

WINTER 2018

Community Matters

VICSES

EDITION 3




**VICSES
Style Guide**
Update
complete


**MOU
FAQ**
Your questions answered


**WEAR ORANGE
WEDNESDAY**
23 May 2018
WEAR ORANGE WEDNESDAY TO SUPPORT SES VOLUNTEERS

WOW WHAT A DAY

Victoria flooded in orange to support our volunteers

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Interested in submitting?

Submit your article here:

publications@ses.vic.gov.au

Buchan Back Online

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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 EMERGENCY SERVICES

The Victorian Budget 2018-19 delivers a number of funding initiatives for the Victoria State Emergency Service (VICSES).

Several units will benefit from funding to support building upgrades or land purchases, as part of the Victorian Government's investment of more than \$43 million in VICSES, Country Fire Authority and Life Saving Victoria facilities.

Essendon SES has received \$1.2 million to expand its existing headquarters in Aberfeldie. This will provide volunteers with the space they need to store their equipment and respond quickly to call outs. Wonthaggi SES and Cobram SES, meanwhile, have each been provided \$2 million to purchase land for new unit headquarters and commence preparations for new builds.

These two units are struggling to attract volunteers, due to the poor condition of their current buildings. This funding will enable new sites to be located for modern, fit-for-purpose facilities, which will attract volunteers and raise the profile of the units in their respective communities.

The Budget also funded a \$10 million state-wide volunteer support package, providing training and development grants for volunteers in our emergency service organisations.

These grants will provide local volunteers with the things they need to keep their local club, unit or brigade sustainable. They will also help provide volunteer groups with the equipment, facility improvements and training they need to continue serving their communities.

These Budget commitments follow the historic Memorandum of Understanding signed in December, under which the government will fund the building-maintenance costs for all VICSES units that are offered long-term leases by their local council.

I'd also like to remind VICSES volunteers that applications for the 2018-19 round of the Volunteer Emergency Services Equipment Program (VESEP) have opened. Under the VESEP, the government matches every \$1 paid by volunteer groups with a \$2 co-contribution. I am delighted to announce that in 2018-19, the government is increasing its maximum contribution from \$100,000 to \$150,000.

I thank VICSES and its dedicated crew of volunteers for your wonderful service to the Victorian community. The government's funding support in 2018-19 is designed to give you the facilities and equipment you need to continue keeping communities safe.

Yours sincerely,

Hon James Merlino MP
Deputy Premier
Minister for Education
Minister for Emergency Services



Welcome

Hello and welcome to the third edition of Community Matters.

I'd like to begin this issue by acknowledging the hard work and dedication of our volunteers involved in the long standing South West peat fires, along with recent emergency efforts across Victoria, including rescues located at You Yangs Regional Park and Mount Arapiles, the missing persons search at Ferntree Gully, and many more. Your work does not go unnoticed, and I thank you for your commitment to VICSES and local communities.

Wednesday 23 May was Wear Orange Wednesday (WOW Day), our national day of celebration of VICSES volunteers. This year, the Minister for Emergency Services the Hon. James Merlino launched the event with a press conference on the steps of Parliament House, while major landmarks across Victoria were lit in orange for the week. Special messages of support were shared on social media from famous athletes, TV stars and members of the community, while morning teas and lunches were held across the state. It was fantastic to see so many people participating in this annual event, and pay appreciation to our volunteers. Read more about the celebrations on page 4.

Easter long weekend saw VICSES members assist approximately 29 TOLL Driver Reviver sites across Victoria, encouraging drivers to rest, revive and arrive alive at their destination. This is a huge effort and makes a real difference. Well done and thank you to everyone who gave up their time over the Easter long weekend to assist this important campaign. Learn more on page 24.

Lastly, the 2018-19 State Budget was announced on 1 May. A \$2 million budget commitment will allow VICSES to secure land for a new purpose-built Unit for Wonthaggi. Essendon Unit also received a budget commitment of \$1.2 million to go towards upgrading their VICSES headquarters. More information on allocated funds for VICSES from the State Budget can be found on the Hub.

As always, thank you for your support in making this another great issue of Community Matters.

Kind regards,

Stephen Griffin
CEO Victoria State Emergency Service

Wear Orange Wednesday

By Jennifer Bartlett, Media and Publicity Officer, VHO

Wear Orange Wednesday (WOW Day) was held on 23 May, our national day of thanks for the many VICSES volunteers who support their local communities.



Wear Orange Wednesday (WOW Day) was held on 23 May, our national day of thanks for the many VICSES volunteers who support their local communities.

WOW Day is held during National Volunteer Week each year, and encourages Australians to dress in orange as a show of thanks for SES volunteers. VICSES Chief Officer Operations, Tim Wiebusch, said the campaign is an important day of appreciation for our volunteers. "Every day our volunteers are prepared to drop everything and put on their orange overalls to respond to requests for assistance from their local communities," he said. The event was launched by the Minister for Emergency Services, the Hon. James Merlino on the steps of Parliament House. Landmarks across Victoria were 'flooded' in orange to celebrate WOW Day including AAMI Park, Melbourne Star, and many more. Other activities included morning teas, local events and social media messages of support. ■



WOW Day Media Report

41
stories

12
radio

5
TV spots



Consultative Forums

By Kate White, Director
Community Resilience &
Communications

VICSES formally consults with volunteers, staff, emergency management sector and key stakeholders on a range of sector

wide matters, organisational processes and project activities annually.

These work programs are undertaken across a number of consultative forums ranging from state and, or regional committees and seminars, taskforces and working groups, to operations and cluster meetings.

The key benefits of these consultative forums support VICSES to align our efforts

with organisational Strategic and Corporate Plans, ensure work programs are supportive of emergency management sector reform priorities, and that results are targeted to building capacity, and capability for all requirements of the organisation and members.

An overview highlighting a range of consultative forums conducted with VICSES members in 2017-18 was released at

this year's State Controllers Seminars. Each Unit will receive a hardcopy of the consultation briefing booklet via their Unit Controller or Regional Manager. ■

For further information on the briefing please contact YourSay@ses.vic.gov.au. Engagement fact sheets are also available on the Hub under Communication Pathways.

FAQs about the MOU

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On 20 December 2017 Minister for Emergency Services James Merlino visited the Narre Warren Unit to sign a new Memorandum of Understanding (MOU) between the Victorian Government, VICSES and the Municipal Association of Victoria (MAV).

This new funding arrangement was an important milestone for VICSES and will take significant pressure off SES units in the future, providing certainty to our volunteers. Read the following frequently asked questions to understand how the MOU will benefit your unit.

What does the MOU provide for?

The MOU provides long term security of tenure for VICSES units operating on

council-owned land. Based on the MOU, the MAV will now provide VICSES units with long-term leases on a 'peppercorn' or minimal rent (\$1 per annum plus GST), in return for the State Government assuming responsibility for operational and maintenance funding of VICSES volunteer units (including volunteer unit facility maintenance).

The agreement also covers the full contribution of unit

subsidies by the State Government.

Why did this happen?

The MOU replaces the previous funding arrangements which were never formally documented or signed back in 1989.

What does the signing of the MOU mean for your unit?

For units occupying council freehold property, the MOU provides the peace of mind of long-term leases. It also guarantees funding

to cover operational costs for facilities and ensures that maintenance funding will also be available.

Will units still have access to additional funding?

Units still have access to grants from local and state governments, based on application. Likewise, VESEP grants are also expected to continue into the future and VICSES units are encouraged to apply.

VICSES is very appreciative that some councils have previously provided and may continue to provide financial or other in kind support to VICSES volunteer units.

The State Government provided ongoing funding to VICSES in the 2017-18 State Budget for the matching unit subsidy previously paid for by Councils. From 1 July 2017 Councils are no longer required to pay the matching unit subsidy.

What is being done to implement the MOU?

VICSES is currently working with the State Government to secure operational and maintenance funding for volunteer units so that the MOU can be implemented. ■



State Controllers Seminar - East & West

By Kate White, Director Community Resilience & Communications

This year's State Controllers Seminar was held for East (Central, East and North-East Regions) on 19 May, with the second still to be held for West (South-West, Mid-West and North-West Regions) on 16 June. These seminars are a combination of both information and interactive workshops that support Unit/Deputy Unit Controllers to effectively lead and motivate their teams and others, whilst also providing a forum for discussion on agency-wide strategic matters, now and for the future.

Based on feedback received from last year's seminars, a working group was organised to commence planning and set the agenda for 2018. The fantastic contributions from the working group members led a range of innovative sessions this year. Some included interactive workshops and new expo stalls, aiming to provide members with the opportunity to connect face-to-face with the business across a number of new initiatives and programs.

Members were also presented with unit satchels to take back to their teams, containing new collateral, such as public information and hazards warnings posters, VICSES hazards key messages, VICSES consultation briefing booklet, Training Portal information, and much more. For those units not in attendance, unit satchels are being distributed by your Regional Managers as a priority. ■

For further information, contact Amy Hanson amy.hanson@ses.vic.gov.au



MOU signing at Narre Warren Unit



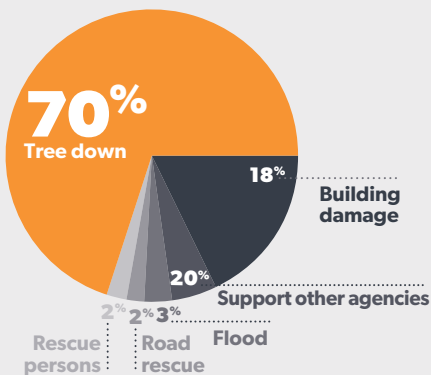
CENTRAL

1 Jan – 31 Mar 2018



1,744
Volunteers

4,870
Request for assistance



Alison and Rob attending the National Awards ceremony in Canberra

Alison Tuxworth Retires from VICSES

By John Chaplain, Regional Operations Manager, Central Region

After 30 years of service, VICSES staff member Alison Tuxworth retires and leaves behind a true legacy.

With a career spanning from 1988 to 2018, Alison fulfilled Regional Admin Officer roles in Mid-West and Central Regions before being appointed as Regional Officer – Emergency Management for Central Region. During this time Alison played an integral role in local units, councils and through relationships with partner agencies. During her career Alison was awarded the National Medal and the National Emergency Medal, reflecting her extensive knowledge and commitment in the emergency management sector. Other highlights during her time with

VICSES include her willingness to impart knowledge to others and foster their careers, and her dedication to volunteers.

Alison's farewell was attended by many VICSES staff and volunteers. The speeches on the day were a true reflection of the respect and admiration that people continue to hold for her. Alison attributed her strong work ethic to the support of her husband Ron, daughter Natalie and son Chris. Alison's contribution to VICSES will be greatly missed, and we wish her all the best for the future. ■

Community Connectedness Strategy

By John Chaplain, Regional Operations Manager, Central Region



Central Region has developed a targeted strategy for community connectedness based on engaging 'hotspot' areas. Spread across the region, these areas have been subject to flooding in the past and require further targeted community engagement.

A rolling program of engaging five hotspots per year is under development for the Central Region Business Plan. The strategy will use a targeted approach to engage with different groups:

- Essential infrastructure providers will be liaised with through Emergency Management Victoria (EMV), Department of Environment, Land Water and Planning (DELWP), Department of Economic Development Jobs, Transport and Resources (DEDJTR), Department of Health and Human Services (DHHS), Department of Education and Training, and other relevant authorities.
- Culturally and Linguistically Diverse and Koori communities will be engaged through community leaders, beginning with those identified by the Victorian Multicultural Commission.

- Residents will be engaged using the Community Engagement for Disaster Risk Reduction (CEDRR) methodology which is being developed by Melbourne University. This cutting edge approach combines conversations with residents, an app for collecting data and social marketing principles to drive household emergency preparedness.

Identifying the areas for engagement and developing a plan to engage them effectively on a large scale will be supported by information collected from a range of sources.

The engagement plans are well underway, with Community Resilience Coordinator, Malvina Tsecoutanis, working tirelessly to coordinate these activities to help drive the project and key initiatives planned. ■



Hints from Peer Support

By Joy Etwell, Peer Support Coordinator

Taking care of yourself can keep you in shape for handling stress. It builds resilience that will help you manage those times in life when you are involved in stressful situations, such as attending a critical incident with VICSES.

The following are some ways you can take care of yourself:

- Getting enough sleep is very important for your emotional and physical wellbeing
- Try to eat healthy meals even when your schedule is hectic
- Regular exercise, including walking, is good for reducing stress
- Maintaining social supports is important – it helps to have someone you can talk to
- Finding hobbies that you enjoy are great stress relievers and fun
- Pamper yourself every now and again because you deserve it ■



EAST

1 Jan – 31 Mar 2018



730

Volunteers

943

Request for assistance



Duncan McConnell with Terry Cole

Unit members ~~Duncan McConnell~~ and Terry Cole

Yarram Unit Celebrates Controllers

By Elizabeth Wharton, Community Resilience Coordinator, East Region

Yarram Unit has celebrated the amazing 28-year term of Duncan McConnell as Unit Controller; welcoming new Unit Controller Terry Cole to the team.

Duncan first joined VICSES in 1980, becoming a member of the Shire of Alberton Unit. Here Duncan thrived, utilising his farming and business skills to assist the community. His great leadership skills led Duncan to be elected as Unit Controller in 1991.

The Unit's name changed to Yarram following Shire Council amalgamations. Passing the Unit Controller baton over to Terry Cole, Duncan will remain as an active member with more time to enjoy his hobbies of gardening, camping, and four-wheel driving. ■

Roger Neal's 25 Years with SES

By Merryyn Henderson, Community Resilience Coordinator, East Region

Past and present VICSES members, family and friends gathered to congratulate long standing Bairnsdale Unit member Roger Neal recently for his outstanding service to the community.

Roger joined the VICSES Bairnsdale Unit as a volunteer in December 1991, and has since accumulated an astounding 27 years as a VICSES volunteer and a total combined service of 54 years across VICSES, CFA and the Army Reserve.

The VICSES 25 Year Long Service clasp and certificate were presented to Roger by East Region Regional Manager Anthony Costigan. Roger was also presented with a Certificate of Appreciation and Combined Service plaque by Bairnsdale Unit Controller Karina Osgood on behalf of all his friends at the Bairnsdale Unit. ■



Roger Neal and Bairnsdale Unit Controller Karina Osgood

Emergency Services Partner to Support the Heyfield Community

By Elizabeth Wharton, Community Resilience Coordinator, East Region

The Rosedale Unit will house a VICSES vehicle at the Heyfield Ambulance Victoria Unit station, in line with a new two-year agreement. The new partnership has been a combined effort from many groups including Maffra,

Rosedale, Sale and Stratford Units, the Regional Support Unit, CFA, and Ambulance Victoria. It demonstrates a commitment from emergency services to improving community welfare and getting to emergency scenes faster. ■

“Having a VICSES vehicle housed in Heyfield will enable crews to respond faster to road crashes throughout the district and assist local residents”, said Unit Controller Brad Stephens.

Buchan SES Back Online

By Merryyn Henderson, Community Resilience Coordinator, East Region

The Buchan Unit has reopened to full operational capacity after being offline for more than three years. Thanks to an extensive rebuilding and recruitment campaign the Unit now has eight operational members and has welcomed five new recruits who are currently undergoing accreditation.

Assistance from the Bairnsdale and Bruthen Units ensured Buchan volunteers were able to refresh their training. New Unit Controller Jim McCole has taken the reigns from outgoing acting Unit Controller Ken Bodinnar, bringing with him a wealth of local knowledge and skills.

The Unit response area stretches to the NSW border, serving local communities such as Buchan South, Buchan, Murrindal, W Tree,

Butchers Ridge, Gelantipy and Wulgulmerang. Buchan Unit meets twice monthly and welcomes new members. ■

For more information, please contact Merryyn Henderson on 9256 9405.





MID

WEST

1 Jan – 31 Mar 2018

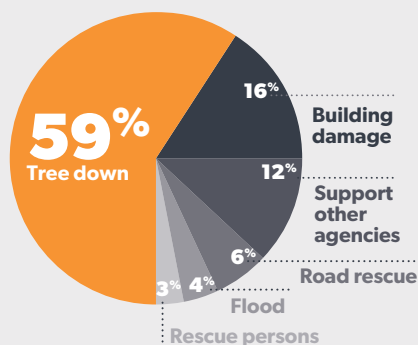


457

Volunteers

376

Request for assistance



Annual General Rescue Training Success

By Melissa Douglas, Community Resilience Coordinator, Mid West Region

The Annual General Rescue Training Weekend for Mid West Units was held in Stawell this year.

Members from Stawell, Ballarat, Warracknabeal, Hepburn Shire, Lorne, Ararat, Goroke, Dunmunkle and Otway Units participated in general rescue training and summative assessments.

Training included using basic communications equipment, identifying and using ropes, chains and slings, using ladders and hand tools, lifting and lowering techniques, and identifying and using fire extinguishers. Activities were undertaken with safety and first aid applied to each scenario. Horsham Unit Controller and Trainer Jarrod McLean said that even the Trainers and Assessors learnt valuable skills during the weekend. Predicted rain and wind on the Saturday evening forced a change in logistics for the night, which included packing up and storing equipment. Although challenging, it was also seen as an opportunity to teach members safe and timely site equipment management.

The highlight of the weekend was the presentation of the Ian Mayberry Award, presented annually in memory of emergency service member, leader and inspiration Ian Mayberry. This year's award was presented to Ballarat Unit member Jordan Bush for his eagerness to learn and willingness to volunteer over the duration of the weekend. A big thank you to all involved in this event. ■



I was impressed with the communication process Ballarat Unit implemented and the change of jacking points at specific times. I have now implemented the same processes in that scenario with the Horsbarn Unit, and it does make it an easier, quicker and safer process."

Jordan Bush receiving the Ian Mayberry Award



Hepburn Shire Unit at the 'Chill Out' Festival

By Melissa Douglas, Community Resilience Coordinator, Mid West Region

Since its humble beginnings in 1997, 'Chill Out' has grown to become Hepburn Shire's largest and longest running festival, with over 20,000 people descending on Daylesford over the weekend's celebrations.

Each year the festival supports a different community group, and this year the Hepburn Shire Unit was allocated as the worthy recipient of all fundraising efforts from the weekend's events.

Unit members attended the weekends 'Lavish Lunch' launch, where an auction also raised money for the Unit. This lunch also provided an opportunity for members to meet and network with local businesses and organisations that they will be able to collaborate with in the future, including the development of local Unit headquarters and the potential to establish a satellite facility.

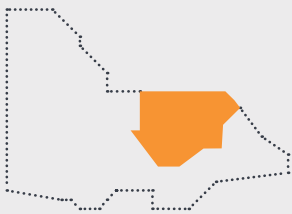
On the Sunday, the community came together to celebrate at the 'Chill Out' Pride Parade, with the Unit proudly waving the VICSES and rainbow flags. ■



A great weekend was had by all involved in this event."



Picture by: [inkdfotograf.com](https://www.inkdfotograf.com)



NORTH

EAST

1 Jan – 31 Mar 2018

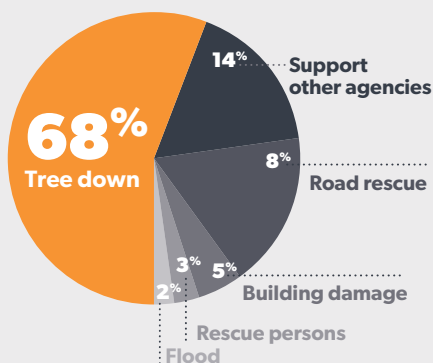


750

Volunteers

705

Request for assistance



‘Proud to Belong’ in the Goulburn Valley

By Liz Frazer, Community Resilience Coordinator, North East Region

VICES members in the Goulburn Valley have participated in a number of events during Cultural Diversity Week to increase awareness and improve relationships within Culturally and Linguistically Diverse (CALD) communities.

Events included the official launch of Cultural Diversity Week featuring traditional Chinese, Afghani and Indigenous Australian dances, facilitating CALD awareness sessions with local emergency services and government, participation at the Goulbourn Festival and Harmony Day festivals, and connecting with CALD community members at a Shepparton Search and Rescue Open Day. ■



Captain Koala and Shepparton Search and Rescue member Nacole Standfield

You can find information about connecting to CALD communities in your area under the **Hub in My State > Community Connections > Community Engagement at SES > CALD**, or by contacting your Community Resilience Coordinator.

What’s Happening at RHO

By Liz Frazer, Community Resilience Coordinator, North East Region

The North East Training Team is once again complete, welcoming Regional Trainer Dan Walton and Regional Officer Troy Milner. Both are dedicated VICSES volunteers, bringing many years of strong operational experience to the training team including Road Crash Rescue, land search, map and navigation, Alpine Search and Survival (ASAS), and much more.

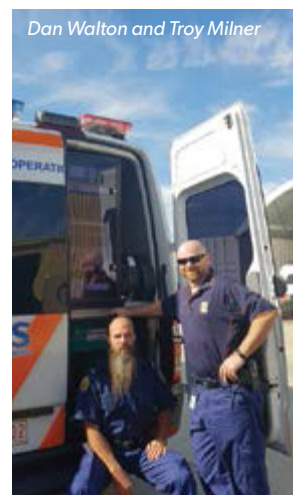
FERP Project

North East Catchment Volunteer Support Officer Martin Forber is currently working on a project to create

digital templates for Flood Emergency Response Plans (FERPs). FERPs will provide units with a valuable tool to gather local flood intelligence for use during operations. FERPs will bring together knowledge from Municipal Flood Emergency Plan (MFEPS), Flood Zoom, information on local impacts, and most importantly will lay out trigger-based actions and considerations.

Toby Richards

Acting North East Volunteer Support Officer Toby Richards, Deputy Controller – Training from Port Philip Unit, has joined the team while the



Dan Walton and Troy Milner

FERP project is ongoing. Toby has been a VICSES volunteer for nine years, undertaking roles as a Rescue Boat Coxswain, Air Search Observer, and Sector/Divisional Commander. ■

Alpine Search & Survival

By Keith O'Brien, Assistant Chief Officer, North East Region
& Graham Gales, Bright Unit Deputy Controller

For many years VICSES has supported Victoria Police and Ambulance Victoria search and rescue efforts in Victoria's High Country.

In 2005 VICSES was called to assist with a search for a missing plane near Mt Hotham in heavy snowfall. It was evident at the time that although there were many willing to respond, members were under resourced and lacked alpine training. Soon after the Alpine Search and Survival (ASAS) program was developed, providing stringent fitness and training requirements.

Volunteers from the East, Central and North East Regions are those called to assist in extreme Victorian Alpine conditions. A common ASAS incident location is Mount Feathertop, the second highest peak in the Australian Alpines. While helicopter recovery is preferred to foot crews, casualties are often

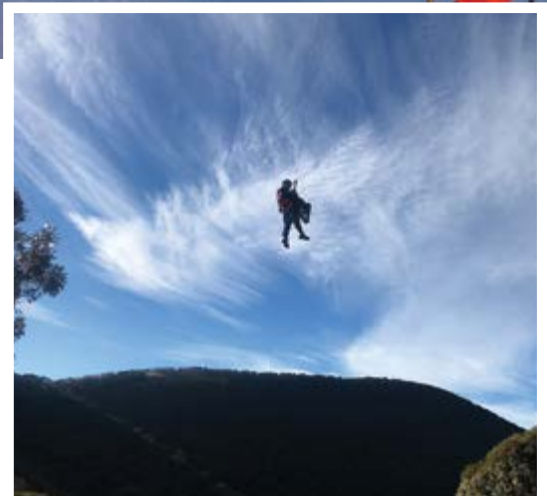
in locations inaccessible to aircraft due to low cloud coverage and strong winds at such a high altitude.

Recently, the Bright Unit assisted Ambulance Victoria to retrieve a teenager with a suspected ankle fracture on Razorback Ridge, located between Mt Hotham and Mt Feathertop. Due to low cloud, aircraft was unable to be used. Instead, two VICSES ASAS members, alongside specially trained wilderness paramedics, covered the distance on foot, walking 11km to the destination and arriving around 11:30pm. The team spent the night with the casualty, waiting for enough cloud to clear to allow for aircraft retrieval the next morning. ■

Stabilisation Challenge

By Liz Frazer, Community Resilience Coordinator, North East Region

A North East road rescue crew faced an unusual stabilisation task on 5 May when they attended an incident to find a vehicle vertically lodged in a roadside ditch (pictured). This incident will be the focus of a case study in the near future. ■





NORTH

WEST

1 Jan – 31 Mar 2018

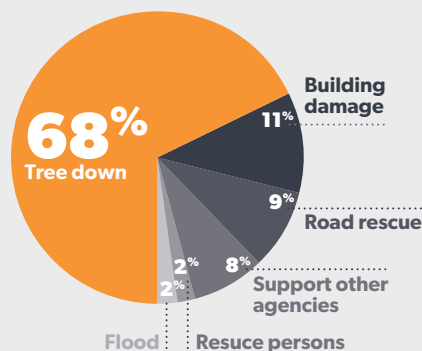


672

Volunteers

1,476

Request for assistance



Kyabram Celebrates 40 Years

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

Kyabram Unit marked its 40th birthday in April and held an afternoon tea to celebrate.



The function was attended by CEO Stephen Griffin, Acting Deputy Chief Officer Operations – Readiness Mark Cattell, Acting Manager Regional Operations – Emergency Management Mal Ross, local Councillors Vikki Neele and John Zobec, as well as past and present members.

Kyabram's local headquarters was first situated in Tongala and was registered as Deakin Unit in 1978, before being renamed to Tongala in 1993. In 2002 the Unit relocated to Kyabram, and was once again renamed, this time as Kyabram Unit.

Kyabram Unit would like to thank all those who attended. ■



Beth Murray and Bill Murray

KYABRAM UNIT PROFILE

19

**MEMBERS INCLUDING
17 ACTIVE
1 JUNIOR
1 ASSOCIATE**

**THE UNIT COVERS A
RESPONSE AREA OF
APPROXIMATELY
745KM²**

Spotlight on Glyndia Gee, Unit Controller

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

Why do you choose to donate your time to VICSES?

Because it is very rewarding to give back to the community for what the community did for my husband. He had a serious truck accident when he was 28 and was bed-ridden for four years.

Tell us about an experience you had while volunteering that made you realise you were making a difference.

During the 2011 floods, I helped sandbag people's houses, took river measurements, and helped evacuate people from their houses.

What advice would you give someone who is undecided about volunteering?

Come have a look and give it a go!

What motivates you to stay involved?

I just love it! The unknown world of VICSES, and the pride and satisfaction of helping my community and the State.

Does anyone in your life play a role in supporting your involvement?

My whole family is very supportive of me in my role. I followed my husband into VICSES, and my two daughters were also involved with VICSES. My grandson Bhaily is the third generation of my family to become a Kerang Unit member.

Do you have a message to share with other volunteers?

It's great to wear orange, and serve the community. You get out what you put into VICSES. It brings unlimited success, satisfaction and pride.

What do you do when you are not volunteering?

I am a wife of 51 years, mother of three, grandmother of nine, and great grandmother of six. I am also still nursing at Barham Hospital.

What are your hobbies outside VICSES?

Dress making, photography, and training debutants as I've done for the last 30 years. I am heavily



Picture by: Gannawarra Times



I just love it! The unknown world of VICSES, and the pride and satisfaction of helping my community and the State."

involved with children and children's organisations. I also work at Vinnies on a Saturday.

Where would you like to see the Unit in five years' time?

In five years' time I would like to see 25 members actively

involved in our Unit. I would also like to keep the great relationship we have with the CFA, Ambulance Service, Police, and promote each and every one of our members. I have so far recruited 11 new members in the last five months. ■

Fire Brigade Community Open Day

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

Members from Bendigo Unit were invited to participate in the Kangaroo Flat Fire Brigade Community Open Day in April hosted at the local fire brigade.

The Community Open Day brought together a number of services including VICSES, Ambulance Victoria, and Victoria Police Highway Patrol to speak to the community about safety and understanding risks. Community members were also invited to watch a live road crash rescue demonstration.

The Bendigo Unit and Kangaroo Flat Fire Brigade work together both on and off the ground, often participating in community events together to teach people the importance of emergency services working as one. ■





SOUTH

WEST

1 Jan – 31 Mar 2018

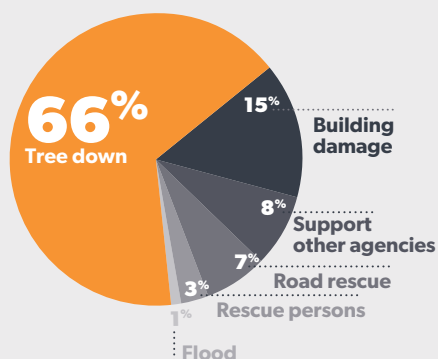


673

Volunteers

989

Request for assistance



You Yangs Rescue

By Gabi Barkmeyer, Corporate Communications Officer, VHO

VICSES Board member Bernie Cronin witnessed the hard-working Bannockburn Unit in action first-hand in March, when he found himself on the scene of a You Yangs Region rescue.

Bernie was enjoying a walk with his daughter Rachel and a few friends at the time when they heard shouts that someone had fallen. Up ahead, a hiker had fallen down a steep cliff face, sustaining head and suspected chest, and abdominal injuries. Rachel, an off duty paramedic, was quick to treat the hiker with first aid. Emergency services soon arrived, including the VICSES Bannockburn Unit. The hiker was loaded into a helicopter and transported to the Alfred hospital, and the Bannockburn Unit members accompanied the hikers' family back down the hiking trail. ■



Rachel Lawler with Bannockburn Unit members and Victoria Police



The Bannockburn members turned up as expected very quickly. They did a very competent and professional job as part of the emergency services team on location, backing up the paramedics and police and working well as a team.

Terang to the Rescue – literally!

By Suzanne Pigdon, Service Delivery Strategy Project Manager, VHO

The weekend of 17 – 19 March saw devastating fires and storms sweep across the South West, followed by peat fires that smouldered for weeks. Over this weekend South West received 389 requests for assistance, and all 24 units in the region were active.



South West peat fires
and Terang Unit members

**SPECIAL
THANKS**

Our members worked tirelessly to help their communities get back on their feet, and the support is ongoing. Special thanks to Terang, Hamilton, Cobden, Camperdown, Port Campbell, Mortlake, Port Fairy, Warrnambool and Colac Units for their amazing efforts and contribution.

Bruce Moore, Deputy Controller for the Terang Unit, describes the weekend from the perspective of Terang members.

"It started with our first call on Saturday night at 2100 hours. On arrival at Garvoc we saw a wall of fire reflected off the dark sky to the north around 'The Sisters,' and it really was a sobering sight. Some way off in the distance, a fresh north-westerly was blowing the fire front our way.

We had cleared two large trees and a few minor ones from across the highway when we received an emergency call to help a woman trapped in her caravan. However, as we sped to the rescue, we saw the fire had jumped the main A1 highway, and we headed back to Terang through a haze of smoke. After successfully freeing the woman, we proceeded to Noorat to clear a very large tree that was completely blocking the road. Looking towards the west, we could see a "ring of fire" stretching from south to north. It was then we received an SMS indicating it was "too late to evacuate Terang and to seek shelter". This really reinforced the potential danger for our community.

Years ago we had wired the local headquarters (LHQ) with an external generator to provide power in the event of a blackout in Terang. Thanks to this generator, we now became the "beacon of light" in an extremely dark township, where the only other light source was the red glow in the sky surrounding the town. With Terang plunged into darkness, 33 staff and residents from the May Noonan Aged Care Centre were evacuated to our LHQ. Mattresses from the centre were laid out on the floor and the elderly residents slept while we remained on standby pending further evacuation advice. We monitored the Vic Emergency website to follow the progression of the fires as the winds were now severe, moving the fire towards Terang. CFA teams came from all around to assist, working long and hard. Our sincere appreciation goes out to them. While we were out attending to our jobs, it was reassuring to know that CFA teams were out doing theirs. They did a marvellous job and saved many homes, out-buildings, livestock and other property." ■



From 2100 hrs Saturday to Sunday afternoon we had completed 38 calls. Basically I think we were all working on adrenalin, just doing whatever needed to be done."

OPERATIONAL UPDATES

Launch of Operational Capability Strategy

By Tim Weibusch, Chief Operations Officer, VHO

The Operational Capability Strategy was launched in March following extensive consultation with more than 300 VICSES members (staff and volunteers) and key partner agencies. The strategy recognises the value of the contributions of our people, in all aspects of our organisation.



The central themes of the strategy that will be used to develop action plans are



Objective 1



Local solutions for local problems

Equipment which is safe for use, fit for purpose and best value, balancing local needs against state.

Objective 2



Interoperable service delivery

Effective investment in emergency management and response.

Objective 3



Member career focus

Investment in leadership and management development, and emergency management capability for members.

Objective 4



Capability mindset

Investment in operational capability to best reflect our service delivery needs.

Objective 5



Flexible structures

Flexible unit structure and resource options developed to support service delivery.

The Strategy outlines a holistic approach to operational service delivery that is centred on our people and the provision of knowledge, skills and resources to enable VICSES to deliver our services safely and effectively – our people are the essence of our capability.

A copy of the Strategy has been provided to each unit and can also be downloaded on the Hub under **News > Operations News > Operations Updates**.

The success of the Strategy depends on all of us adopting its action plans. We don't want to see this as a document that simply looks good on a bookshelf.

Regional Strategy information sessions have been held across the state throughout April and May, encouraging members to familiarise themselves with the Strategy and contribute to the next steps.

Members are also encouraged to attend action plan workshops and contribute to the development of the action plans. Details for Workshop Two:

Action Plan Workshop

0930-1230

Sunday 17 June 2018

RACV Goldfields

1500 Midland Hwy, Creswick ■

Feedback, questions and suggestions can be directed to opscapabilitystrategy@ses.vic.gov.au



Road Crash Rescue Workshop

By Gerry Sheridan, Operations Officer
– Capability Improvement, VHO

In March VICSES hosted an international Road Crash Rescue (RCR) Workshop with Dutch manufacturer Holmatro in Geelong.

The aim of the workshop was to refine and promote a consistent approach to the service delivery of RCR training across Victoria. The workshop demonstrated to regional staff the latest rescue equipment and extrication techniques, equipping them with the skills and knowledge to go on to train and support volunteers.

The RCR workshop will become an annual event allowing for better engagement, learning and development opportunities with our Regional Trainers to further enhance service delivery to our units. The year ahead will also see the introduction of the Road Rescue Support training package, Road Rescue Support dispatch arrangements into Computer Aided Dispatch (CAD), equipment lists for Principal and Support providers and a focus on seeking out and communicating approaches on new car technologies. These initiatives will ensure that VICSES remains leaders in RCR. ■



Operations update

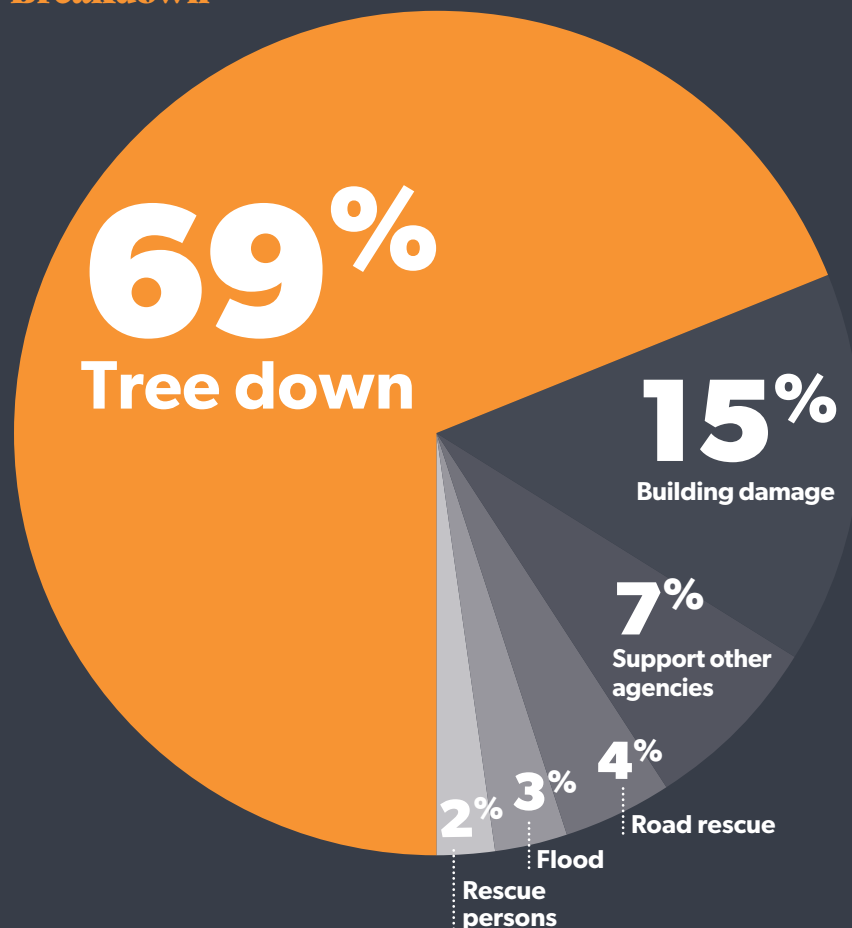
View the latest Operations Update
at [Hub > News > Operations News](#)

Requests for Assistance 1 Jan – 31 May 2018

Total

8,506

Breakdown



PROJECTS – WHAT'S NEW

MSDS Online - Compliance Management System

By Nicole Ralph, Training Resource Writer, VHO

An eLearning training package covering essential Material Safety Data Sheet (MSDS) online knowledge is now available on the Hub.

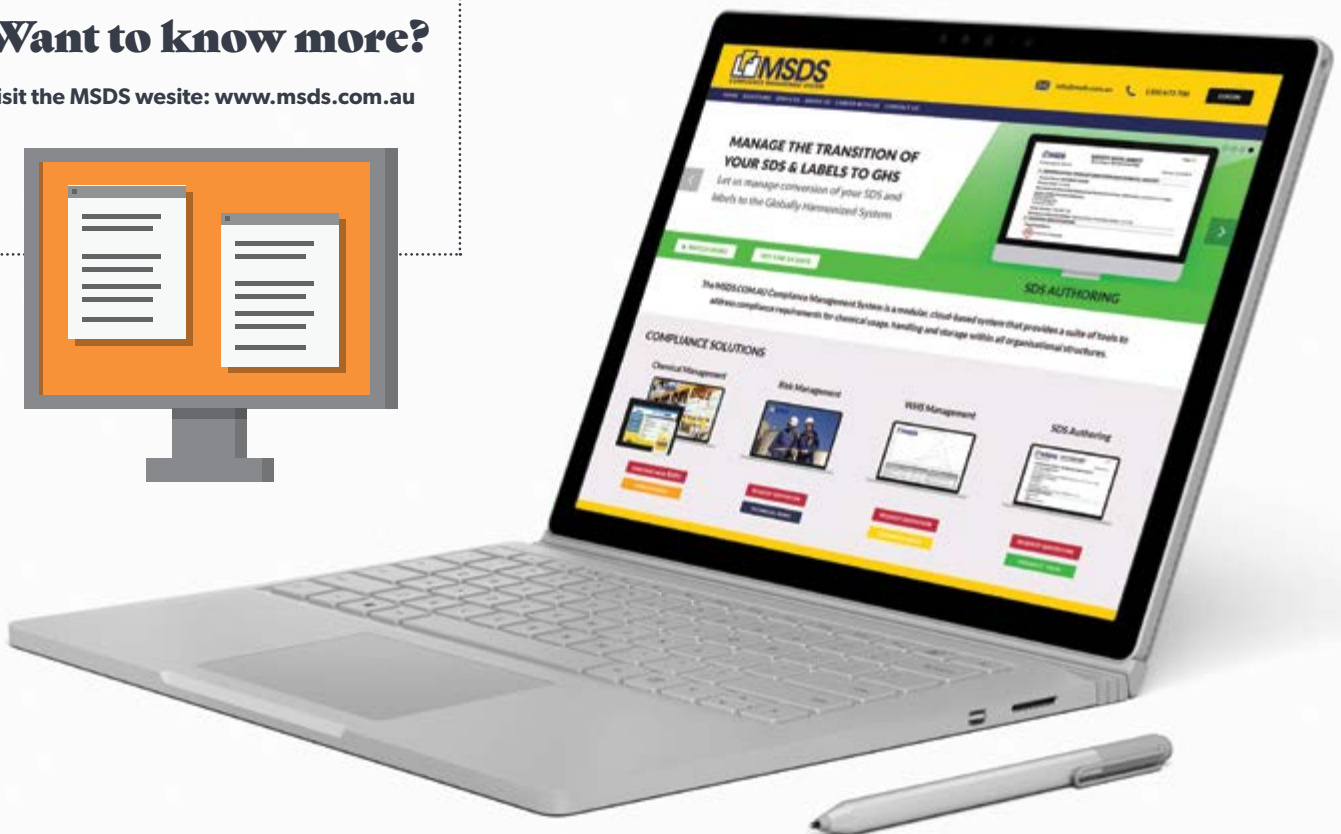
MSDS Online is a web based compliance application for hazardous substance registration and is applicable to those who manage hazardous chemical storage and purchasing at each unit. Business rule 2.3.5 of the VICSES Work Health and Safety Play Your Part Manual

states MSDS Online is to be used by each unit to register their hazardous material inventory and storage areas. The package is video based and takes about 20 minutes to complete, covering essential knowledge such as log in, system navigation, and data input. ■



Want to know more?

Visit the MSDS website: www.msds.com.au



Project Workflow Update

By John Katiforis, Project Manager, VHO

The Project Workflow team has worked closely with subject matter experts (SMEs) to finalise the documentation of essential business requirements, sourcing best product and vendor combination to improve the following business processes:



Community Activities Management



Road Rescue Competency Assessment (RRCA)



Forms & Surveys



Command & Control



New Staff & Volunteer On-Boarding



Forms & Surveys:

A program called Snapforms has been identified as the best-fit for the 'forms and surveys' aspect of our solution requirements. Snapforms is an Australian based company that is easy to use, reports survey results in real-time, presents data in a dashboard, and can share forms and surveys across multiple devices. Snapforms is expected to be released in June.

Request-For-Tender (RFT):

For the remainder of the solution, the project team issued a RFT to ensure the vendor VICSES partner can effectively meet our complex needs and deliver value for money. Evaluation of vendor proposals will be conducted by the project team and relevant SMEs, with the new system to be released in phases from August or September 2018. ■

Transforming How You Train

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

VICSES is refining the way members access learning opportunities with the intuitive online Training Portal. The portal will be easy to use, time efficient, and allow members to track their training history.

Take a look at the following frequently asked questions to find out more:

What is the Training Portal?

The Training Portal is a Learning Management System (LMS) that will provide access to learning opportunities in a digital environment. Importantly, it allows access to these opportunities at a time and place that suits you.

It will support an increasing range of digital learning options for volunteers and staff, and will work on personal computers, tablets, and smart phones.

Timing

Dependent upon a review of the pilot that was recently undertaken in the North East, the system will be launched to the rest of the organisation in the second half of 2018.

Will this replace face-to-face training courses?

No. Although the Training Portal will open up a world of digital learning, it will not replace the need for face-to-face training.

This web based application requires your VICSES username and password. If you have misplaced this information visit the VICSES Password Reset Tool. ■

For more information visit the Hub > My State > Projects > Current Projects, or email training@ses.vic.gov.au

For any questions regarding Project Workflow please email pmo@ses.vic.gov.au



WELLBEING, HEALTH & SAFETY

Workplace Inspections

How safe
is your
unit?

Regular workplace inspections are essential in helping to prevent injuries, ensuring that you are safe to conduct training and respond to emergencies. With poor housekeeping and building maintenance being a common cause of workplace injury, take some time at training to identify potential hazards and how to remedy them.

CHECK OUT THE FOLLOWING:

- Building layout: Are your exits clear? Is your equipment stored correctly? Is your signage effective and clearly displayed?
- General housekeeping: Look for potential trip hazards such as cracked or uneven floors, or incorrectly stored equipment. Are bins emptied regularly? Has clutter been cleared? Is equipment tagged and tested and in good working order?

WHAT SHOULD I DO?

The safety of your unit is everyone's responsibility. Keep your eyes open for anything that could potentially cause harm to you or your colleagues and address the hazard straight away. Even a small amount of water on the floor can be a major hazard if it isn't cleaned up straight away. Incorporate a workplace inspection into your schedule every six months. ■



If you need further assistance please contact your VSO
or the WHS department Health&Safety@ses.vic.gov.au



**Workplace
inspections**

Jul 2016 –
Apr 2017

69

Jul 2017 –
Apr 2018

91



Injuries

Jul 2016 –
Apr 2017

86

Jul 2017 –
Apr 2018

91



**Wellbeing initiatives
(Total participants)**

Jul 2016 –
Apr 2017


550

Jul 2017 –
Apr 2018

1,314


Snack Smart

Too tired to eat? Too busy to cook? Are you running from work, to training, to responding to an incident? Life gets hectic. Sometimes when we're tired and hungry the thought of having to plan, prepare and cook a meal becomes overwhelming. Having a nutritious snack on hand helps keep our energy levels up and blood sugar balanced.



Always have water on hand.

Dehydration causes fatigue, increases blood pressure and heart rate, and impairs memory and attention.



FIVE IDEAS FOR EATING ON THE RUN

1 TINNED BEANS + FISH

The perfect mix of nutrients to boost energy. These are portable, long lasting and available from supermarkets. Stock up on a few and keep them handy.

2 TRAIL MIX

Available at supermarkets and service stations. Make your own with raw almonds, walnuts, pumpkin and sunflower seeds, chopped dates or cranberries.

3 PROTEIN BALL

Available at supermarkets and service stations, or make your own. Try Bounce Natural Energy Balls.

4 EGGS

Hard boil half a dozen and keep refrigerated. A couple of eggs with some tomatoes and/ or carrot sticks can really fill the gap.

5 FRUIT + NUTS

Try a piece of fruit and a handful of nuts. Bananas are great for long lasting energy. Remember to always choose raw nuts. ■



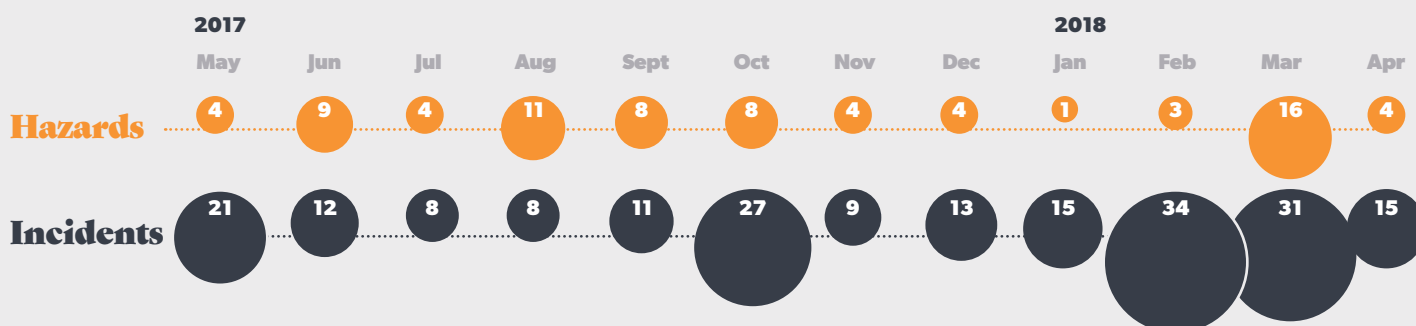
EMERGENCY SERVICES BLOOD CHALLENGE 2018

By Jennifer Bartlett,
Media and Publicity Officer, VHO

From 1 June to 31 August, emergency services will compete by service and state to give the most blood donations during the Emergency Services Blood Challenge 2018.

Last year, an amazing 3,102 donations were made in Victoria. As each donation saves up to three lives, that's up to 9,306 lives saved. The aim for this year's challenge is 10,000 lives saved! ■

Join the challenge. Register at: www.donateblood.com.au/emergency-services-challenge



CAMPAIGNS & EVENTS

Driver Reviver

By Gabi Barkmeyer, Corporate
Communications Officer, VHO

Over the Easter long weekend approximately 29 VICSES TOLL Driver Reviver sites were activated across Victoria, encouraging drivers to rest, revive and arrive alive at their destination. On 28 March the Minister for Emergency Services, The Hon. James Merlino and Minister for Roads and Road Safety, The Hon. Luke Donnellan joined VICSES members, CEO Stephen Griffin and campaign partners on the steps of Parliament to promote our road safety messages, generating significant media attention.

A big thank you to the VICSES members involved in this fantastic campaign. ■



Our volunteers would much rather give you a free cuppa and have a friendly chat than respond to a motor vehicle accident further down the road,” said VICSES CEO Stephen Griffin.

Learning from Research

By Ben Beccari, Senior Advisor Monitoring
and Evaluation, VHO

In April two staff from VHO attended a forum held by the Bushfire and Natural Hazards Cooperative Research Centre. Researchers presented on a variety of projects to representatives from emergency services across Australia.

Highlights included:

- A checklist for assessing how well Incident Management Teams are functioning
- A new project to understand how to prevent people from entering floodwater
- A project forecasting what emergency services volunteering will look like in 2030

The results of some of the projects are already informing practice at VICSES, with insights from a project on warnings shaping the structure and content of warning messages to improve accessibility of information. ■

More information can be found on the website: www.bnhcrc.com.au/events/2018-raf-sydney



Angela Taylor Memorial Run/Walk

By Gerry Sheridan, Operations Officer – Capability Improvement, VHO

On 29 May VICSES participated in the Angela Taylor Memorial Run/Walk, held in memory of Angela Taylor who was killed in the Russell Street bombing in 1986.

The VICSES team included members from VHO, Bellarine, Glen Eira and South Barwon Units. Participating in the 10km Police & Emergency Services team running event, VICSES took out the Angela Taylor Memorial Shield, making VICSES the first non-Victoria Police team to win the title.

Proceeds in this year's event supported the We Hear You (WHY) program for mental health services and initiatives for those who have served Victoria Police. A fantastic effort to all involved. ■



Australasian Police and Emergency Services Games

By Gerry Sheridan, Operations Officer – Capability Improvement, VHO

The 2018 Australasian Police and Emergency Services (AP&ES) Games are being held in Mandurah, Western Australia from Sunday 28 October to Saturday 3 November. Information regarding the games, accommodation, transport and discounts can

be found on the Hub under **My State > Emergency Games**. Details will be released on the VICSES Volunteer Facebook group as they become available. All competing VICSES members will receive a free specially designed polo shirt for the games. ■



Interested in joining Team VICSES?
Visit www.apandesgames.com.au OR contact
Gerry Sheridan at emergenciesservicegames@ses.vic.gov.au

2018 Victoria Police and Emergency Services Games

By Gerry Sheridan, Operations Officer – Capability Improvement, VHO

In March emergency service personnel gathered from all over Victoria to compete in the 2018 Victoria Police and Emergency Services Games. Over 100 VICSES members participated in the 10-day event across 43 different sports, including

swimming, shooting, soccer, volleyball, tenpin bowling and the anticipated return of water skiing. Overall, VICSES took home 37 Gold, 25 Silver and 17 Bronze, tallying a total of 79 medals. Congratulations and well done to all of the VICSES members that took part. ■



MEDIA

New VICSES Style Guide

By Stephanie Makin, Senior Advisor Communications and Content Management, VHO

In recent months you may have noticed a few changes to the style of our publications, from the Annual Report to Communications Pathways, and even community Matters.

VICSES is rolling out a new style guide to refresh the look and feel of our corporate and promotional materials, and breathe new life into the SES brand.

Some of the main changes you can expect to see include:

- Changes to the VICSES colour palette: Orange and charcoal grey will become the VICSES primary colours to be used across all communications. Blue becoming a secondary colour for limited use in tables, graphs and headings to complement the primary colour palette.
- New design elements: You will notice the introduction of a new checkerboard design to add flair and clearly identify our brand. Animated characters and other elements will also be available for illustrating promotional material.
- New typefaces for marketing material and internal documents: Arial is still the preferred font for all corporate and internal documents.

For promotional materials we have introduced Gibson and Caveat.

- Look and feel: A renewed emphasis on teamwork, connection, community and diversity in all of our imagery.

The transition to the new style will be a phased approach which began with key publications.

You can now find a new set of internal templates available to download on the Hub, along with corporate stationary items.

Later, you will also see updates to the Hub and Website homepages, and a roll-out of new style merchandise for order by units.

A comprehensive set of Style Guidelines is also available listing the changes in full, and providing detailed instructions to help you through the changes.

In the meantime, for any questions, please reach out to Stephanie Makin, Senior Advisor Communications and Content Management

stephanie.makin@ses.vic.gov.au



VICSES air search observers featured in 9 News exclusive

By Stephanie Makin, Senior Advisor Communications and Content Management, VHO

VICSES' air search capability was featured in a 9 News exclusive on 6 May, starring VICSES volunteer Alexander Courtney and Acting Operations Manager for North East Region Alan Barnard. The SES is known for boots on the ground in times of emergency, but not many know about the vital role our volunteers play in the air.

A select number of VICSES volunteers are trained in air search observation, and are regularly

deployed to assist the Australian Maritime Safety Authority (AMSA) in searches for missing aircraft, vessels, people in remote areas or at sea, including the search for missing Malaysian Airlines flight MH370. 9 News Melbourne joined VICSES and AMSA in the air as they honed their skills in a scheduled training session.

Special thanks to Lyndon Leverington from AMSA for helping bring the story to life. ■

Top headlines:

March

- SES Rescues two people after boat capsizes – Ballarat Courier
- Working together to build a safer road network – Weekly Times
- A pit stop could save your life this Labour Day weekend – Shepparton Adviser
- Strong winds keep SES crews busy – Warragul & Drouin Gazette

April

- Emergency services attend to multiple incidents over weekend – Wimmera Mail Times – Nine News Gippsland
- SES receives donation for rescue boat – Mansfield Courier
- Rain and strong winds keep SES busy – ABC News

May

- Time to say WOW to our SES heroes – Ballarat Courier
- Orange Day to honour SES – Colac Herald
- Landmarks across Melbourne light up orange to thanks SES – Herald Sun
- Get loud and proud: SES calls for orange – Bendigo Advertiser

IT UPDATE

ICT Strategy

By Craig Duffy, Manager Information Services (acting), VHO

With the current Information and Communications Technology Strategy now its final year, Information Services is busy revising the strategy for the coming term.

It is proposed that this term will run from 2019 to 2021, due to the expected pace of change and resulting challenges of developing a strategy that extends beyond three years. The revised strategy will update the current state to establish a new architectural baseline, and focus on strategies that:

- 1 **Leverage the use of information technology to:**
 - Support the important contribution that volunteers make to the frontline delivery of our services; and
 - Continue the modernisation of our IT service delivery culture and capacity.
- 2 **Increase the effectiveness of engagement with volunteers, the business and vendors.** ■

RECEIVE
10%
OFF

**PROMO
CODE
VICSES10**

All members will be able to take advantage of a 10% discount on monthly rates across all Pennytel SIM-only mobile plans, by using promo code VICSES10 at checkout.*



PENNYTEL MOBILE PLAN VISIT PENNYTEL.COM.AU/VICSES

VICSES is pleased to announce a new partnership with Pennytel – an Australian owned mobile service provider, delivering great coverage to rural and metropolitan Australians at an affordable price. What you'll love about Pennytel Mobile: Unlimited calls & text to all standard Australian numbers, All mobile plans are powered by the Telstra network **, Receive real human customer support –no robots, No lock in contracts or exit fees, Free SIM card delivery on all orders across Australia.



* Discount applies for 24 months. offer ends 31 August 2018. ** The mobile product of Pennytel provides a 4 G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometers.



Technology Taskforce

By Craig Duffy, Manager Information Services (acting), VHO

The VICSES Information Technology Taskforce (ITT) is a collaborative group, consisting of both staff and volunteers with varying experience in technology, who will assist in new initiatives and the development of technology to enhance capability and efficiency of all members.

The taskforce will meet quarterly throughout the year to discuss day-to-day technology issues and potential solutions, while providing information and opportunities relating to VICSES projects. A key role of the ITT will be to provide volunteer input into the new Information Technology Strategy to be delivered as part of the VICSES 2018-22 Strategic Plan. ■

New Team Member



By Craig Duffy,
Manager
Information
Services
(acting), VHO

VICSES is pleased to welcome Antonino Matina to the Information Services team as Application Support Lead.

Antonino joins VICSES from Datacom where he performed various duties that included application management, technical documentation writer and management of external vendors.

Antonino has previous experience working with VICSES supporting infrastructure as a Wintel engineer. He has also worked across various industries including, finance, health, construction, mining, power and freight services. His skills extend across Microsoft technologies, virtualisation and the public and private cloud space. Please join us in welcoming Antonino to the team. ■

**Serving
the Victorian
community
24 hours a day,
7 days a week,
365 days a year for
more than 40 years.**

Become a volunteer

For more information or to register your interest in becoming a volunteer, visit our website: [**www.ses.vic.gov.au/volunteer**](http://www.ses.vic.gov.au/volunteer)