

AUTUMN 2018

Community matters

VICSES

EDITION 2

SEEING ORANGE

VICSES celebrates diversity at Midsumma Pride March

VICSES Launches new Strategic Plan

**Australia
Day honours**
for VICSES
volunteers

**INTERNATIONAL
WOMEN'S
DAY**

Special feature

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VICSES launches Strategic Plan

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NEW



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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168 Sturt Street, Southbank, Victoria.
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MESSAGE FROM THE MINISTER FOR EMERGENCY SERVICES

I was delighted to be part of an historic event in December – the signing of a Memorandum of Understanding (MOU) between the Victorian Government, VICSES and the Municipal Association of Victoria (MAV). This was an historic step forward for our State Emergency Services.

Where some Councils were prepared to walk away from their local SES Units, the Andrews Labor Government has stepped in to ensure that Units have certainty and are well supported.

This MOU secures the future of VICSES units on land owned or managed by local councils, by facilitating long-term leases on minimal or nominal rent.

Under the agreement, the government will fund the maintenance costs for all units that are offered long-term leases by the relevant council.

This is a significant step forward for VICSES, and replaces the outdated previous agreement – signed in 1989 – where funding for units' operating costs was split 50-50 between the government and councils. This MOU will ensure that government continues to provide

help when Victorian communities need it the most.

Times have changed, with operational costs rising considerably over the past 29 years. As a result, some units have been struggling to pay for much-needed upgrades and repairs to their buildings.

Under the new MOU, the government will work with VICSES to ensure that all units' infrastructure needs are met.

I am proud to be part of the Andrews-Labor Government, delivering VICSES the funding it needs to continue providing a first-class service to Victorians. And local councils' commitment to long-term leases brings a level of certainty to the sector that I am sure will be welcomed by all units.

Last but certainly not least, I want to thank VICSES and its hard-working volunteers for the vital role they have played in making this MOU a reality. You are also contributing to a safer Victoria, which the government and councils have a shared interest in supporting.

Best wishes for the upcoming Easter break,

Yours sincerely,

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



Welcome

Hello and welcome to the second edition of Community Matters.

The contributions submitted from across the organisation for this issue highlight the incredible work that's being done right across the state, and I thank you for your help in making this another great issue.

Firstly, it was with great sadness that we learnt of the passing of our dear colleague and friend, John Parker, Assistant Chief Officer, Regional Manager for the North West Region, in January. John was a respected member of VICSES and the sector, having served in a number of VICSES regions and head office over 14 years, in addition to time at MFB. Please see page 18 for a special tribute to John and his career at VICSES.

I would like to acknowledge our members who received honours on and around Australia Day for their extraordinary contribution to the Victorian community. Congratulations to Mildura Unit Controller, Michael Hellwege; Gisborne Deputy Controller of Operations, Dianne Dale; Chelsea Unit Controller, Ron Fitch; and former Stratford Unit Controller, Steve Pendrick. More information on these achievements can be found on pages 04-05 and 13.

March 8th is International Women's Day. This international day of recognition presents a wonderful opportunity to acknowledge and honour the important contribution our women make, not only to VICSES, but the entire emergency service sector. I hope you enjoy our special feature on some of the women of VICSES on page 06-07.

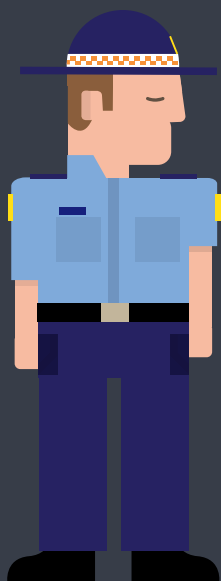
It was fantastic to see VICSES represented once again by a strong turnout of volunteers and staff at the Midsumma Pride March in January. This is always a fantastic celebration of diversity and unity, attracting many from across our organisation. Thank you to Chris Welsh for his efforts in organising our involvement in this terrific event. Read more on page 08.

Finally, the VICSES 2018-2022 Strategic Plan was launched at an all-staff briefing on 1 March, following an extensive period of consultation and development involving many members from across the organisation. The plan sets VICSES' direction and strategy for the next four years, and includes ambitious but achievable targets for our sustainability, community reach, and our connectivity with others. See page 25 to learn more.

Once again, thank you.
Kind regards,

Stephen Griffin
CEO Victoria State Emergency Service





VICSES members honoured on Australia Day

VICSES members Michael Hellwege, Dianne Dale and Ron Fitch have been recognised for their contribution to the Victorian community with Australia Day honours.

Michael Hellwege, Unit Controller, Mildura Unit

– Australia Day Emergency
Services Medal

Unit Controller for the Mildura Unit, Michael Hellwege, received the Australia Day Emergency Services Medal for his outstanding leadership and distinguished service to VICSES and the wider community throughout his 34 years of service. Michael joined the Mildura Unit in 1984 and has been Unit Controller since 1996.

Michael already holds a National Medal, recognising long and diligent service to VICSES in times of emergency and natural disaster, and an SES Long Service Medal. Michael says that the most enjoyable part of working for VICSES is seeing the fellowship from other volunteers and staff who want to help the community in a time of need and put their own lives on hold. He lists his greatest VICSES volunteer achievement so far as working with other local volunteers and interstate crews on the major storms in February 2011 and November 2016.



I was very surprised but honoured that my peers consider my work worthy of such a high award,” Michael said.

Dianne Dale, Deputy Controller of Operations, Gisborne Unit

– 2018 Macedon Ranges Citizen
of the Year Award

Dianne, known to close family and friends as Di, has always been focused on giving back to her community.

Di's interest in emergency services began 16 years ago when she ran a local café in Gisborne and would regularly meet VICSES volunteers. She was so inspired by their great work and hands-on approach to helping the local community that she decided to join them. In 2003, Di joined the Gisborne Unit and quickly gained skills in Road Crash Rescue, Search and Rescue, Storm and Flood response, as well as a Certificate II in Public Safety – Rescue.

During her service, Di has held a variety of roles including PR and Fundraising Officer, Unit Duty Officer, Emergency Management Liaison Officer, Community Education Facilitator, and currently, Deputy Controller of Operations.

She also represents the unit on the Macedon Ranges Shire Municipal Emergency Management Planning Committee, where she has contributed to the Community Resilience Framework and influenced mitigation strategies for emergency risks within the Macedon Ranges community.

Di is also the Deputy Team Leader of Peer Support in the Central region, where she facilitates both one-on-one and group interventions for volunteers during critical or distressing incidents. Congratulations to Di on this wonderful honour.



Dianne Dale with CEO Stephen Griffin and Emergency Management Commissioner Craig Lapsley



Michael Hellwege at the Mildura Unit



...the last thing I ever imagined when I first joined the SES more than 25 years ago was receiving an award for what I was doing."

**Ron Fitch, Unit Controller,
Chelsea Unit**

– 2018 City of Kingston
Outstanding Citizen Award

Ron's receipt of City of Kingston's Outstanding Citizen Award follows his induction as a Life Member to VICSES in August last year – one of the highest individual awards that can be presented within the organisation.

"Like most volunteers in any organisation, the last thing I ever imagined when I first joined the SES more than 25 years ago was receiving an award for what I was doing," he said.

While accepting his award, Ron paid tribute to the volunteer members at Chelsea and told the audience that, "No matter how much technology, specialised equipment and vehicles are commissioned; Chelsea SES would not exist if not for the commitment of the volunteers."

Ron's commitment to serve his community spans more than 25 years and he is not done yet. The future will see a bigger and better SES Unit, with new headquarters to be built following funding in the 2017 State budget, and new horizons to explore. Congratulations to Ron Fitch for his fantastic contributions to VICSES. ■



Ron Fitch following
acceptance of his award



International Women's Day

International Women's Day is a global day celebrating the social, economic, cultural and political achievements of women.

IN RECOGNITION OF THIS IMPORTANT DAY, WE HEAR FROM FOUR VICSES MEMBERS ABOUT THE INSPIRATIONAL WOMEN IN THEIR LIVES, THEIR GREATEST ACHIEVEMENTS AND WHAT INTERNATIONAL WOMEN'S DAY MEANS FOR THEM.

NICOLE ASHWORTH – Volunteer, Craigieburn Unit

Who inspires you the most and why?

I'm inspired by Australians who volunteer, not just with VICSES, but in their general communities. Our country is built on a culture of giving back to our communities, whether it is within sports clubs, emergency services, schools, churches or community events.

What do you think is the biggest issue or challenge facing women today?

I think gender bias is still a significant issue. It is not as prevalent as

it used to be, but I think society's expectations of the roles and responsibilities of women are still an area where consistent focus is needed.

What does International Women's Day mean to you?

It is a day for everyone, not just women, to reflect on the efforts of those who fought for women's rights and gender parity. And while it's an opportunity to celebrate how far we've come, it's also a reminder that there are many women around

the world who don't have the same basic rights as we do in Australia.

What has been your proudest achievement so far as a VICSES volunteer?

Last year I was announced as the sixth Unit Controller for the Craigieburn Unit in its 35-year history. I've followed in the footsteps of some great names, with the previous five Controllers before me having accomplished great things. It was encouraging that upon my announcement, nobody mentioned that I was the first female to lead the Unit. It wasn't seen as relevant and I believe, signalled a shift in society.



Nicole Ashworth

Number of women within VICSES

1,655

Unit Officers

117

Deputy Controllers

79

Unit Controllers

30



**SANNE
VAN DER ZWEEP**
Volunteer, Chelsea Unit

Who inspires you the most and why

I am fortunate to work with some incredible women in my workplace, as a volunteer within both SES and CFA. Their professional and personal achievements drive me to do bigger and better things in my life, such as improve my health, be a stronger person, work harder, and be a better friend, leader and mentor.

What do you think is the biggest issue or challenge facing women today?

Discrimination – I see it everywhere, in the workplace and in society. I see it discourage so many women in both work and emergency services.



...a day when women are celebrated and can celebrate each other."

What does International Women's Day mean to you?

It is a celebration of all women around the world; a day when women are celebrated and can celebrate each other.

What has been your proudest achievement so far as a VICSES volunteer?

In 2015, I was the recipient of the Graeme Russell Award. This award was named after a former volunteer at Chelsea Unit who always put SES first, sacrificed a lot, and treated it as his family. I was extremely honoured to receive this award from over 50 members in our unit.



**STEPHEN
GRIFFIN**
Chief Executive Officer, VHO

Who inspires you the most and why?

Rosemary Batty. Not only has she dealt with personal tragedy and domestic violence, but she has brought this issue to Australia's attention. Since receiving the Australian of the Year Award, she has endured hostility and criticism about her stance on domestic violence. She is a brave and pioneering woman.

What do you think is the biggest issue or challenge facing women today?

Domestic violence.

What does International Women's Day mean to you?

A celebration of what women have done to inspire the world and challenge the stereotyping of their role in society.



**SUSAN
DAVIE**
Manager, Community Connections, VHO

Who inspires you the most and why?

Women who have responded to a terrible event in their lives and are still strong and determined to make a change in the world, such as Malala Yousafzai and Rosie Batty.

What do you think is the biggest issue or challenge facing women today?

Globally, I think ensuring every girl has access to education is very important. Closer to home, the biggest challenge we face is achieving true equality for everyone in all aspects of life.



Globally, I think ensuring every girl has access to education is very important."

What does International Women's Day mean to you?

It is a chance to reflect on how lucky we are to be Australian. There is a great organisation called Zonta International that focuses on empowering women and addresses women's issues through service and advocacy.

I have attended their events and they do some fantastic work. ■



Seeing orange at the Pride March

By Chris Welsh, Pride March Coordinator and Volunteer, Brimbank Unit

On Sunday 28 January as temperatures hit 40 degrees in St Kilda, around 60 VICSES members took part in the Midsumma Pride March in support of our gay, lesbian, transgender, bisexual, intersex and queer members, their partners, their friends and our colleagues.

VICSES encourages its members to embrace the values of Equality, Diversity, Inclusivity, Respect and Acceptance. Members from the senior leadership team including CEO Stephen Griffin and Acting Chief Officer David Baker participated alongside our uniformed members on the day. Despite the extreme weather conditions, our members joined their counterparts from the CFA, Ambulance Victoria, Victoria Police and other agencies who marched under the Emergency Management Victoria banner.

VICSES has been proudly marching in the parade since 2013, beginning with a group of no more than half a dozen members and a marked 4WD. Representation from VICSES has grown steadily each year. ■



MOU secures the future of VICSES Units

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

Minister for Emergency Services James Merlino visited the Narre Warren Unit in December to sign a new Memorandum of Understanding (MOU) between the Victorian Government, VICSES and the Municipal Association of Victoria (MAV). Under the new MOU, the MAV will facilitate long-term leases with SES units on minimal or nominal rent, securing the future of SES units on land owned or managed by local councils. Minister Merlino said this was an incredibly historic and important day.

"Today we're updating an arrangement that's been in place since the late 1980s.

"It recognises the wonderful work that our SES volunteers do, and provides certainty

about where their units will be located, how long they'll be there, and the support they'll get from government.

"This MOU, on top of a massive budget boost of \$34 million, really recognises and values the work that the SES do. They spend their time, energy and expertise protecting their community and they do a wonderful job."

The Victorian Government will fund the maintenance costs of all of the units that are offered long-term leases by the relevant local council. This new funding arrangement takes significant pressure off SES units and provides certainty to our volunteers. The new MOU replaces the previous funding arrangement which stated that councils and the Victorian Government contribute a 50-50 funding split to cover units' operating costs. Under the new agreement, relevant councils are not expected to contribute funding to the operational costs of SES units. ■



This agreement is about giving certainty and consistency to our SES units and volunteers right across the state," be said.



Minister for Emergency Services James Merlino signing the Memorandum of Understanding

Launch of Service Delivery Strategy & transition to BAU

By Suzanne Pigdon, Service Delivery Strategy Project Manager, VHO

The Service Delivery Strategy 2025 was launched in August 2015, following six months of consultation with volunteers and staff across the organisation, along with key stakeholders in the sector and research here and overseas. The strategy focuses on the front-line services VICSES will deliver based on the economic, people, and climate challenges our units face today, and how to most effectively deliver those services into the future. Our desire to deliver the best public safety outcomes for the communities we serve is unwavering. Moving forward, front-line service delivery will continue to be guided by the Community Resilience and Operational Capability Strategies, and the new Corporate Plan which will be launched later this year.

Copies of the Final Report and posters have been posted to all units and offices and the service delivery framework and methodology or process for sustainability managing out units in areas of challenge or rapid growth is now transitioning to business-as-usual. These are exciting and challenging times for VICSES and I encourage you to read the Final Report. I would like to thank all volunteers and staff for their contributions to this important work. Please continue to contribute to the discussions as we continue to 'Plan the Future Together' – the tag line for the Service Delivery Strategy, which has underpinned the consultative approach. ■

More information is located on the HUB at My State/Corporate Planning/Service Delivery Strategy 2025





CENTRAL

1 Oct – 31 Dec 2017

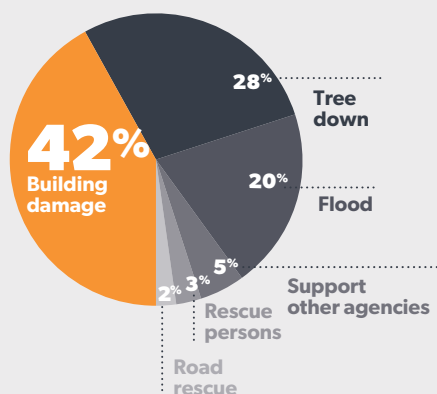


1,784

Volunteers

4,554

Request for assistance



Gerard Greenwood carries the Commonwealth Games Queen's Baton

By Darren Morgan, Volunteer Support Officer, Central Region

Wyndham Volunteer and life member, Gerard Greenwood, carried the Queen's Baton in the Commonwealth Games baton relay in February.

Gerard joined a host of Australian legends of all ages to carry the baton more than a million steps from its starting point to its final destination, the Opening Ceremony of the Commonwealth Games on the Gold Coast.

Gerry has provided 35 years of outstanding service to the Victorian community as a volunteer with VICSES Werribee Unit, now Wyndham Unit.

As a founding member of the Werribee Unit in 1982, and in the role of Unit Controller from 1982 to 1992, Gerry was instrumental in forging a group of enthusiastic, untrained members into a team of professionally trained, well-equipped operators with very little funding and equipment – using his home for training and meetings, and his vehicle to carry members and equipment.

Gerry was also responsible for initiating the Municipal Disaster Planning Committee and produced the Municipal Disaster Plan, and remains heavily involved with the SES today. ■

Members keep community informed during flood events

By Jacqueline Quaine, Community Resilience Coordinator, Central Region

Community engagement members provide real value on the ground during an incident or emergency. They are an invaluable source of local knowledge and real-time feedback on incident communications. During the flood events in December last year, Central Region Community Resilience Coordinators worked towards increasing VICSES visibility in key flood hotspots in metropolitan Melbourne, and attended sandbag collection points to collect feedback and distribute information to the public.

Feedback from the community from this engagement was positive, with many people saying they appreciated the community engagement team coming out and talking to people. Community engagement volunteers provide valuable benefits in maintaining relationships with communities before, during, and after emergencies. The contributions our volunteers make to the emergency services sector are extremely appreciated. ■



Craigieburn's Paul Ledwich celebrates 80th birthday

By Darren Morgan, Volunteer Support Officer, Central Region

Section Leader Paul Ledwich of the Craigieburn Unit celebrated his 80th birthday on Australia Day.

Paul, a 37-year SES veteran also known as Padre or Paulo, helped found the Craigieburn Unit in August 1981 and remains an active operational volunteer.

Road accident rescue, storm and water, search and navigation, four wheel drive operator and air observer are just some of Paul's skill sets.

He works alongside son Martin (also a VICSES Life Member and former Controller – 31 years' service), wife Emily (associate – 19 years' service)

and daughter-in-law Kylie (associate – 12 years' service), who have helped make the Unit synonymous with the Ledwich name. Together, they have contributed almost 100 years of dedicated service to the community.

So what motivates Paul to remain an active volunteer at a time when his fellow octogenarians are following more passive pursuits? Paul is a natural volunteer, who has consistently demonstrated a commitment to his country

and his community, as a soldier (9 years Army Reserve) as well as a VICSES member.

He is also a great trainer and for many years was Craigieburn's mainstay in the recruitment and training of new members, with several of the Unit's current leadership team having learnt their skills under Padre's tutelage. Paul is a natural role model; respectful, professional, fair, courageous (physically and morally), diligent, honest, focussed, loyal, adaptive, innovative and caring. ■



Paul Ledwich (right) poses with fellow Craigieburn member Steven Peter at the 2017 Central Region AAMI handover



From Ash Wednesday to the 2009 Black Saturday fires, from numerous road crash rescues to a multitude of storm jobs, Paul remains the epitome of a VICSES Volunteer.



EAST

1 Oct – 31 Dec 2017

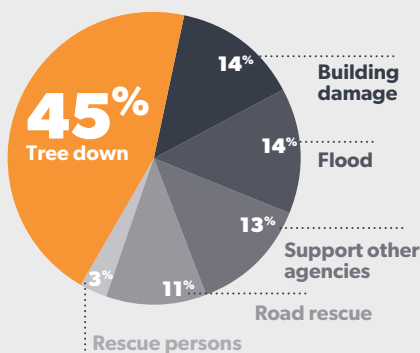


741

Volunteers

459

Request for assistance



Morwell Unit announces new Life Members

Michael Vanderzalm, Geoff Crisp and Raelene Billingsley honoured with Life Membership.

By Jennifer Harnden, Operations Officer, East Region

Morwell Unit Controller Michael Vanderzalm was presented with a Life Membership Award for Emergency Services in 2017 by Member for Eastern Victoria Harriet Shing. Michael joined VICSES in 1989 as an operational member and has undertaken various roles within the Morwell Unit. He has provided leadership and direction to his fellow members in his roles.

Geoff Crisp received the second Life Membership Award. He joined VICSES in 1990 as an operational member and has worked as a Finance Officer, training Officer and Deputy Controller. He has previously received the Emergency Services Medal for the 2009 bushfires where he spent hours evacuating members of the public, assisting with roadblocks and undertaking road rescues. A skilled operator across many competencies including boating, road rescue and vertical rescue, Geoff assists the Gippsland Training Team and Units as a qualified Trainer and Assessor.

Raelene Billingsley, the third recipient of the Life Membership Award, joined VICSES in 1991 as

an operational member. She has held many roles, from Team Leader of Flood Boat Operations, to Training Officer and Deputy Controller. Raelene has been deployed across Victoria and nationally to assist communities in need. She is actively involved in all aspects of VICSES operations, and is a highly skilled and experienced road rescue technician, as well as an endorsed coxswain and swift water technician.

Congratulations to Michael, Geoff and Raelene on their significant achievements with VICSES. In total, they have responded to over 7,500 calls for assistance and have more than 75 years of service combined. ■



Award winners, Raelene Billingsley, Geoffrey Crisp, and Michael Vanderzalm

Bairnsdale Unit acquires new fleet addition

By Blanche Evans, (Acting) Community Resilience Coordinator, East Region

The Bairnsdale Unit has added a valuable new addition to its response fleet. The new Land Search Trailer has been a work in progress involving lots of planning and technical expertise to ensure it meets the operational standards required for all VICSES vehicles and equipment.

The development came about after Bairnsdale Unit member Pat Dwyer suggested the introduction of a trailer that would allow the Unit to assist other

agencies in times of operational support during an incident. Bairnsdale Unit would like to thank these organisations that have supported the project:

- Bairnsdale Computer Solutions for donating the computer
- Century Batteries for donating batteries
- Iron Man 4X4 for donating all the wiring and internal lighting
- A1 Trailers for the design and fitout

- Bursons for donating the electrical equipment
- EMV Grants for the Engel refrigerator
- East Gippsland Shire Council.

Unit Controller Karina Osgood said: "We are extremely grateful and humbled by the generous support of our local businesses, without their support we would not have seen this Land Search Trailer reach completion." ■



Steve Pendrick

Steve Pendrick awarded Wellington Shire Citizen of the Year 2018

By Merryn Henderson, Community Resilience Coordinator, East Region

Retired VICSES member Steve Pendrick has recently been awarded the Wellington Shire Citizen of the Year Award for his extensive community work.

Steve received the award during a luncheon in Sale, and said that he was shocked by the news as he was unaware he had even been nominated.

Steve has been an instrumental member of the Stratford community during times of hardship. He has been a volunteer with the Stratford Unit for

42 years, 33 of which were spent as the Unit Controller, and was a member of the Stratford Fire Brigade for 35 years. Wellington Shire Council Mayor, Carolyn Crossley said the councillors examined the nominations carefully. Cr Crossley said it can be a tough job, choosing a winner from such a stellar line-up of people who work so hard for their communities.

“On this occasion, Councillors were unanimous in their selection of Mr Pendrick for this award,” she said. ■

Rescue Boat Workshop

By Jennifer Harnden, Operations Officer, East Region

East region VICSES members recently participated in a Rescue Boat Workshop in preparation for the summer months. The training consisted of search formations and techniques on the water, navigational exercises, barging and towing of vessels, as well as motoring skills through varying waters.

VICSES has over 90 rescue boats in its fleet to support agencies and communities during emergencies. These vessels can be utilised for flood rescue, marine search and rescue, and logistical tasking. Boat coxswain or crewpersons are equipped with advanced knowledge and skills to enable them to confidently lead boat and crew during

marine rescue operations. VICSES crewpersons and coxswains spend many hours on the water during the year to prepare for quick and efficient responses to incidents.

This maintains and enhances boating skills, ensuring a high-level of readiness is maintained all year around. ■

Leongatha Unit sizzles at Bunnings

By Elizabeth Wharton, Community Resilience Coordinator, East Region

Leongatha Unit demonstrated its community spirit and dedication by participating in the Bunnings Emergency Services Australia Day BBQ event despite extreme hot weather. A team of eight volunteers, complete with rescue truck and 4wd ute, travelled from Leongatha to Morwell Bunnings to create a highly interactive and informative display.

The public were treated to three Road Crash Rescue demonstrations with step-by-step commentary and support from Morwell CFA, a scavenger hunt inside the Bunnings store to find Paddy Platypus's five missing brothers, kids' activities and an information booth. Leongatha Unit Controller Matt Saario supported his Road Crash Rescue crew by transforming into Paddy Platypus, practising his truck driving skills under instruction as he worked towards his medium-rigid licence, and regularly checking the welfare of his team. Mr Saario said volunteers were pleased to be part of the Bunnings Emergency Services BBQ. "Unit members all enjoyed the day. We appreciated the opportunity to showcase some of our rescue skills, and chat with members of the public about how to be part of SES and stay safe in emergency situations," he said.

Barb Harvey, Event Coordinator, Bunnings thanked volunteers for their assistance on the day, saying VICSES "perform such an awesome service to our communities."

We are grateful for the generosity of Bunnings for holding the BBQ, Morwell Towing for providing the Road Crash Rescue cars, and the public for their donations. All funds raised on the day will assist Leongatha Unit in purchasing a new rescue truck. ■



Leongatha volunteers Matt Saario and Jade Rhoden at Morwell Bunnings



MID

WEST

1 Oct – 31 Dec 2017

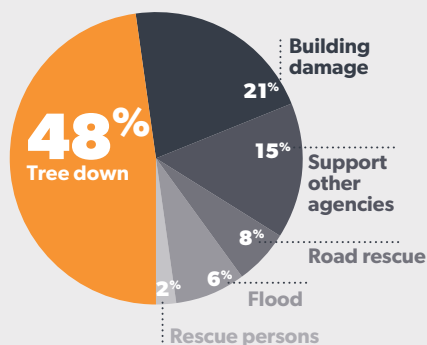


452

Volunteers

269

Request for assistance



White Ribbon Community BBQ

By Amanda Larcombe, Warracknabeal Unit

Warracknabeal Unit volunteers attended a community BBQ for Yarriambiack Shire's White Ribbon Event late last year, in solidarity with regional emergency responders and local social support services.

Discrimination, abuse and violence against women and children have impacts on the entire community; increasing stress, reducing resilience and undermining capacity to cope with diversity. The White Ribbon Vision, Purpose and Values

align closely to the VICSES Work, Health & Safety Policy to provide a safe, healthy and productive working environment, and the VICSES Community Resilience Strategy 2016-2019 which encourages collaboration and connection to build more resilient communities. ■



White Ribbon is an Australian campaign to prevent men's violence against women.

1 in 3 women experience physical and/or sexual violence perpetrated by someone known to them

1 in 5 women experience harassment in the workplace

1 woman a week is killed by a current or former partner in Australia

Volunteers Trish Wilde and Kevin Liersch attend the 2017 White Ribbon Event



In support of White Ribbon



Warracknabeal Community Engagement Facilitators engage local schools

By Amanda Larcombe, Warracknabeal Unit

Students from Beulah and Yaapeet Primary Schools took part in fun and interactive activities recently with VICSES Warracknabeal members.

Unit members undertaking the Community Education Facilitator (CEF) Course, Trish Wilde, Val Taylor and Todd Dempsey,

delivered a community presentation at the Beulah Business Centre where students were invited to learn about VICSES specialised equipment and ask our members questions. The children thoroughly enjoyed the presentation and were excited to hear they would get a future visit from the new VICSES Rescue Truck. ■

Warracknabeal Unit volunteers presenting at the Beulah Business Centre (and above)



Horsham Unit Road Crash Rescue Training

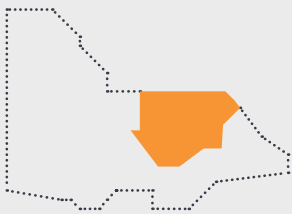
Partnering with Horsham Auto Wreckers

By Melissa Douglas, Community Resilience Coordinator, Mid West Region

Horsham Auto Wreckers has been working with the Horsham Unit for over 20 years, providing vital resources for road crash rescue training. With VICSES being the largest road crash rescue provider in Victoria, and over 100 VICSES Units providing this service across the state, volunteers undergo rigorous training with specialised equipment and vehicles to ensure they have the skills for the task. Horsham Auto Wreckers donate vehicles to facilitate this training, which are turned on their roofs, cut up and broken down.

Horsham Unit thanks owner and manager of the Auto Wreckers, Gilbert Membrey, for his ongoing donation of vehicles. Horsham Unit Controller Jarrod McLean said, "Without the vehicles donated by Gil at the Auto Wreckers, members would not be able to undertake regular training using the specialised equipment and skills needed to perform vehicle rescues". The Horsham Unit, and other Units in the region, are always maintaining their skills, and training new members in road crash rescue. This wouldn't be possible without Gil's generous assistance," he said.

A recent training night gave new Horsham Unit members the opportunity to gain skills in vehicle stabilisation, glass management, cutting techniques and casualty handling. ■



NORTH

EAST

1 Oct – 31 Dec 2017

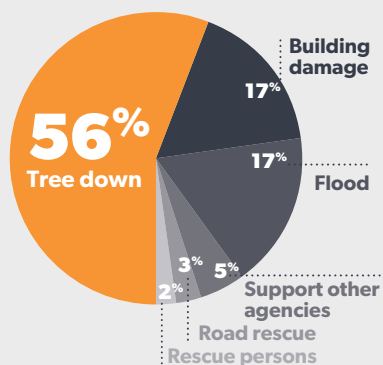


725

Volunteers

1,530

Request for assistance



Anyone who has carried a stretcher across flat ground, even for a short distance, knows how much hard work this is," Graham said.

The Mule

By Graham Gales, Deputy Controller, Bright Unit

The purchase of a Ferno Mule stretcher wheel has significantly eased the burden on Bright Unit members when recovering injured or ill persons in remote areas.

With the distances involved and the difficult terrain around Bright including rough surfaces, narrow tracks, steep ascents and descents, these jobs are physically and mentally demanding. To carry someone just one kilometre has previously involved 12 to 18 people, depending on the track, the terrain, and the casualty's weight.

Members have already used the Mule in a range of rescues, including on Mount Feathertop, Mount Buffalo, Buckland Valley, and Mystic Mountain Bike Park.

We'd like to thank Bright Hospital Op Shop for their generous donation which enabled us to purchase the Mule. ■





Euroa volunteers with Max, Erika and other family members

Euroa's special 'Thank you'

By Annie Kubeil, Unit Controller, Euroa Unit

In late January we caught up with two casualties who we met over 15 months ago when they were involved in a single vehicle accident on Mansfield Road, just outside of Euroa.

Max and Erika were airlifted to the Alfred Hospital and both underwent extensive treatment and recovery. Thankfully their lives are now returning to normal, and the future is looking bright, with Max planning to marry Erika's daughter Taryan later this year. "It was amazing to meet these people and thank them for keeping my family alive. I am truly so grateful to each and every person in this photo. All truly special people," Taryan said.

Some VICSES members who performed the rescue, along with local Ambulance members and CFA colleagues, caught up with Max, Erika and their family to hear about their recovery and future plans. Max and Erika also donated some soft toys for children who may need comfort in the future as a thank you to our local emergency services.

We don't always hear the outcomes of casualties once the job is over, so it was fantastic to see them both recovered and enjoying life once again. ■

Cultural Diversity Week & Harmony Day

**By Community Resilience Coordinators
Liz Frazer & Sue Sheldrick,
North East Region**

Cultural Diversity Week and Harmony Day recognise the diverse cultures making up the people of Victoria and Australia, and includes several events celebrated throughout March. This year, the Harmony Day message is 'everyone belongs', and a number of family-friendly activities are happening around the region.

These events are opportunities for units to connect with people from different backgrounds, especially if they are new to regional areas, or to the country. Participating in these events also allows you to experience diverse music, food, and dance.

Contact your council or local multicultural association to find events near you and let us know if you need help finding information, planning your event, or would like to use resources like trailers, banners, or recruitment displays.

Last year, each unit received a CALD Resource Kit (pictured) to be kept in primary response vehicles for easy use during operations.

The kits contain tools to help you develop and maintain relationships with culturally and linguistically diverse (CALD) communities.

There's a prize up for grabs for the first unit to send us a picture of their CALD Resource Kit in the truck. **Email your picture to northeast@ses.vic.gov.au** ■



Read more about

VICSES' participation in Cultural Diversity Week on page 29

Bigger and Better Training in Yarrawonga

**By Clinton Nunn, Deputy Controller,
Yarrawonga Unit, and Liz Frazer,
Community Resilience Coordinator,
North East Region**

The Yarrawonga Unit have extended their training room and purchased much-needed furniture, thanks to a grant under the Victorian Emergency Services Equipment Program (VESEP).

The training room brings the unit a much more reasonable space for almost 30 active members and opens up opportunities to host cluster or multi-agency training activities.

The VESEP program runs annually around April through Emergency Management Victoria and invites project applications from units for operational equipment such as chainsaws, generators, IRBs, pumps, vehicles, appliances, and minor facility refurbishments and improvements.

In the 2017/2018 program, seven North East Units applied for and were successful in VESEP submissions. This extension also supports the Yarrawonga Divisional Command Point. ■

Learn more about the VESEP grants program at www.emv.vic.gov.au/vesep.



NORTH

WEST

1 Oct – 31 Dec 2017

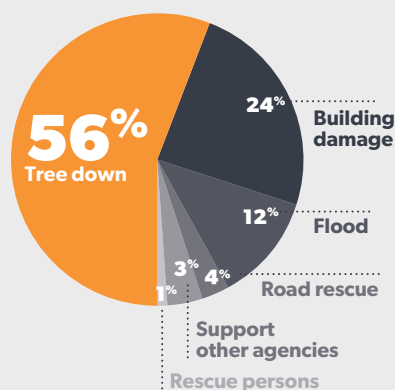


670

Volunteers

1,476

Request for assistance



Vale John Parker, ACO North West Region

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

John Parker died suddenly on Friday 12 January while on Long Service Leave. He was a wonderful colleague and a respected member of VICSES and the Emergency Management sector.

John served in a number of VICSES regions and state operations over 14 years. He will be sorely missed across the emergency sector. The care with which he approached people was the true reflection of his leadership and character. He made sure that his door was always open. His humour was quick as a whip and dry as the Mallee summer. He could be heard providing a perfectly timed analogy or referencing a Marx Brothers skit. Even after an arduous nightshift, he would try and bring a smile to the faces around him.

Having left his trade as a qualified plumber, John joined the Melbourne Fire Brigade on 1 June 1987 and advanced through the ranks to the position of Leading Firefighter with B Shift. He also volunteered with the Wyndham SES Unit before commencing a career as Regional Officer Emergency Management with VICSES on 17 November 2003 in the North East region. John took the position of Manager Operational Readiness in State Headquarters and then progressed to Regional Manager (Assistant Chief Officer) in North West region in June 2011 based out of Bendigo; a position he held to date.

John's skills and wealth of knowledge bolstered his contribution to his term acting as Deputy Chief Officer of Operations in the period from February 2016 to February 2017.

Anyone who road tripped with John to meetings or deployments would know his teenage infatuation with Linda Ronstadt still lived strong in his heart. On one particularly long journey, a North West Region Operations Officer threatened to throw her CD, which had been on its fourth repeat, out the window.

A favourite deployment was one in April 2015, when John and a taskforce of 52 volunteers and

two staff from across Victoria was on route to assist NSW SES with over 10,000 calls for storm and flood-related jobs in the Hunter Valley region and Sydney metropolitan areas. As the task force members in orange overalls and operational blue uniforms filtered through Melbourne Airport security to board the plane, John, in uniform, was pulled aside by the Airport Security Officer and subjected to a full search and question. Later he told the story of how he was 'the only suspect character in the group', with a wry smile.

John was a man of action but was never boastful about his many achievements, which included multiple swimming medals, accomplishments in bike riding, triathlon and marathons, and annual competitions in the Emergency Services Games. In March 2014 John saw his brainchild of Taking the Plunge come to fruition. This was a marathon 17 kilometre swim, broken up across the North West region's major lakes, rivers and reservoirs, to raise funds for the Victorian Emergency Service Association (VESA) Welfare Fund, which provides crucial support and assistance for SES Volunteers and their families during times of hardship.

John's inclusive nature extended well beyond the VICSES family. He was heavily involved in many community groups and projects. From holding the role of Team Manager for a local women's football team, to sitting on the Loddon Mallee Multicultural Services committee, his contribution was profound. He also volunteered as a Runner for the Fremantle Dockers AFL team.

John's leadership can only be described as fair and equitable. The outpouring of sympathy and stories since John's passing has solidified him as a champion for Volunteers.

Vale to a great man.



***For us
volunteers,
be treated
us like gem
stones and
always
made sure
we shined”***

A FEW WORDS FROM OUR MEMBERS:

He was a true gentleman in the old-fashioned sense; always calm, encouraging and respectful, with great vision and insight. I will miss his wise counsel, his dry and gentle humour, his empathy and strong sense of justice.

Sue Pigdon

John was an inspiration to our Unit and a pillar of strength in hard times. He will be sadly missed by VICSES.

Kerang Unit

John was well-respected by members of the Bright Unit for his enthusiasm, knowledge, and the way he dealt with people. The willingness with which he shared the knowledge he brought from his previous experiences, as well as his willingness to learn from Units and members in the Region, ensured that he was a respected and valued staff member.

Bright Unit

John's legacy within the Emergency Services sector will long be remembered.

John was a well-respected and dedicated servant to Victoria's emergency services and worked passionately with SES volunteers across the state.

Bill Robinson, Bacchus Marsh Unit

Following the death of John Parker it is important that we keep an eye out for each other and encourage people to use the support that is available:

**Employee Assistance Program (EAP)
on 1300 361 008 for our staff
Peer Support on 1800 899 927
for our volunteers**

Grief

**By Joy Etwell, Peer Support
Coordinator, VHO**

Grief is a natural response to loss especially after the death of someone you are close to. It is expressed in many ways and can affect every part of your life; your emotions, thoughts, behaviour, beliefs, physical health, sense of self and identity and your relationships with others.

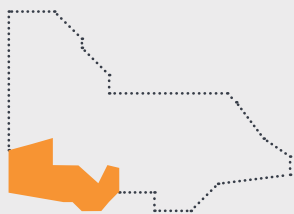
Some of the reactions you might experience following a loss are feeling sad, angry, anxious, shocked, regretful, overwhelmed, isolated, irritable or numb. Many of these reactions are not constant but instead can come in waves, often triggered by memories or occasions.

Grief is something that takes time to work through. While everyone finds their own way to grieve it is important to have the support of friends and family or someone else, and to talk about your loss when you need to. Allow yourself to grieve and heal in your way. No one can understand or tell you how to feel. ■

From Beyond Blue - Grief and Loss



Joy Etwell and Mark Marysville



SOUTH

WEST

1 Oct – 31 Dec 2017

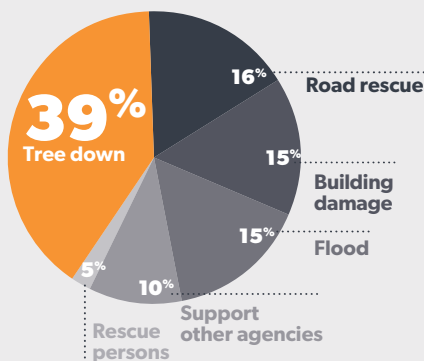


654

Volunteers

420

Request for assistance



Winner of Geelong Volunteering Award

By Jake Johnson, Community Resilience Coordinator, South West Region

Graham Smith, Geelong Unit Deputy Controller, has received the 2017 Volunteering Geelong Emergency Services Award. Graham was recognised for his service to the organisation, which has included the roles of Duty Officer, Deputy Controller – Operations and Crew Leader.

The Emergency Services Award not only recognises formal emergency service volunteers, but also those who assist during the relief and recovery phase by helping a neighbour, friend or even a stranger get back on their feet.

"It is one of Graham's responsibilities to ensure all members of the Unit operate in a safe manner – the fact there have been no injury reports associated with turnouts led by Graham (452 over seven years) is a credit to his leadership and supervision of crew members," a Volunteering Geelong representative said. Congratulations to Graham on receipt of this well-deserved award. ■

Paraglider rescued in Portland

By Meagan Tanti, Community Resilience Coordinator, South West Region

On Australia Day, Portland VICSES volunteers teamed up with Ambulance Victoria officers, Portland Police and the HEMS 4 Air Ambulance to rescue an injured paraglider at Anderson Point.

VICSES volunteers were able to put the Argo to good use in the successful rescue of the man who had crashed into a cliff. The casualty suffered pelvis and elbow injuries in the paragliding crash but was airlifted to hospital in a stable condition. ■



Vale Murray Kelson

By Jake Johnson, Community Resilience Coordinator, South West Region

It is with deep regret that we inform you of the passing of one of our dedicated volunteers, Murray Kelson from the Cobden Unit.

Murray joined the Unit in 1977 because he wanted to give back to his community.

Murray held the position of Unit Controller for 24 years, as well as Deputy Controller, Unit Officer and Regional Victorian Emergency Services Association delegate.

Throughout Murray's service to VICSES, he was called upon to respond to a number of significant incidents, including the Ash Wednesday fires, Gippsland floods and the Melbourne and Perth Windstorm events.



Murray Kelson receiving his 40 Year Service Certificate

In 2007, Governor-General of Australia, Michael Jeffery, awarded Murray the National Emergency Service Medal for distinguished service. He since received the first and second clasps for his continued service. More recently, Murray was recognised for his service with a 40 Year Service Certificate and Medal at a special presentation ceremony.

Cobden Unit Controller Jeff Price also presented Murray with a VICSES shield recognising his significant contribution to the Unit and community. A number of current and past volunteers, staff and local community attended his funeral on 7 December 2017, which is a testament to the high regard in which Murray was held by his peers. ■

The passion and experience Murray brought to the Unit has ensured it is in a much better position than when he first walked through the doors all those years ago.

OPERATIONAL UPDATES

New Road Crash Rescue Arrangements commence

By Tim Wiebusch, Chief Officer Operations, VHO

We are pleased to announce the launch of the VICSES Operational Capability Strategy.

With over 4.5 million vehicles moving across 150,000 kilometres of road infrastructure across Victoria, Road Crash Rescue (RCR) is a critical service delivered daily by VICSES, CFA, MFB and two independent groups – the Shepparton and Echuca Moama Search and Rescue Squads.

VICSES has a significant RCR capability and capacity, providing 102 of the 132 strategically located and approved RCR Principal Provider services. Whilst primarily focused on RCR, these crews also provide rescue response capability for aircraft, industrial and rail incidents as detailed in the EMMV, and work closely with other specialists including rail and aircraft network operators.

The revised arrangements for the delivery of RCR came into effect in December 2017 and promote an integrated multi-agency service. State Road Crash Rescue Arrangements Victoria 2017 details the standards and procedures for equipping, training, safely operating and reporting on road crash rescue performance. The objective of the reviewed arrangements is to ensure an effective, sound and sustainable RCR system across Victoria, delivering the best possible care, and safe extrication, of persons involved in road crashes.

Over 330 VICSES members from 89 Units attended the 15 Regional Briefings last year, and 20 of our existing RCR Principal Provider Units have selected to provide this additional capability. Over time, other locations may also be added as RCR Support Providers. ■

Learn more at the Emergency Management Victoria
www.emv.vic.gov.au/rcr

Wheeling Around

By Brad Dalglish, Operations Officer
– Operational Readiness, VHO

How often has your unit attended to a request for assistance to carry an injured person? How many members did it take to do this?

General Rescue Fundamentals provides a range of methods and techniques in the recovery of casualties, all of which are labour intensive and require significant manual handling. Unit feedback via Volunteer Support Officers onto State Operations has led to the investigation, consultation and subsequent implementation of a manual handling device designed to improve operator fatigue and casualty comfort, and minimise muscular-related injuries and back strains.

Introduction of wheeled stretcher carriers, available now in the Equipment catalogue and AAMI equipment grant program, follows substantial work and consultation with units, industry specialists, and partner agencies to develop equipment specifications and supportive work instructions.

The benefits of this piece of equipment are being felt state-wide with units and partner agencies providing positive feedback relating to the ease of use, functionality, and improved patient (casualty) comfort, and the ability to carry out a casualty with the help of fewer emergency responders.

Read more about the wheeled stretcher carrier on page 16.



**TRY FOR
YOURSELF**

Units wishing to explore the use and procurement of a wheeled stretcher carrier can find Work instructions and Master Technical Specifications on the Hub under

Library/operational-

doctrine/work-instructions – WI 603

– Wheeled Stretcher carrier and library/operationaldoctrine/master-technical-specifications ■



Operations update

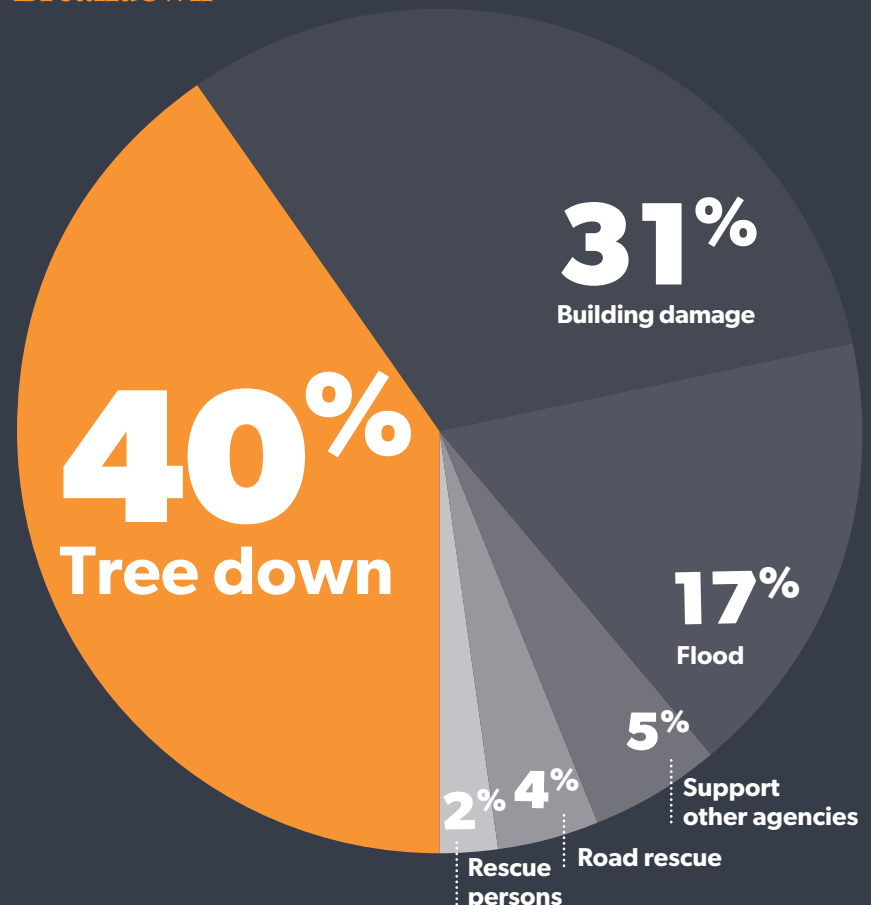
View the latest Operations Update
at [Hub > News > Operations News](#)

Requests for Assistance 1 Oct – 31 Dec 2017

Total

8,708

Breakdown



PROJECTS - WHAT'S NEW

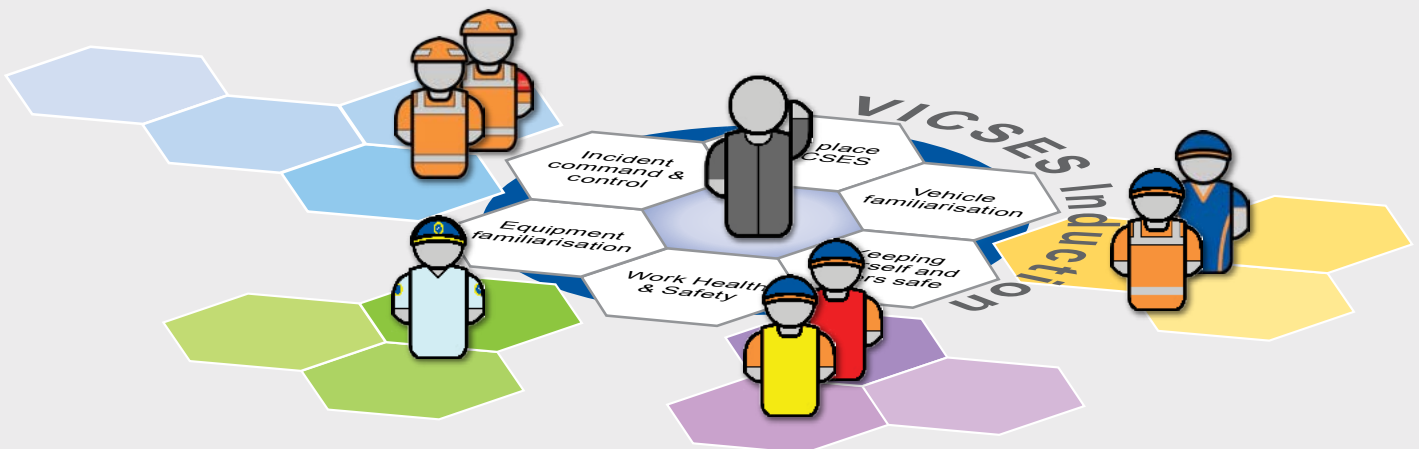
New induction for Volunteers

**By Steve Kirkbright, Project Officer
– Learning and Development, VHO**

A new online induction package is being developed and will soon be available for new members.

Delivered as a self-paced package using video, animation and audio commentary, the package reflects the latest policy and procedures as well as organisational culture, values and knowledge.

The induction forms part of the VICSES role and training pathways initiative and has been identified as a key component in building service capacity assisting members to be more useful and equipped at the earliest possible stage of their membership. The new induction will come online after testing and pilot phase during March. We are currently identifying participants for the pilot. ■



Launch of Strategic Plan

By Steven Griffin, Chief Executive Officer, VHO

The 2018-2022 Strategic Plan was launched on 1 March, following extensive engagement within our organisation, our sector and our local communities. This plan includes our four-year strategy, and sets ambitious targets for the sustainability of our organisation, our community reach, and our network strength and connectivity with others to build safer and more

resilient communities. VICSES has a long and proud history of serving Victoria with a simple vision: Safer Communities – Together. As we look towards the future, the VICSES Strategic Plan will enable us to continue this important work. We are an organisation built on more than 5,000 passionate, dedicated and engaged volunteers and staff. We are proud of our distinctive brand and in how we actively embrace

volunteerism. We will continue to focus on supporting the volunteer experience. The Strategic Plan supports our commitment to investing in our people, our capabilities, the way we operate and our technology to achieve this aspiration, and to continue to support the emergency service sector and our partners. Copies of the Strategic Plan and reference posters have been mailed to all units and offices. ■

For more information, please contact Manager Projects, Planning and Risk, Aline Coulson.



OCEP roll out

By Theresa Mangion, OCEP Project Support Officer, Operational Communications, VHO

A first major deliverable of the Operational Communications Enhancement Project (OCEP) was completed in December 2017, with an audit of radios and communication infrastructure undertaken during the Site Inspection Survey to establish a baseline for each unit.

The project team would like to thank all Unit controllers, delegates and regional staff who assisted in this process. It couldn't have been done without you! Completing the surveys has allowed the project to move into the design and

implementation phase. The project team is now working with Telstra to develop a generic design specification document, unit specific design specifications and a schedule for rollout. A pilot site (or sites), which best reflect the variants in the field, will be chosen and converted to the Victorian Radio Network prior to the rollout. Works will then be carried out on selected vehicles and equipment in preparation for the state-wide rollout. The project plan includes a gap between the pilot site(s) phase and the rollout to the Central Region to allow time for a review by the Installation and Training team.



This allowance will also provide time to make adjustments to works if necessary. Upon finalisation of the rollout plan, units will be contacted individually to discuss preparation requirements, access arrangements and training. ■

As we progress closer to installation, the project team will provide regular updates on the Hub, at: **My State > Projects > Current Projects > Operational Communications Enhancement Projects**

The proposed order of installation submitted to the vendor was developed with regional factors in mind and currently stands as follows:

1. Preliminary Works

- Pilot Site(s)
- FOV/MCV/Caches and selected vehicles
- Falls Creek

2. Central Region

- North West Metro
- Eastern Metro
- South West Metro

3. South West Region

- South West Metro (i.e. Geelong)
- South West Rural

4. Mid West Region

5. North West Region

6. North East Region

7. East Region

Project Workflow

By Craig Gordon, Change Manager, VHO

If you haven't already, you may soon be engaged in Project Workflow. Formvine, which has been used to support online forms and surveys and other business processes such as Road Rescue Competency Assessment (RRCA), will be decommissioned this year. Project Workflow has been charged with implementing a replacement solution to ensure 'business as usual' for these core functions.

The project has four key aims:

- Replacement of Formvine which is being decommissioned
- Ensuring continuity of Road Rescue Competency Assessments
- Maintaining electronic forms and surveys
- Introduction of workflow capability to increase automation of community activities and on-boarding processes.

The introduction of workflow capability will allow VICSES to plan and support community activities and on-boarding activities more effectively.

It will do this through minimising paperwork, improving how we capture data, providing more meaningful reporting and reducing turnaround times for on-boarding of new volunteers and staff. Project Workflow is currently in the design and planning phase. It will move into 'build' as business requirements are identified and validated.

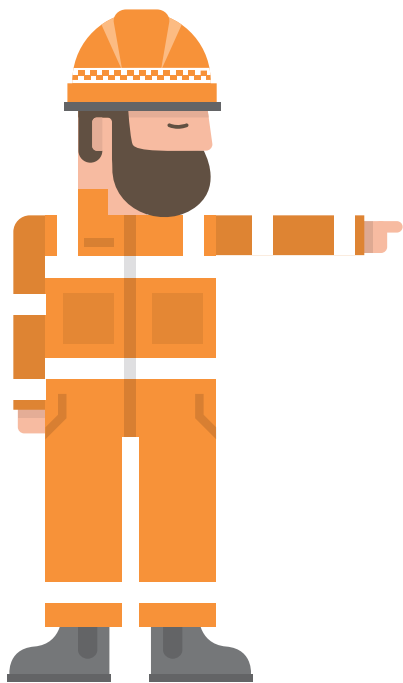
To ensure that end-users are comfortable with the new solution, a Training Needs Analysis will be conducted to identify the most suitable options for training and support. ■

For any questions regarding Project Workflow keep an eye on the Hub for the soon to be released project page or email pmo@ses.vic.gov.au.



PROJECT WORKFLOW

WELLBEING, HEALTH & SAFETY



Check Yourself – four tips for staying safe



Workplace inspections

July –
Dec 2017

40

July –
Dec 2016

29



Injuries

July –
Oct 2017

47

July –
Dec 2016

63



Wellbeing initiatives (Total participants)

July –
Oct 2017

2,656

July –
Dec 2016

1,777

How do we stay safe and protect ourselves from harm when we are living such busy lives?

Volunteering, work, families, commitments... many of us have a lot of responsibilities and sometimes it is easy to set about tasks without thinking them through, particularly if they are familiar or we are low on energy. This is exactly when the risk of injury is heightened.

To help us protect ourselves, the WH&S team has come up with four simple steps to check yourself before undertaking a call out or task:

1

FOCUS PAUSE AND FOCUS ON THE JOB AT HAND

Why is this important?

When completed on auto pilot, even the most familiar tasks can be risky. A failure to notice hazards or take in surroundings can impact on our safety and that of those around us.

What can I do?

Mindfulness is a helpful strategy that can be used to refocus thoughts, and clarify, assess and act in emergency situations. It can also be used to help us to sleep better and switch off after a long day. We now run Healthwatch sessions on Sleep and Mindfulness, for those who aren't familiar with the practice. Contact us to organise a visit to your unit.

2

FATIGUE BE AWARE OF THE SIGNS OF FATIGUE

Why is this important?

After being awake for 19 hours, lack of sleep can impact our performance to the equivalent of a blood alcohol reading of 0.10. Getting a good night's sleep can sometimes be difficult, with responsibilities like kids, worries, expecting a call out, and work patterns. But it's important to be aware that sleep deprivation can have major implications on our safety and that of those around us.

Risks

Fatigue can affect our decision making, concentration, and reduce our physical capabilities and endurance, leading to an increase in errors and injury.

What can I do?

Try the following strategies to improve both the quality and quantity of your sleep and help to establish a good sleep routine:

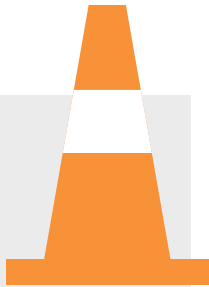
- Maintain a regular bed time
- Avoid looking at phone screens two hours before bed
- Reduce caffeine and sugary foods in the afternoon and before bed
- Exercise daily

Signs of fatigue

Take appropriate action when you recognise these signs of fatigue:

- Repeated yawning
- Rubbing eyes and fidgeting
- Anger, irritability, grumpiness
- Inability to concentrate, remember things and problem solve

If you are exhibiting signs of fatigue then take appropriate action.



3 COMMUNICATE IF YOU NEED HELP, ASK FOR IT

Why is this important?

We all work as part of a team and it's impossible to know how everyone is feeling. If we're struggling from fatigue and don't feel up to a task but don't tell anyone, then it's likely no-one will know. If you need help with a certain task, or a 10 minute break to have a snack, let your team know so you can get the help you need.

Risks

Undertaking a task or call out when fatigued, stressed, tired or hungry increases the chances that judgement will be impaired, impacting our safety and that of those around us.

What can I do

Let someone know if you don't feel up to a task and keep an eye out for your team. If you notice someone is looking tired, have a chat with them and find another way to get the job done.

4 NUTRITION & HYDRATION TAKE A MOMENT TO REFUEL

Why is nutrition and hydration important?

Good food and plenty of water is essential for keeping the body and mind functioning, and to ensure we make better decisions. For our volunteers, this is particularly important. It is essential to be prepared for situations in which we are forced to miss a meal or wait long periods between meals.

Risks

Low blood glucose and dehydration can have the same effect as fatigue. Irritability, and inability to concentrate and problem solve puts us and those around us at risk.

What can I do?

By the time you are thirsty you are already dehydrated. If you are on shift, ensure that you keep yourself well hydrated by having water on hand and taking regular sips throughout the shift. Sugary drinks don't rehydrate like water and can also impact your ability to sleep at the end of the day. Plan ahead and bring nutritious snacks with you on shift. Here are a few ideas to keep on hand or at your unit:

- Cans of tuna with rice or beans
- Fresh fruit (bananas are a particularly good source of energy)
- Muesli bars (choose varieties without fruit and chocolate chips – Original Carmen bars are a nutritious choice)
- Hard-boiled eggs (boil a few at the start of the week and keep in the fridge) ■

Healthwatch

To learn more about any of the above, book a Healthwatch session by emailing health&safety@ses.vic.gov.au.

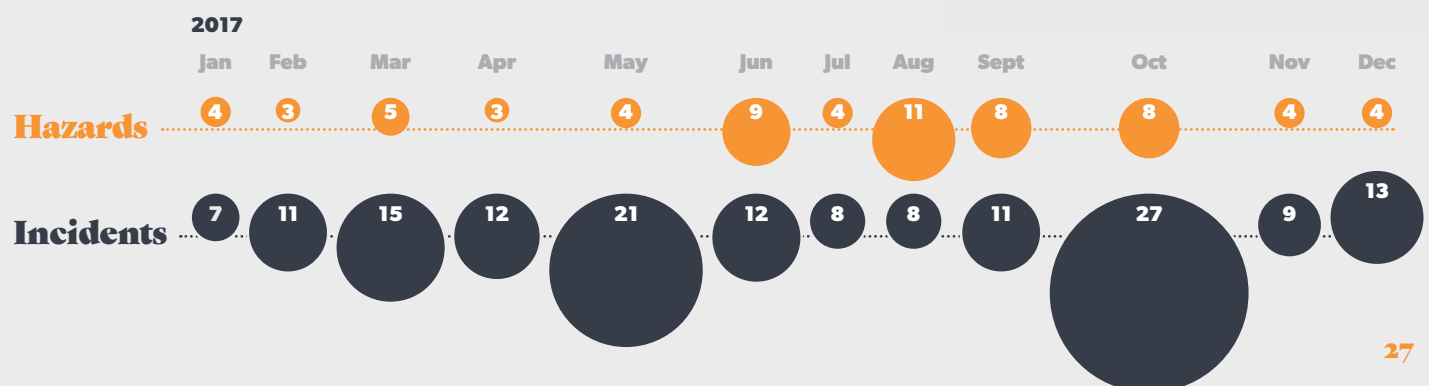
Our team of experienced health professionals will come to your unit and provide practical information and strategies on how to build healthy habits into your life. We also run confidential health checks.



Members of the Whittlesea Unit at a Healthwatch Sleep and Mindfulness session in January 2018

Make up a few tubs of trailmix. These can consist of almonds, walnuts, pumpkin seeds, dates, etc. The mixture of fibre, protein and fats is a good source of long-lasting energy.

SNACK IDEA



CAMPAIGNS & EVENTS

Post-event research: Victorians and the December Heavy Rain Event

By Ben Beccari, Senior Adviser –
Monitoring and Evaluation, VHO

VICES has completed research on the public's response to the unprecedented warnings leading up to the 1-3 December 2017 heavy rain event. Colmar Brunton, a social research consultancy, undertook the research on our behalf and recently presented their findings.



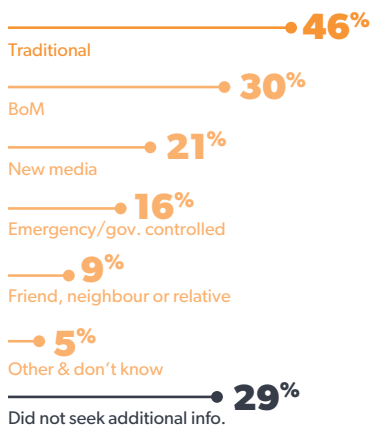
Two thirds of Victorians took action to prepare for the event, but 1 in 10 admitted

to entering floodwater. TV and radio were most important for alerting people, but 1 in 5 turned to the internet and social media for more information. Not everyone found what they were looking for. There's demand for information that's local, timely and contains practical tips on what to do and where to go. The vast majority of Victorians welcomed the Emergency Alert SMS they received and thought it was important. The Emergency Alert also encouraged Victorians to find more information and take action to prepare themselves and their property.

More information on the findings will be provided in the coming weeks. ■

PUBLIC RESPONSE TO WARNING

Where did people go for more information?



What did people do to prepare?



Was the Emergency Alert SMS welcomed?



Save the date! WOW Day

By the Media and Communications Team, VHO

Wear Orange Wednesday will be on 23 May this year – and preparations are already underway to make this year's WOW Day bigger and better than ever. WOW Day is a national day of recognition that is held each year during National Volunteer Week to highlight the invaluable contribution SES volunteers provide for their communities. VICSES Chief Executive Stephen Griffin said it was important people recognise the tremendous contribution our volunteers make throughout the year responding to all kinds of emergencies.

"It's important that this is not only a day of thanks for the volunteers who selflessly dedicate their time – but also an awareness day. We want as many Victorians as possible to know that there's an amazing volunteer service there for them when they need it, 24 hours a day, 365 days a year," he said.

WOW Day is a great way for us to say thanks for those efforts, and it can also be a catalyst for people out there to get involved themselves. While we can't divulge the plans already in place for WOW Day 2018, we can say that early signs point to involvement from an AFL footy club, some famous Victorian landmarks and a little creativity! So whether it be your town, your workplace, your child's school or your local sporting club – we'd love to see as many people in orange as possible. It's easy to get involved in WOW Day. Keep an eye out for the digital toolkit on the Hub for your unit, encourage people to wear something orange, take a photo and share it on social media with the hashtag #thankyouSES. ■

Join the fun at the Emergency Services Games

By Gerry Sheridan, Operations Officer – Capability Improvement, VHO

The 2018 Victoria Police and Emergency Service (VP&ES) Games is open for registration. Held from 16-25 March in Victoria, the VP&ES Games is an annual sporting event promoting the fitness, health, and camaraderie of emergency services workers. Participants include everyone from strong competitors to those just keen to have a go. All VICSES members are encouraged to participate and this year we're hoping to surpass last year's total and reach a goal of 120 VICSES participants. Members can sign up as a team or an individual, and choose from 43 sports, including cricket, golf, swimming, shooting, soccer, volleyball, and tenpin bowling. This year also marks the inaugural year of water skiing.

This is a fantastic opportunity to connect and build stronger relationships with emergency personnel from other agencies, through healthy competition in a relaxed environment. It really is a lot of fun. ■

Entries for the 2018 Games are made online. Information and instructions can be found on the website:
www.emergencyservicesgames.org.au/

For further information, please email emergencyservicesgames@ses.vic.gov.au



For more events info

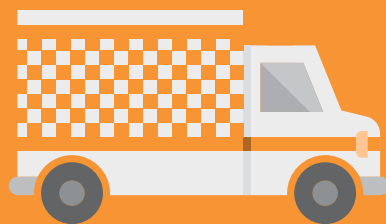
view the Seasonal Schedule
on the Hub



Moments from the 2017 VP&ES Games

EMERGENCY SERVICES GAMES OFFERS

43 SPORTS
TO CHOOSE FROM INCL.
CRICKET, GOLF
SWIMMING
SHOOTING, SOCCER
VOLLEYBALL &
TENPIN BOWLING



Cultural Diversity Week

By Susan Davie, Manager Community Connections, VHO

Cultural Diversity Week, from March 17 to 25 this year, is a great opportunity for VICSES to consider how we engage with culturally and linguistically diverse (CALD) community members. VICSES volunteers are participating in events happening right across Victoria. This includes participation alongside other emergency services in Victoria's Multicultural Festival on Saturday March 24 at Federation Square. This is a free festival featuring music, performances, food and art activities catering to all ages. We want to let the community know about the great work that VICSES volunteers do in the communities where they live. This is also a great way to encourage CALD community members to consider joining the VICSES volunteer ranks. We will also be on deck for the annual City West Water Day at the Melbourne Zoo which aims to raise awareness and understanding of essential services for new, emerging and vulnerable communities. This event promotes social inclusion and resilience and VICSES volunteers will be on hand to explain what we do and to share our messages about being prepared for flood and storm events. ■



VICSES members alongside other emergency services during last year's Multicultural Festival

MEDIA

Volunteer Recognition Round at the Big Bash

VICES was proud to be a part of the inaugural Big Bash Emergency Services Volunteer Recognition Round at the MCG on 2 January 2018, in which the Melbourne Stars played the Brisbane Heat. SES volunteers, along with members of the Salvation Army, CFA, St John Ambulance, Surf Life Saving, Red Cross, and Victorian Council of Churches, took part in the event, forming the Guard of Honour at the beginning of the match. The event was a terrific promotion opportunity for the SES, exposing the brand to a crowd of 36,000 punters and a national television audience of more than 1 million people. The event is hoped to be the first of a three-year initiative. ■



Tip Resources on media and social media are available on the Hub via the Communications Pathways page

Top media headlines:

December

- Euroa recovery workers praised – Shepparton News
- High alert – Herald Sun
- SES crews out in force – Sunbury Leader
- SES tackle fallen trees, drains – Latrobe Valley Express
- Local emergency services hold joint training exercise – Mansfield Courier

January

- SES desperate for new volunteers to step up – Riverine Herald
- Support emergency services with a snag – Surf Coast Times
- SES rescue injured hiker in the Cathedral Ranges – Alexandra Eildon Marysville Standard

February

- Gliders grateful for rescue – Border Mail
- Winds keep SES busy – Geelong Advertiser
- Hot air balloon lands heavily in Yarra Valley – Herald Sun
- Wild weather lashes city – Ballarat Courier



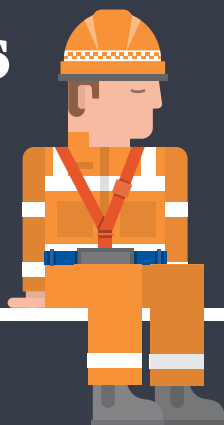
Launch of new Communications Framework

Earlier this year, we consulted with volunteers and staff to better understand the communications needs of the organisation and improve the way we connect with each other and share important information.

Following an extensive feedback process across VICES, the Communications Pathways has been developed into a series of visual print and digital posters. These documents do not seek to change our communication practices, but rather bring together existing policies, procedures and guidelines to reaffirm good

communication methods for all members, in both a simple and engaging way. By now units should have received a poster, which provides a quick overview of the tools available to you. ■

The new collateral is also available for download on the HUB at hub.ses.vic.gov.au/communication-pathways



IT UPDATE

Meet the IS Team

Helping VICSES navigate the fast-changing world of I.T. is a small but dedicated team known as Information Services (IS).

Manager Information Services

Craig Duffy stepped into the role of Acting Manager Information Services in 2017 and has continued to implement and maintain the current Information and Communications Technology (ICT) Strategy through his management of the IS team.

Service Delivery Manager

Warwick Mansour is VICSES' Acting Service Delivery Manager and is responsible for leading the IS Service Delivery team and ensuring a high level of customer satisfaction within the IS service offering to the organisation.

Field Officers

Vikas Raj and Gaurav Kiri are our Field Officers, responsible for providing a high level of ICT support to VICSES members. The aim of Vikas and Gaurav is to resolve your issues as quickly as possible and will attend a site if necessary.

Network Infrastructure & Communications Officer

Our Network Infrastructure & Communications Officer, Tom Wright, provides qualified network support services to ensure the network, communications and infrastructure services for VICSES meet our business objectives.

Service Desk Analyst

Paul Trifonidis is our Service Desk Analyst and is the first point of contact for all ICT problems and queries.

Application Support Lead

Kumar Pathmanathan is VICSES' Application Support Lead, facilitating and overseeing the ongoing service support and development of core VICSES business systems and applications.

Information and Records Manager

Ross Elford is Information and Records Manager, responsible for overseeing VICSES' efforts to comply with the regulatory requirements associated with managing information.

Information and Records Officer

Our Information and Records Officer, Dale Grant, assists

the Information and Records Manager in meeting VICSES' information management obligations.

Web Administrator

Clint O'Donnell is VICSES' Web Administrator. He works with the web vendor to make sure all issues with the Hub and public-facing website are investigated and resolved.

In this edition of Community Matters, we introduce you to the team members and what each is responsible for.



To contact the IS team:

Email: isservice@ses.vic.gov.au
Call: 1300 737 101

Network Security – Project Manager

Matt Bennett is our Network and Information Security specialist. His current focus includes the development of

a new Information Security Framework and implementation of new security controls to prevent cyber-attacks against VICSES. ■



The VICSES Information Services Team

WEAR ORANGE WEDNESDAY

23 May 2018

A BIG thank you to our volunteers, past and present, ahead of Wear Orange Wednesday.

Without your passion, dedication and engagement, none of what we do would be possible.

Go to the Hub to download the WOW digital toolkit and help promote this well-deserved day of recognition in your local communities.