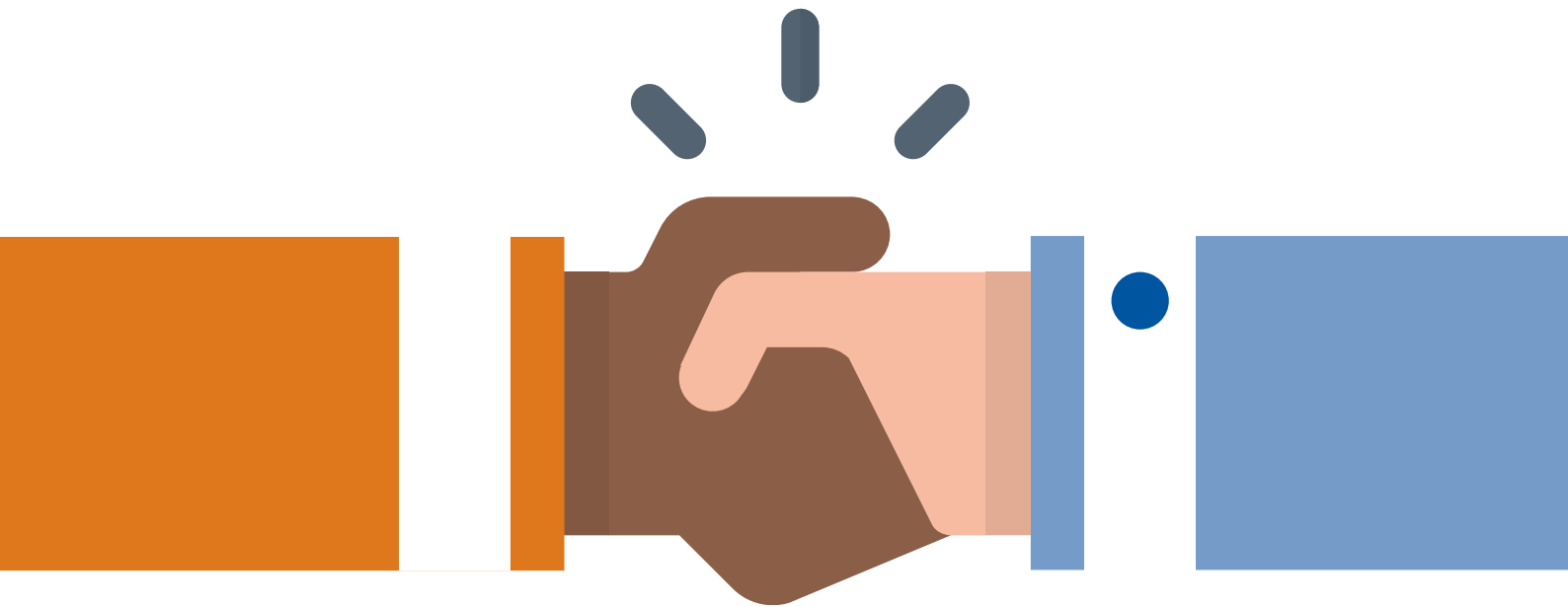
**L**ike so many other government organisations recently, VICSES has had to deal with a number of malicious and spam emails. The IS team is constantly monitoring threats and taking steps to ensure these are blocked from our networks. But, as good as our infrastructure is and as vigilant as the IS team is to these threats, there will always be a need for members to be equally vigilant in identifying and not interacting with any suspicious emails they might receive.

### What makes an email suspicious?

- The email is from somebody you don't normally correspond with
- The email is from somebody within VICSES but is a little unusual in nature or was unexpected
- The email is from somebody outside of VICSES that has nothing to do with your role
- The email may have been sent at an unusual time of the day (e.g. 2am)
- The email may have a subject line that is irrelevant or does not match the content
- The email includes an attachment that you weren't expecting
- The email asks you to click on a link or open an attachment in order to avoid a negative consequence or to gain something of value
- The email contains a link that – when you hover over it – displays a web address that has no association with the email address

### What do I do with an email I suspect to be suspicious?

- Don't click on any links or open any attachments
- Contact the IS Service Desk immediately and do exactly as they instruct
- Don't forward the email to anyone else
- Don't reply to the email



**Celebrating 17 years with  
our principal community  
partner AAMI**