

AUTUMN 2019

Community Matters

VICSES

EDITION 6



***New pull-out
quiz inside!***

**EMILIA
STERJOVA**

Q&A with Whittlesea Unit volunteer

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VICES would like to respectfully acknowledge the traditional custodians of the land throughout Victoria and acknowledge their ancestors and elders, both past and present.

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MESSAGE FROM THE MINISTER FOR POLICE AND EMERGENCY SERVICES

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

I have had the pleasure as a local Member of Parliament and Minister of Police to experience firsthand the critical role VICSES plays in our community. VICSES provides a vital service to Victorians, responding to thousands of incidents every year across the state. In my new role as minister responsible for both police and emergency services, I look forward to working with you at an even closer level.

This edition of Community Matters recognises and celebrates diversity. Research shows that organisations that embrace diversity and inclusion are higher-performers, more innovative, and adapt better to change. I congratulate VICSES for its ongoing efforts to build a stronger, more diverse and even more inclusive workforce and volunteer base.

With International Women's Day on 8 March, it's also an

important opportunity to recognise the role women play in emergency services. There are more than 1,790 women across VICSES, making up more than 33% of all members. I look forward to seeing more and more women joining our emergency services agencies.

I would also like to acknowledge that this year marks the 10th anniversary of the 2009 Victorian Bushfires, and has been a difficult time for many who remember this tragic event. I want to thank those VICSES volunteers who were an important part of supporting communities both during and after the bushfires.

It's been a busy summer for VICSES volunteers. On behalf of the Andrews Labor Government I want to thank VICSES and its dedicated volunteers for the outstanding service you provide to the Victorian community.

The government will continue to provide support to VICSES for the important work you do.

I wish you all the best for the year ahead.

Hon Lisa Neville MP
Minister for Police and
Emergency Services



Welcome

Hello everyone, and welcome to the first edition of Community Matters for 2019.

February marked the 10th anniversary of the 2009 Victorian Bushfires. This was a time to reflect on those who were affected and the tireless work of our emergency services. I'd like to extend my admiration and thanks for the significant contributions made by our volunteers and staff during this time, and the recovery and rebuild efforts of our units, particularly in Kinglake and Marysville. Everyone will reflect on this event in their own way, but it's important to remember that in these difficult times, we look out for each other. Support is available if you need it. To find out more, go to page 6.

Secondly, I would like to congratulate Knox Unit Controller Brett Taylor and Kerang Unit Controller Glyndia Gee for their recognition in this year's Australia Day Honours List, as well as Anthony Willison who was the recipient of the Tallangatta Young Citizen of the Year Award. These are incredible achievements, and I'd like to thank all three members for their continued dedication to VICSES and the wider community. Read more on our awardees on pages 6-7.

Last month more than 60 VICSES members took part in the annual Midsumma Pride March. It was fantastic to see our members join together with our emergency service colleagues in support of the LGBTQIA community. You can read more about the event on page 4.

I'd like to give a warm welcome to the new Minister of Police and Emergency Services Lisa Neville, and the Secretary of the Department of Justice and Regulation and Community Service Rebecca Falkingham. I look forward to working alongside both Lisa and Rebecca in supporting the future growth of our organisation.

The 8th of March marks International Women's Day. This important day of recognition is an opportunity to celebrate the amazing contribution of women, not only at VICSES, but across all communities. We are proud that women hold 42% of our leadership roles across our employees and 28% across our volunteers, and I'm committed to seeing this number grow. Read a feature on just one of our young female leaders on page 5.

Last but not least, I'd like to recognise the strong leadership contingent of VICSES during recent fire events. Both Alistair Drayton and Tim Wiebusch have recently undertaken the role of State Incident Controller for activations at the State Control Centre, which is an incredible responsibility and testament to their skills and dedication.

As always, stay safe, and I hope you enjoy this edition of Community Matters.

Kind regards,

Stephen Griffin
CEO Victoria State
Emergency Service



FEATURES



Midsumma Pride March 2019

By Gabi Barkmeyer, Corporate Communications Officer, VHO

On 3 February VICSES members gathered in St Kilda to join our fellow emergency service colleagues and hundreds of others to march in the Midsumma Pride March.

The Midsumma Pride March is an annual event that celebrates the lesbian, gay, bisexual, transgender, queer/questioning, intersex and asexual (LGBTQIA) community.

VICSES has been a proud supporter of the event since 2013, with each year seeing more and more members put up their hand to participate.

Deputy Chief Officer David Baker said the day was an important event for the organisation.



At VICSES we value working together without fear, favour or prejudice. This event is a fantastic opportunity to show our support for the LGBTQIA community, and to come together in solidarity with our emergency service colleagues.” ■





Q&A with Emilia Sterjova

By Gabi Barkmeyer, Corporate Communications Officer, VHO

At the age of just 22, Whittlesea Unit volunteer Emilia Sterjova has achieved more than most people her age. VICSES Volunteer, student, local councillor, Taekwondo star... is there anything she can't do?!

Thanks for sitting down with us, Emilia! Let's start with VICSES, what made you volunteer?

I was invited to my local Whittlesea Unit soon after I was elected as a local councillor in the City of Whittlesea. I was given a tour of the unit and I had the opportunity to meet all of the selfless volunteers. It only took a moment to realise that this was an organisation I wanted to volunteer for.

There are many reasons why I decided to volunteer. Being surrounded by such selfless, incredible people from all different walks of life was just one reason. I also wanted to feel a part of a greater organisation to serve my local community in another capacity. Additionally, I believed that joining VICSES would be terrific for my own personal growth and development. As an only child with a single mother, I'm not too great at handy work around the house. I wanted to push myself out of my comfort zone and learn life skills that I think everyone should have at least a basic understanding of.

You were elected Deputy Mayor of Whittlesea from 2017-2018 and are still a councillor for the city's North Ward, making you one of Victoria's youngest councillors. What made you run for council?

I ran for council because I was frustrated with the lack of public transport, congested roads and limited youth services. When I searched online for my local councillors I saw that they were predominantly retired men. I wanted to bring greater diversity to council so that our councillors could more accurately represent the demographic in our community. I also wanted to bring focus to youth issues that had never been properly addressed in the past. I was fortunate to be encouraged by my local state politician at the time, Danielle Green. She saw that I was an active community member and she offered her mentorship during my campaign.

Volunteer, deputy mayor, student.... how do you manage to balance it all?

I just try my best. I'm very fortunate to be in a position

where I love everything that I do, so with my passion I manage to make it work. Of course I'm not perfect and I am still learning, but as long as my heart is in the right place and I don't stop serving my community, then that's what matters most.

What do you enjoy doing in your down time?

I love to train in Taekwondo and am currently a black belt. I don't really get much down time but when I do, I enjoy catching up with friends, going to the gym and doing what I can to practice the Macedonian, Indonesian and Malaysian languages.

And finally Emilia, what inspires you the most?

My mother. Seeing my single mum work three jobs at once as a kid, and telling me in the tough times to work hard so that I could help others to avoid our position, was the most inspiring of all. It's because of her that I question my every commitment to see whether I'm making a real, tangible difference in this world. ■



GENERAL NEWS

Australia Day Honours

By Gabi Barkmeyer, Corporate Communications Officer, VHO

VICSES members Brett Taylor, Glyndia Gee and Anthony Willison were recognised on Australia Day for their contributions to VICSES and the Victorian community.

Brett Taylor (centre), the proud Unit Controller of Knox Unit (pictured).



**IN DIFFICULT TIMES
WE LOOK OUT FOR
EACH OTHER**

2009 Victorian Bushfires Anniversary

By Gabi Barkmeyer, Corporate Communications Officer, VHO and Rachel Treeby, Manager Health, Wellbeing & Rehabilitation, VHO

Febuary 2019 marked the 10 Year Commemoration of the 2009 Victorian Bushfires. This was a time for all VICSES members, past and present, to reflect on the communities that were affected and the significant contribution made by so many emergency service volunteers and staff.

On 4 February a State Commemoration event was held at the Royal Exhibition Building in Melbourne for members of the public to gather in support and reflect on the anniversary together. VICSES was in attendance at the commemoration with 50 of our own members who made significant contributions during the event. Thank you to everyone who was able to come along and show their support.



BRETT TAYLOR

**Unit Controller,
Knox Unit
Emergency Services
Medal (ESM)**

As a volunteer with VICSES for over 30 years, Brett has always sought to lend a helping hand to VICSES and the wider community. His tireless efforts have been evident in major emergency events such as the 2010 Knox hailstorm, in which Brett displayed exemplary leadership skills and support. Brett is highly regarded among his colleagues and the community, known for his passion as a volunteer and always going above and beyond what is expected. Brett has been an active leader in the continuous improvement of Road Rescue capability, and his passion for specialised vehicles has seen him heavily involved in the design of some of the VICSES fleet. Most recently, Brett was the key driver behind the expansion of Knox Unit as an even bigger and better facility.



GLYNDIA GEE

**Unit Controller,
Kerang Unit
Medal of the Order of
Australia (OAM) in the
General Division**

Glyndia Gee has been a member of VICSES for almost 20 years, and positioned as Unit Controller of Kerang Unit since 2017. In 2015 Glyndia was the recipient of the National Medal, a testament to her dedication to the service and her community. Besides her significant contributions within VICSES, Glyndia's OAM also recognises her tireless work throughout the wider Kerang community. This includes volunteering at local school canteens, volunteer Treasurer at the Kerang Community Centre, registered nurse at Barham Hospital, and co-ordinator of the Winter Wonderland Debutante Ball since 1990. Glyndia's other awards and recognitions include Gunawarra Shire Council Senior Citizen of The Year, Life Member of the Winter Wonderland Debutante Ball Committee, and the Nellie McGillray Award for bedside manner in nursing.



ANTHONY WILLISON

**Acting Unit
Controller,
Tallangatta Unit**

Tallangatta Young Citizen of the Year Award

Anthony Willison became involved with VICSES when his parents joined the Mitta Mitta Unit in 2003, and officially joined the service in 2009 on his 16th birthday. Since then, Anthony has shown his dedication to VICSES and the town of Tallangatta through countless hours of supporting local groups, neighbouring units, other emergency service agencies and the wider community. Anthony's passion for encouraging learning and innumerable hours of work in the office, on the road and in Alpine Search and Rescue, saw him recognised by his peers and colleagues, making him a clear deserving recipient of this award. ■

Mental Health & Wellbeing

Whilst it is crucial that we remember to look out for others in difficult times such as this event, it is also vital that we look out for our own health, wellbeing, and safety. Let's take the time to consider seven ways to support our wellbeing:

- | | | |
|---|---|--|
| 1 Eating balanced nutritious meals. | 4 Maintaining friendships and interests. | 7 Being kind to yourself and others. |
| 2 Regular exercise that you enjoy. | 5 Establish good sleeping habits. | Just as you routinely go to a doctor for a check-up, self-care may also include accessing psychological support. ■ |
| 3 Resting and taking time out for you. | 6 Limiting alcohol consumption. | |



Support

If you would like support in any of these areas, the VICSES Health and Wellbeing team are here to help:

Peer Support for Volunteers:
1800 899 927

Lifeworks (EAP) for Staff:
1300 361 008

Health and Wellbeing team:
(03) 9256 9064

International Women's Day



By Katrina Bahen, Director
People and Organisation
Development, VHO

International Women's Day is celebrated every year on 8 March, and provides an opportunity to highlight the achievements of VICSES women and the important role women play across our communities.

This year's theme is 'Balance for Better', which calls for a more gender-balanced world.

At VICSES we are proud of our commitment to a gender-balanced organisation, with more and more women in

leadership roles across our units. VICSES wouldn't be the organisation that it is today without the significant contributions of our female members. Thank you for all that you do for VICSES and the community, every day! ■

Australian Women in Emergencies Network

By Gabi Barkmeyer, Corporate Communications
Officer, VHO

The Australian Women in Emergencies (AWE) Network was established to promote and develop the role of women working in emergency services and disaster resilience, and to support women who have just joined the sector.

The network is open to women from across the sector, including emergency service organisations, community and non-for-profit organisations, government, community members and more.

This is a fantastic opportunity to network with other women, foster collaboration,



share ideas, and to build gender equality within the sector.

If you'd like to join the network, you can sign up by visiting the **AWE Network Facebook page** and following the links.

For further information, email info@awenetwork.com.au ■

Stepping back in time...



Take part in the Neighbour Day challenge

Supported by:



the power of
humanity



By Stephanie Makin, Senior Advisor
Corporate Communications and
Brand, VHO

VICSES, CFA and Red Cross recognise that Victorians who have strong relationships with their neighbours are more likely to help one another and have better outcomes when faced with emergencies.

That's why we're celebrating Neighbour Day on March 31 and encouraging our members to connect with their neighbours as part of the VICSES, CFA and Red Cross Neighbour Day Challenge.

You can get involved by organising a picnic, a party, or any other event that encourages people in your neighbourhood to come together. For more information, visit the [Hub > News > General News](#) ■



WIN!

Enter the Neighbour Day Challenge to win one of five \$200 Bunnings Vouchers!

We have five \$200 Bunnings vouchers up for grabs, courtesy of our campaign sponsor, PFD Food Services Pty Ltd. To enter:

- 1 Connect with your neighbour (introduce yourself, hold an event, invite them around for a cuppa, or anything neighbourly.)
- 2 On Sunday 31 March 2019, post a photo, video or description of what you got up to on Twitter, Facebook or Instagram and include the hash-tag #NeighbourDayChallenge and #VICSES.
- 3 Ensure your post is public. If you need assistance, email media@ses.vic.go.au

Winners will be selected at random and announced in April on the Hub and the VICSES Volunteers Facebook page.

For more information on Neighbour Day, head to the Hub or visit:

www.neighbourday.org ■



Croydon Unit featured on Channel 9's 'Don Lane Show' back in 1981. Pictured are some of our Croydon Unit members (now known as Maroondah Unit) performing one of the first televised road crash rescue demonstrations, and former Regional Officer Jack McCracken chatting with Don. ■

Do you have a photo to share for our new Stepping back in time feature? Email your submission along with a description to publications@ses.vic.gov.au



CENTRAL

1 Oct – 31 Dec 2018

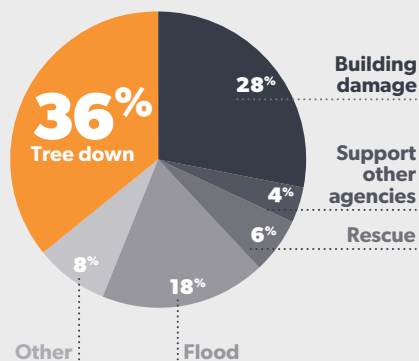


1,823

Volunteers

4,021

Requests for assistance



Australia Day Celebrations

By Keith Grant, Community Engagement Facilitator, Central Region



The City of Casey celebrated Australia Day this year with a community event.

Narre Warren Unit and Berwick CFA were more than happy to get among the celebrations, using the opportunity to engage with the community and educate others on their local emergency service agencies. Needless to say, a great day was had by all! ■



Working as one for the community

By Gavin Quinn, Community Resilience Coordinator, Central Region

Narre Warren Unit has been working strongly with neighbouring units and partner agencies alike during recent Community Engagement events, which comprised members of CFA stations from Narre Warren North, Hampton Park, Devon Meadows, Hallam and Berwick.

“In Community Education we work side by side with our partners under the emergency services umbrella and with our neighbouring units,” says Keith Grant, Community Engagement Facilitator (CEF) for Narre Warren Unit.

“This helps us build a working relationship over time when we do community education events, or turn out to incidents.”

These local networks were tested on the evening of 30 January when local emergency agencies stepped up to assist in severe thunderstorms, which resulted in 164 requests for assistance within the Narre Warren and Casey area.

“That’s a quarter of a whole year’s requests in one night for the Narre Warren Unit,” said Damian Burns, Unit Controller for Narre Warren. “By 1:30am, 120 jobs were cleared, with all jobs finally being cleared by

6pm the following day.”

“We would like to express our deepest thanks to the volunteers of the Narre Warren Unit who worked tirelessly through the night, both out on jobs on the ground and in the operations and communications room. Also, a huge thank you to our neighbouring Glen Eira, Monash, Malvern, Maroondah, Chelsea, Whitehorse and Hastings Units who assisted during this event.”

Damian added that “CFA also sent a taskforce to assist with the clear up which comprised members of local CFA stations from Narre Warren North, Hampton Park, Devon Meadows, Hallam and Berwick. Without this local support, it would not have been possible to respond to the requests for assistance so quickly. I thank them for their assistance in helping the Casey residents with a quicker recovery from the storm.” ■



Central Region demographics

By Gavin Quinn, Community Resilience Coordinator, Central Region

The Central Region Demographics Project, which examined the municipal areas and growth corridors in the area, is now complete.

A profile card is now available per municipality within the Central Region, including interesting facts on the following:

- Popular industry sectors
- Volunteerism
- Language spoken at home (emerging languages)
- Employment locations
- Part and full time workers

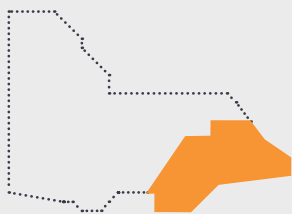
- Migration flows of an area
- Cultural background
- Population growth

What can demographics provide?

Demographic information on a municipality area can help with the development of business strategies for recruitment, daytime response, community engagement, and can also assist with operational responses in an impacted area. ■



Contact your regional Community Resilience Coordinator if you would like to gain further information on how to utilise Demographic Profiles for your unit.



EAST

1 Oct – 31 Dec 2018

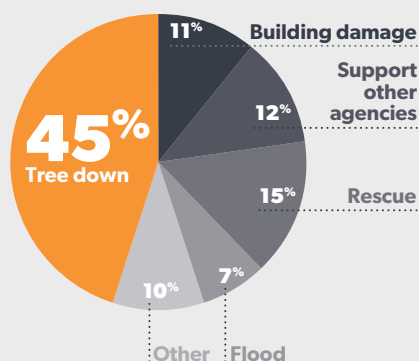


673

Volunteers

517

Requests for assistance



Morwell Primary School's Year 6 Community Art Project

By Jane Fontana, Community Resilience Coordinator, East Region

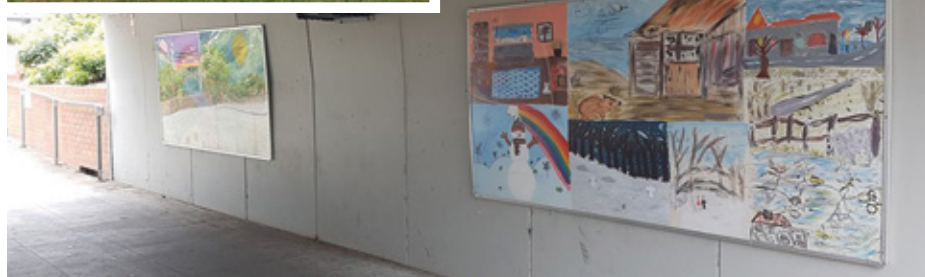


A huge thank you needs to be extended to Morwell Unit for the support they have provided to the Year 6 students at Sacred Heart Primary School, as a part of the Morwell Primary School's Year 6 Community Arts Project.

The Community Arts Project runs every year, and sees Year 6 students from four primary schools across Morwell complete a mural artwork on a selected theme, reflecting their thoughts, ideas and skills. The artworks are then displayed in the pedestrian undercover walkthrough in Morwell, after being judged and unveiled at a follow up family fun day. The work is designed to promote a positive image of Latrobe City and the assigned theme.

This year's Community Art Project theme was 'emergency services'. Students at Sacred Heart Primary School were allocated VICSES, and Morwell Unit was more than happy to lend a hand in creating their artwork. Not only did the unit attend class visits to assist the students with their VICSES mural, but they also attended the follow up presentation ceremony to unveil the mural and thank the students for their support for VICSES.

Great work Morwell Unit on supporting a wonderful community initiative! ■





Incident Management and Rescue Boat Training Day

By Jen Harnden, Operations Officer, East Region

VICSES members from across East Region participated in an Incident Management and Rescue Boat Skills Day at Tarwin Lower, hosted by Inverloch Unit and the Gippsland Readiness Team.

VICSES has over 95 Rescue Boats in its fleet to support other agencies and communities during emergencies. These vessels can be tasked to many incidents, including flood rescues, marine search and rescue, and logistical tasking.

VICSES Rescue Boat Coxswains and Crewpersons have advanced knowledge and skills to enable them to confidently lead a boat and crew during marine rescue operations. They spend many hours on the water during the year to enable quick and efficient responses to incidents. Regular on-water time is crucial for maintaining and enhancing boating skills, and ensuring a high-level of readiness is maintained all year around.

The Incident Management and Rescue Boat Skills training consisted of search formations and techniques on the water, navigational exercises, weather and flood observations, as well as fine motoring skills. Members also got to use and test out the new digital radios.

VICSES IMT members were able to gain valuable skills and knowledge around setting up operations points and incident control points, establishing effective command and control, and flood boat operations. Members were also introduced to East Region's Field Operations Vehicle (FOV) and CFA Inverloch's FOV.

East Region has been investing heavily in Member Career Focus and training of volunteer members in Incident Management roles. ■



Celebrating 40 years of service in East Region

By Jane Fontana, Community Resilience Coordinator, East Region

Congratulations to East Region Operations Officer Ken Bodinnar for 40 years of service with VICSES. Ken was presented with his 40 year service award by CEO Stephen Griffin at the East Region staff meeting on 11 December.

Ken joined VICSES in 1976 as a volunteer at Shepparton, where he specialised in rescue boats. He also spent time in Swan Hill and Bendigo, before joining the service as a staff member in 1996 on April Fools' Day as a trainer in the Eastern Metropolitan Region.

In 1998 he moved to East Region as the Regional Officer Emergency Management (ROEM) at Bairnsdale, where he still resides today! During this time, Ken has acted as the Regional Manager and Manager Regional Operations Emergency Management, and has completed many deployment tours during campaign events.

What a huge achievement, well done Ken! ■



MID

WEST

1 Oct – 31 Dec 2018

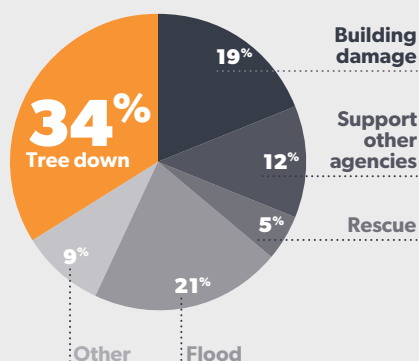


462

Volunteers

466

Requests for assistance



Volunteer Spotlight

Trish Wilde

TRAINER AND COMMUNITY ENGAGEMENT FACILITATOR, WARRACKNABEAL UNIT



Trish, what has brought you to VICSES?

Becoming a volunteer for VICSES offered me the chance to give something back to my community by helping others in their time of need in an emergency.

It has allowed me the opportunity to develop new skills, as well as build on my existing experience and knowledge.

Tell us a little about your unit and your role

My unit is Warracknabeal, which is only a small rural unit but filled with dedicated and long serving members. As one of the trainers/assessors, it gives me great pleasure to help new members gain skills so they too can achieve their own goals within VICSES.

Could you please share your unique way of helping members with their training?

When helping members fine tune their theory in road rescue or become accredited, I like to use models of cars to demonstrate and explain the different techniques that can be used on a car in an accident. Or, I may set up a big scenario which includes VICSES, CFA, helicopter emergency medical services, ambulance, police, car, truck

or tractor, house, fencing, power poles and more, which we can't practise in reality.

What do you like about using models for training and community engagement?

I find that models help me get the message across in a simple but interactive and educational way.

One of our models includes a house that shows what happens if your spouts are not kept cleaned. I placed hosing (which acts as spouting around the model house – water is pumped through it) to show how blocked spouting can cause water to enter the house and cause sagging ceilings and walls. One outside wall is made to look like it's made of brick – here we can show where you need to sandbag to block breachers if you are faced with flooding. I have also made small sandbags so we

can demonstrate filling and placing the bags correctly. The house model is quite large and is a valuable learning tool.

It is also great for demonstrating use of ladders. I made model ladders that sit up against the house and can be latched to the windows. These are great for new members as you can show the correct techniques for using them before they go out and use real ones. ■



Becoming a volunteer for VICSES offered me the chance to give something back"





Walking off the War Within

By Chris Berry, Community Resilience Coordinator, Mid West Region

Walking off the War Within is an annual event held in Ballarat to show support for defence and emergency service men and women battling with mental health.

Walking off the War Within is held in memory of Nathan Shanahan, a Ballarat returned soldier and firefighter who was a fierce advocate for mental health and post-traumatic stress disorder (PTSD). Sadly, Nathan lost his battle in December 2016. The event is held not only in Nathan's memory, also for all the other fallen defence and emergency service men and women who have lost their battle to mental health issues.

The challenge replicates the walk Nathan completed in April 2015 from Mildura to Adelaide, when he walked more than 400 kilometres with a 20+ kilogram

pack to raise awareness and funds for PTSD and depression.

This year the Ballarat challenge will be held on Saturday 23 March. Participating in the challenge is a great way to show your support for defence and emergency service men and women suffering with mental illness. ■



More information

For more information and to register, go to www.walkoffww.com



Grampians 'Ride to Remember' 2019

By Lucas Kussowski, Community Education Facilitator, Mid West Region

The Grampians Ride to Remember is an annual event held to raise funds for the Victoria Police Blue Ribbon Foundation.

The annual event sees motorcycle riders throughout the community ride together from Ararat throughout the Grampians region, in memory of Victoria Police members who have died in the line of duty.

Half a dozen members from Ararat Unit assisted with marshalling and

road closures for this excellent event that attracted riders from across Victoria, New South Wales and beyond. The unit's members acted as ambassadors for the service, while developing further skills and team building. It was a proud day to represent VICSES in the eyes of the general public and act as a symbol of safety and community engagement. ■



NORTH EAST

1 Oct – 31 Dec 2018

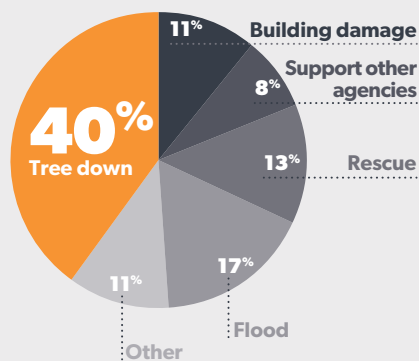


684

Volunteers

788

Requests for assistance



'Safer Together' at Tarrawingee

A FLASH FLOOD COMMUNITY DEBRIEF

By Sue Sheldrick, Community Resilience Coordinator, North East Region

The North East Region has been involved in a variety of recovery and after-incident events following record-breaking rainfall in December that closed the Hume Freeway and flooded homes, businesses and farmland.

Since then, agency debriefs and After Action Reviews (AARs) have highlighted many examples of what went well, along with opportunities for improvement. What is new about this range of debriefs was the inclusion of a community debrief that was held at Tarrawingee in January.

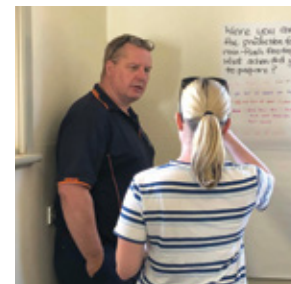
A consultant was appointed by Emergency Management Victoria (EMV) and VICSES to facilitate the AARs, including an opportunity for the community to provide direct feedback and share experiences of the flash flood event. In consultation with the North East Community Resilience Coordinators (CRCs), the community feedback session was tweaked to align with recent training in the 'Safer Together' approach. This included providing a 'listening post' opportunity for community members to

share and document their experiences, and 'Progress Wall' stations for personal reflection, issue voting and anonymous comments. Psychological support providers and key agencies such as VicRoads were also present to respond to specific questions or arrange follow up action.

For many attendees the flood was still very real, and they had been impacted either financially or psychologically.

One of the many observations made by the engagement team was that some who came to the debrief had in some way 'slipped through the net', and had been missed or were unaware of the post-incident support and advice offered by council and the Department of Health and Human Services (DHHS).

The North East engagement team look forward to the AAR collation of information and the formal report. Overall, the 'Safer Together' approach was used at the right time, in the right place, was well received, and provided the opportunity for insightful input from the affected community. ■



So, what is the 'Safer Together' approach?

By Sue Sheldrick, Community Resilience Coordinator, North East Region



ESVS Grant Results

By Alexander Young, Volunteer
Support Officer, North East Region

Congratulations to those members who submitted successful Emergency Services Volunteer Sustainability (ESVS) grant program applications! Between North East Region units and the Regional Office, the North East has secured just over \$560,000 of funding through the ESVS program this year.

Items funded for the Region this year include a 4WD vehicle, lighting, storm, box, tandem and car trailers, recruitment materials, a range of operational equipment and numerous building improvements, including a dedicated sandbagging area, bathroom refurbishment, roller doors, solar power system, new shedding, and more.

A well-earned boost for community engagers was also secured, including:

- Professional skills workshops focussing on communication and public speaking;
- Additional uniform items for all community engagement personnel, including new branded polo shirts and smart softshell outerwear; and
- A new Paddy Platypus mascot suit to ease booking pressure in high-seasons.

Well done to everyone who submitted applications. ■



December Flash Flood



By Liz Frazer, Community Resilience Coordinator, North East Region

On 13 December heavy rain fell overnight and into the early hours of the morning over Greater Wangaratta, causing severe flash flooding over the region.

Extrême overland flooding saw the Hume Highway closed for 48 hours, with at least 120 people needing to be rescued from flood water that had trapped their vehicles on the highway. The severe weather also led to additional water rescues from smaller roadways in the greater Wangaratta area,

as well as railway closures, bridge damage, and over-floor flooding in a number of homes.

An Incident Control Centre was set up to respond to 266 requests for assistance in the area, and remained in place for three days. Members from Wodonga, Chiltern, Benalla, Beechworth, Wangaratta,

Yarrawonga and Rutherglen Units, alongside New South Wales Volunteer Rescue Association, numerous CFA Brigades, Victoria Police and Ambulance Victoria worked simultaneously with land based swift water rescue crews, helicopters, rescue boats and heavy vehicles to bring people to safety. ■

‘Safer Together’ facilitator training (developed for the Department of Environment, Land, Water and Planning (DELWP) and CFA engagement teams), is now available for interested VICES volunteers and staff. This training represents the current best practice for creating ‘community

conversations’ to engage with Victorian communities in relation to natural hazards and emergencies.

There are three levels of training currently available. This allows participants to experience the complete tool kit of activities that they are able to use during community engagement activities,

and develop the skills they need to be able to confidently apply it within a local community.

If you regularly interact and engage with communities to develop community capacity and would like to enhance your ability to build effective and trusting relationships, or build

your professional development and confidence in your role, then this could be the perfect training for you.

For more information about ‘Safer Together’ training, contact your Community Resilience Coordinator. ■



NORTH

WEST

1 Oct – 31 Dec 2018

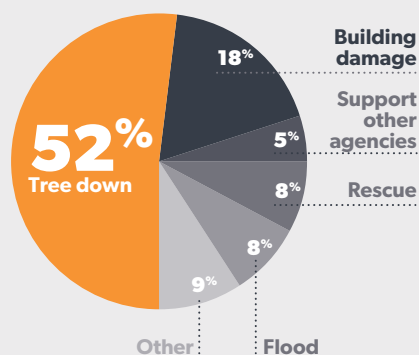


679

Volunteers

741

Requests for assistance



Mildura Unit celebrates a combined 130 years of service

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



Graeme Matotek, Gillian Clapp and Michael Hellwege
(Absent – Salty Moore).

130
YEARS OF
SERVICE

In February the Mildura Unit celebrated an amazing service achievement for our members. Congratulations to the following members for their years of active and dedicated service:

GRAEME MATOTEK
30 YEARS' SERVICE

SALTY MOORE
35 YEARS' SERVICE

GILLIAN CLAPP
30 YEARS' SERVICE

MICHAEL
HELLWEGE
(UNIT
CONTROLLER)
35 YEARS' SERVICE

Without the commitment shown by these volunteers and most importantly their respective families and workplaces, the Mildura Unit would not be what it is today. ■

Summer storms hit hard

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



On the last day of January 2019 wild weather occurred west and south of Rochester, resulting in a loss of roofs for some unlucky people and multiple trees down.

The Rochester, Bendigo and Echuca Units, along with the Rochester Fire Brigade, came together armed with chainsaws and rooftop kits to lend a hand cleaning up after another summer storm. ■



Incident Management Teams throughout Victoria

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

The North West Region has been playing an active role in Incident Management Teams (IMTs) throughout the summer season as Incident Control Centres (ICCs) activate across the state.

One of our teams deployed into Loddon Mallee ICC for a fire IMT was North West's very own Planning Officer Ruth O'Connell, Situation and Analysis Officer Liz Ryan, and Operations Officer Natalie Stanway. ■





SOUTH WEST

1 Oct – 31 Dec 2018

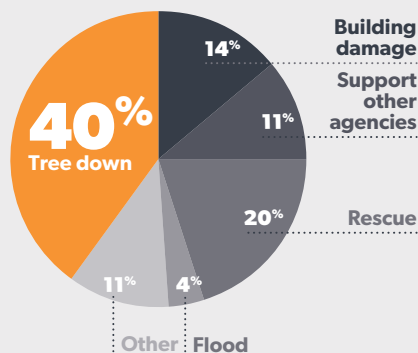


689

Volunteers

444

Requests for assistance



Life Member Colin Pickering with Acting Deputy Chief Officer Readiness Alistair Drayton (L) and CEO Stephen Griffin (R).

South West Region's newest VICSES Life Members

By Bruce Humphries, Community Resilience Coordinator, South West Region

In 2018 three South West Region volunteers were among those honoured with VICSES Life Memberships. Here's a little insight into their service:

Robert Timms

BANNOCKBURN UNIT

For over 40 years, Robert (Rob) Timms has been a dedicated volunteer, responding to more than 1,800 call-outs and rescue events. A past Unit Training Officer and Deputy Controller, Rob is a key decision maker and an extremely capable tool operator who enjoys putting smiles on faces and lifting the morale of others.

Rob has been an innovator in many areas, particularly the early adoption of scenario based training, community engagement and fundraising activities. Rob's knowledge and skills combined with his 'first principles' approach to problem solving, ensure he remains a very valuable member of the Bannockburn Unit.

Colin Pickering

LISMORE UNIT

A founding member of Lismore Unit, Colin provides a link to the past, with foresight and leadership for the future. For over 40 years' Colin has made the 40km round trip to attend training, and has held many positions including Unit Controller for more than 9 years.

Colin is also an active CFA volunteer and Lismore Group Officer. His wife Glenda worked alongside him as Brigade Secretary during most of his time as Brigade Captain for more than 18 years. Like many VICSES volunteers, Colin acknowledges the support of the Unit and his family for his ongoing contributions to the community.

Hugh Mitchell

BANNOCKBURN UNIT

After joining Geelong Unit in 1978, Hugh transferred to Bannockburn in 1989. He quickly established himself as a valuable member, being appointed Deputy Controller in 1996 and Unit Controller in 2006. Hugh has responded to more than 1000 requests for assistance, including around 300 rescue events as Commander or Rescue Leader.

For 40 years Hugh's commitment, operational capability, leadership and friendly nature have significantly benefitted the Bannockburn Unit and community. As Unit Controller, Hugh built relationships with neighbouring units and other agencies to introduce joint training, and increased membership and access to training vehicles. Hugh continues to be an active member, ensuring the unit is always prepared for every job.



VICSES Life Members, Hugh Mitchell (L) and Robert Timms (R), with Bannockburn Unit Officer Stephen Hicks. All three members have a combined service of over 115 years to VICSES.

Port Campbell Unit

A HISTORICAL REFLECTION

By David McKenzie, Port Campbell Unit, South West Region

BEFORE 1963

The Rocket Squad

Rescue squads in Port Campbell began in the late 19th Century, when a "Rocket Squad" was formed to rescue shipwreck survivors following the wreck of the Loch Ard sailing vessel in 1878.

To rescue survivors, a line attached to a rocket was fired from the shore over the stranded vessel. This was then attached to a heavy hawser which was hauled to the boat by the sailors. A travelling bosun's chair then carried the survivors to shore.

Equipment was stored in the "Rocket Shed" which was later used to accommodate the Port Campbell Cliff Rescue Squad when it was formed in 1963.



The Port Campbell Rocket Squad training with a volunteer in the Breeches Buoy 1920.

1963

The establishment of Port Campbell Cliff Rescue Squad 1963

A local tragedy that claimed the lives of four family members at Beacon Steps in 1958 was the catalyst for the formation of the Port Campbell Cliff Rescue Squad. Local Police officer Duncan Hales and Doctor Peter Fox called a public meeting, in which a squad of 19 members was formed. Basic gear and equipment was purchased through donations, and the main training area was located at the overhang and cliff faces at Loch Ard Gorge.



Port Campbell Cliff Rescue Squad member G Cumming descending in the early years.

1983 - 1986

A period of recession and a life-line from the Heytesbury (Cobden) Unit

As years passed, the local squad was used less often in favour of the Melbourne Police and Rescue Squad. Training waned, and the cost of equipment and insurance was difficult to sustain. The squad was inactive from 1983 until 1986, when it joined the VICSES Heytesbury (Cobden) Unit as a Specialist Cliff Rescue Section. New safer and more modern equipment and gear were welcomed by the squad – as was the insurance and public liability cover afforded by the alliance with VICSES. This enabled a renewed, younger group to provide a cliff rescue service to their community.



Squad Training, January 1983.



Current Members David McKenzie and Peter Younis in 2011.

1993

Formation of Port Campbell Unit

In 1993, VICSES developed a new unit at Port Campbell. This saw the introduction of more equipment and resources, a greater emphasis on safety, and the addition of a four wheel drive vehicle and trailer thanks to new funding.

With the support of the Shire and an agreement with the CFA, the unit was able to extend the existing fire station to create a multi-agency facility in 2002.

The Port Campbell Unit continues to provide emergency response and education to its community from this very site today. ■

OPERATIONAL UPDATES

VICSES – making our mark in IMT's around the state

By Natalie Stanway,
Operational Capability Officer, VHO

In the spirit of the VICSES Value "Together we are VICSES," the Incident Management Team (IMT) capability of our agency is built on the collective commitment of all of our members – paid and volunteer, uniformed and non-uniformed, regional and state. It's time to celebrate our achievements and plan for the future.

The table below gives a snapshot of the IMT capability of VICSES. We should be proud of the fact that as an agency we are punching well above our weight in this regard. Our agency is well respected for the IMT work we do, and the contribution we make to emergency management in Victoria.

Members with level 3 accreditation	19
Members with level 2 accreditation transitioning to level 3	33
Members with level 2 accreditation	48
Members course complete heading to accreditation	69
Members endorsed for roles	17

Since February 2017, more than 150 volunteers have been identified for development in an IMT role, with 68 now having completed a course for their role, and 19 of those having completed a Personal Development Plan.



North West volunteers: Ruth O'Connell gaining Planning Officer experience (left) and Andrew Stockwell gaining Information and Warnings Officer experience at Epsom IMT (above).



Objective 3



Member career focus

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

These are exciting numbers, and show that the service is committed to Objective Three of the Operational Capability Strategy (see right).

With the State IMT Training team's recent release of a revised IMT Training Calendar, the numbers can only increase.

The summer season has seen a number of opportunities for members in terms of both performing and shadowing a wide range of roles, involving a variety of hazards. These have included fire readiness days, fire response and flood and storm response across the state.

The IMT Training Calendar has been uploaded to the Hub. To view the calendar and the updated IMT course nomination form (previous versions of this form will no longer be accepted) go to: **Hub > My State > Operations > Incident Management > Incident Management Roles**

Courses available include:

- Coach and Mentor Development
- Information and Warnings
- Intelligence Officer
- Introduction to Logistics
- Logistics Officer
- Mapping Officer
- Media Officer
- Operations Officer
- Planning Officer
- Public Information Officer
- Resources Officer
- Safety Officer
- Situation and Analysis
- Linton Staff Ride
- Numurkah Staff Ride

Please carefully check the prerequisites for each course and ensure these are met prior to nomination. Prior to submission staff are required to obtain an authorising signature from their line manager, while volunteers are required to obtain an authorising signature from their Unit Controller. When submitting nomination forms, volunteers are required to copy in **Natalie.Stanway@ses.vic.gov.au** to facilitate liaison with the appropriate region for approval. ■

PPC&E Working Group update

By David Tuček, Manager Operational Capability, VHO

Following user requirement considerations and specifications being developed by the PPC&E Working Group, a new field backpack and general purpose gloves are soon to be released. A motorcycle PPC&E trial, expected to be finalised around June 2019, is also underway.

Thank you to Whitehorse, Whittlesea, Stawell, Maffra, Gisborne, Bacchus Marsh, Bairnsdale, Bendigo, Brimbank and Footscray Units for taking part in the following trials, which included both male and female participants to ensure the proper fit of all future items.

Caribee 32 Litre Field Day Pack

Trialled during Land Search and Rescue, Storm Operations, Community Education, Administration and Unit Duty Officer activities, this pack is used in other SES and government jurisdictions.



Key features include:

- Bio-form harness system
- Hydration compatibility
- Radio pocket
- Molle attachment points
- Helmet pouch

An initial order of 100 new packs has been made to replace the current 26 litre pack, and will be available from 1 April 2019 through Buy-Online.

Mec-Flex General Purpose Gloves

A variety of gloves were reviewed by the working group, and following a trial the Mec-Flex glove stood out. These gloves are used by NSWSES.



Key features include:

- Synthetic leather palm with neoprene padded palm reinforcement
- and hook and loop closure for secure fit and pulse protection
- Neoprene cuff with TPR pull tab
- Machine washable

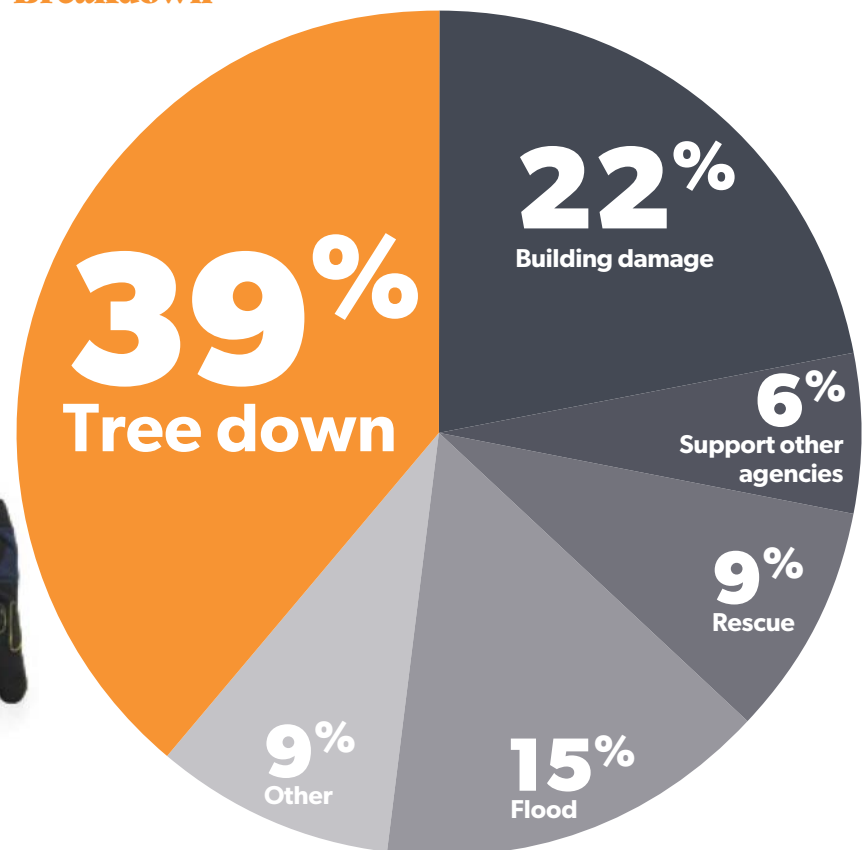
These gloves will be available through Buy-Online from April/May 2019 and will replace the current riggers gloves. ■

Requests for Assistance 1 Oct – 31 Dec 2018

Total

7,001

Breakdown



PROJECTS – WHAT'S NEW

Webex Teams – Transforming the way we communicate

By the time you read this article, the Information Services team will have completed the installation of interactive Webex Boards in all regional offices as part of the Unified Communications Project.

Formal training will commence very soon, completing the project in March 2019. This will include face-to-face meetings, video conferences, teleconferences, how-to guides and video tutorials.

The benefits of the much-anticipated platform is beginning to be realised by our valued volunteers and staff, as we introduce a new way to communicate at VICSES using contemporary video and audio conferencing functions, combined with mobile device capabilities.

Webex Teams will allow our members to use mobile devices to call into sessions from any location that has an internet connection. VICSES will provide access via an application to enable one or more people, from varied locations to engage in instant messaging, discussions threads, multimedia

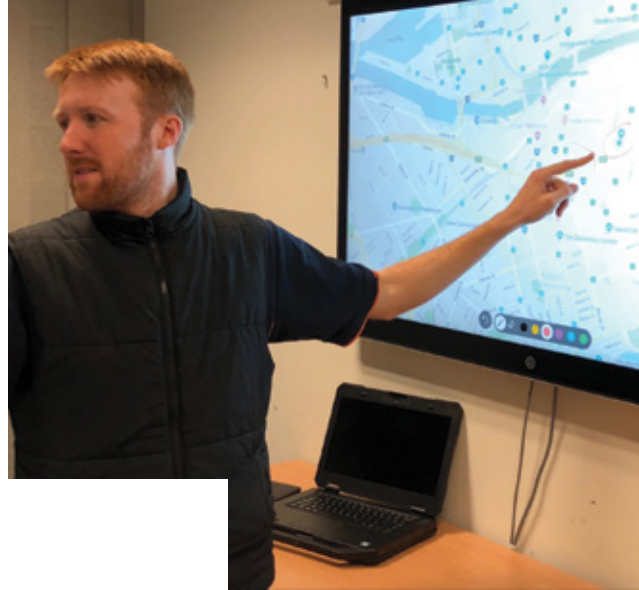
and multi-screen sharing, sessions recording, electronic whiteboard functions, and file saving to personal workspaces.

The advantages of this new communication tool for VICSES is significant; travel can be reduced, time saved and collaboration and communication can be increased both inside the organisation and with our external partner agencies.

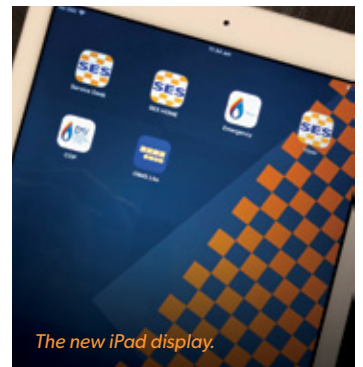
We encourage you to immerse yourself in this new way of communicating. Make time to check out and 'play' with the new Webex Boards.

Technology

For those of you with a technical interest, the platform we have implemented is Cisco Webex Teams, utilising Cisco Webex Boards along with the Webex Teams desktop and mobile application. Staff and volunteers have access to both Webex Teams and Webex Meetings. ■



*Gaurav Kiri and Tom Wright
(also pictured top right) testing
out Webex Teams.*



The new iPad display.

Volunteer Hub Project

PHASE TWO

By Jane Harris, Senior Communications Officer – Volunteer Hub Project, VHO

Phase two of the Volunteer Hub Project continues to focus on consultation with you, our valued volunteers. A Regional Working Group has also been formed to align 'My Region' content with the volunteer site map developed in phase one.

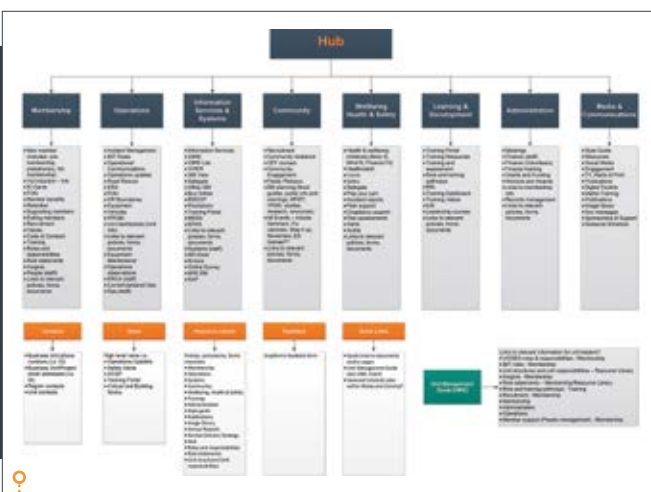
The Regional Working Group is developing a standard to form a clear set of guidelines that will influence consistency in structure, delivery of information, and relevance to the needs that volunteers have expressed.

Recommendations provided by the Volunteer Working Group and the broader volunteer community in phase one formed an integral part of the brief, which was delivered to a vendor to commence business analysis requirements for a technical redesign of the existing Hub.

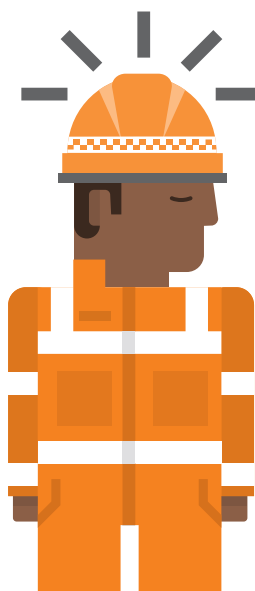
Governance in relation to content is being prepared for the refresh of the existing Hub and to protect its integrity ongoing.

The launch of the Hub refresh is scheduled to take place from April 2019. Health checks will be put in place to ensure Hub is meeting the needs of volunteers post the launch.

The Volunteer Working Group proposed ways to deliver a more volunteer-focussed Hub, captured in this concept below.



The Volunteer Working Group identified key menu items and content to sit under each item.



User Testing/ Training

Understanding that our volunteers are from a broad demographic, we'd like to provide user testing with the Hub refresh to assist with login and navigation. It will help us to better understand how volunteers are accessing and using the Hub, so we can ensure it remains relevant and responsive to your needs. ■

To register your interest, contact us at
yoursay@ses.vic.gov.au

For further information about the Volunteer Hub Project, go to: Hub > My State > Projects > Current Projects > Volunteer Hub Project



WELLBEING, HEALTH & SAFETY



Are you chemically safe?

Stewart Riddel, Work, Health and Safety Advisor, VHO

Recognising the hazard

- VICSES use a web-based application called MSDS Online (www.MSDS.com.au) for registration and documentation of hazardous and dangerous goods stored in and around units. The hazards associated with any hazardous chemical is detailed in the relevant Safety Data Sheet (SDS). Each unit has a database of chemicals and Safety Data Sheets which can be accessed and updated from this tool.
- Each unit has a designated username and password to log in. If you have forgotten your details, please contact WHS at health&safety@ses.vic.gov.au

- For further information and training, an eLearning tool and the related Business Rule WHS-BR-2.3.5 is available on the Hub. Please try to ensure at least one unit member is familiar with the MSDS Online process.

Making the hazard visible

- Ensure chemicals are labelled. It's easier to recognise the hazards associated with the chemical in a container if it is correctly labelled, and the labels are intact and legible.

- Label cupboards so that chemicals can be stored in the appropriate location, e.g. flammable chemicals.

Points to note

- Try to keep quantities and volumes of hazardous chemicals on site to a minimum amount.
- Ensure there is adequate ventilation where chemicals are used and stored.
- Always store corrosive materials on a spill tray.

- Ensure shelves are not overloaded. Separate incompatible chemicals that could react dangerously if stored together. ■



For further assistance, contact the WHS Department at health&safety@ses.vic.gov.au, or contact your regional VSO.



Workplace inspections

July 2017 – January 2018

31

July 2018 – January 2019

101



Injuries

July 2017 – January 2018

54

July 2018 – January 2019

68



Wellbeing initiatives (Total participants)

July – December 2017

1,142

July – December 2018

1,028



parkrun

By Alison Wright, Health and Wellbeing Coordinator, VHO



'parkrun' began in Australia in 2011 and is popular with many of our members. Since it's commencement, it has held a whopping 51,262 events in 343 locations across Australia, with over half a million participants.

So what is parkrun?

parkrun offers an opportunity for people to take part in free, weekly, timed 5km walks or runs in a local park or other public space. The events are safe, free and inclusive, and coordinated at the local level purely by volunteers from within the local community. You don't have to be an Olympic athlete or even a runner to participate, as these events are 100% open to all

members of the community, and designed to cater for people of all abilities. So if you're someone who would like to get fitter, both physically and mentally, parkrun offers the perfect environment for you to do so. You can participate in parkrun as a volunteer, or walk or run with a whole group of people from your local community AND have fun while doing so!

Chantell Hosking from Whittlesea Unit has been involved with

parkrun since Christmas 2015, and has taken part in over 130 parkruns all over Victoria and even Paris! Chantell is passionate about parkrun benefits which include no commitment, no financial obligation, no judgement, great people, and an event for the whole family (including the dog!).

Diane Barrera, Volunteer Support Officer and member of Hamilton Unit, is involved as an Event Director and Event Ambassador for parkrun. We asked Diane what's so special about this great initiative!

"Definitely the amazing spirit that parkrun has managed to foster among communities... the chance to get fit and healthy physically and mentally, and the community connections and opportunities, which far outweigh anything else that any other event can offer – in my opinion!"



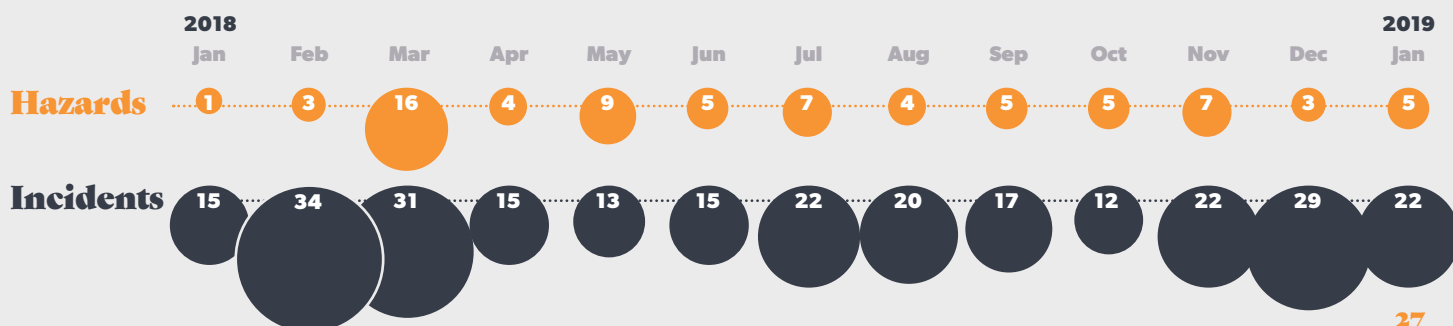
Don't wait until you're fit to do parkrun. Just start the journey, it might open your eyes."

Chances are there's a parkrun close to you. So if you're keen to get out and about and make new friends, maybe it's time to take the next step.

For more information visit
www.parkrun.com.au



YEAR AT A GLANCE



CAMPAIGNS & EVENTS



CRC Workshop

By Amy Hanson, Project Support Officer, VHO

Community Resilience Coordinators (CRCs) from across the state joined Community Connections at VHO for a two day workshop in November.



This was an invaluable opportunity to exchange ideas, learn new skills, and to put into practice skills recently learnt at Community First Training as part of the 'Safer Together' program.

The workshop sessions focussed on the introduction of the VICSES Community Engagement Program Framework, utilising technology in engagement, indicators and evaluation and communicating place-based risk.

With a lot of new staff joining this group over the last 12 months, the opportunity to network and interact face-to-face was extremely beneficial, and will assist the team to work together in the community engagement space. ■

WHEN

22-31 March 2019

REGISTRATION

Open until 15 March 2019

COST

\$10 entry
\$12 per event (approx.)

Angela Taylor Memorial Run/Walk

WHEN 8:30am, 28 April 2019

WHERE Palms Lawn, Albert Park

REGISTRATIONS

Open until 21 April 2019

The Angela Taylor Memorial Run/Walk is an annual event held in the memory of Constable Angela Taylor, who was killed in the Russell Street bombing in 1986. This year VICSES will be competing to retain the title of the Angela Taylor Memorial Shield, contending in both the 5km and 10km events.

To sign up, go to www.registernow.com, search the event title and click to register.



Victoria Police and Emergency Service Games

The Victoria Police and Emergency Service (VP&ES) Games are back for 2019! With over 3000 competitors registering each year and 41 sporting events on offer, this is a fantastic opportunity to get out there, get fit, and strengthen connections with our emergency service colleagues.

For more information, go to:

Hub > My State > Emergency Games ■

iPads now available for Community Engagement

By Amy Hanson, Project Support Officer, VHO



As part of a digital engagement trial for community engagement, five iPad caches are now available to borrow from VHO.

Today, content for community engagement is progressively being produced in a digital form, and communities are increasingly expecting to interact with digital rather than printed content. Digital content on interactive devices is likely to be more effective, and more efficient at engaging the community in a range of settings.

The Community Connections team has established five caches of iPad resources that each include:

- A cache case
- Four iPad's in protective iPad cases
- Chargers and power banks
- A quick reference guide ■



Further details

For more information, including the process for borrowing a cache, visit: [Hub > My State > Community Connections > Community Engagement > Resources](#)

Coming soon!

New resources for community engagement will soon be available. Watch this space for more information.



Paddy soft toys now available in the Equipment Catalogue

New 27cm Paddy soft toys have arrived and are available to order through the Equipment Catalogue for \$13.45 each.

To view the Equipment Catalogue, go to:
[Hub > My State > Equipment > Equipment Catalogue](#)

AVAILABLE NOW!



MEDIA



VICSES team up with Melbourne Stars for Big Bash clash

By Dharni Giri, Media and Publicity Officer, VHO

VICSES teamed up with the Melbourne Stars for the second year in a row in January, as part of the Big Bash Emergency Services Volunteer Recognition Match at the MCG. The Stars versed the Perth Scorchers in a nail-biter finish, sadly losing but not without a fight.

VICSES volunteers and members from other emergency service agencies formed the Guard of Honour at the beginning of the match. Paddy the Platypus was also in attendance, making a special appearance at the mascot race at the innings break. It was a great night for all.

The match was to honour and recognise VICSES and other emergency service volunteers for all of their hard work and dedication. ■

2019 Media Liaison Officer training dates

By Dharni Giri, Media and Publicity Officer, VHO

Dates for the 2019 Media Liaison Officer (MLO) training courses have been announced. This one day course is designed for volunteers who want to fulfil the Media Liaison Officer for their unit.

The aim of the Media Liaison Officer (MLO) course is to provide VICSES members with the knowledge and skills to liaise with media, for example at an incident or to promote a local VICSES event.

Check out the dates below per region, and keep an eye out on the Hub to find out when nominations are open.

SOUTH WEST REGION

Saturday 16 March –
Sunday 17 March 2019

NORTH WEST REGION

Saturday 18 May –
Sunday 19 May 2019

MID-WEST REGION

Saturday 17 August –
Sunday 18 August 2019

CENTRAL REGION

Saturday 19 October –
Sunday 20 October 2019

NORTH EAST REGION

Saturday 30 November –
1 December 2019



For more information,
contact:
media@ses.vic.gov.au

IT UPDATE

Message from our Chief Information Officer

A few weeks ago I had the honour of attending the State Control Centre for the first time.

Although I was only there for a short time, I was very impressed by the atmosphere of the place – collaborative, supportive, and every function was recognised as playing an equally important part as the other. The experience was a demonstration of our own mission ‘Safer Communities – Together’, re-enforcing my pride in this organisation. Speaking of working together...

Webex Teams: The Unified Communications Project

As we speak, our Information Services (IS) team is implementing a Unified Communications Platform across Victoria through the installation of Webex Teams.

This platform will provide a way for people to come together in ‘virtual’ meeting spaces to collaborate, and to share and receive information.



The beauty of this solution is that you don’t have to be at an office or connected to our network for it to work. In fact, you can use just about any type of mobile or workstation device to connect in.

Project Manager Peter Gauld and Technical Lead Tom Wright are currently liaising with all regions, and are implementing trials in Geelong, Sunshine and VHO to have users test it and provide feedback. In addition to this, a variety of teams are assisting us to deliver this solution to you, including facilities and communications. More information

on this project is available on page 24.

Changes to Information Services team

By now you will have seen communications regarding some changes to the Information Services (IS) team. I won’t repeat all of the details, but will instead provide you with a diagram of the IS team.

Some of the positions within this team are new, and advertisements to apply either as internal expressions of interest or applications through the public advertisement have already commenced.

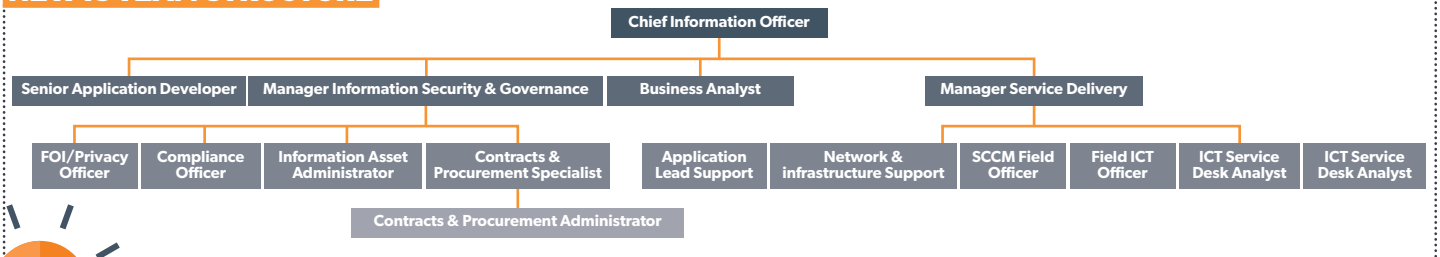
The IS Strategy is currently being ‘road-showed’, and you are all aware there is an organisation wide analysis being conducted. Both of these pieces of work may still incur some additional changes.

Thank you for reading, and I look forward to updating you on our progress soon.

Kind regards,

Silvia Silverii
Chief Information Officer,
Victoria State Emergency Service

NEW IS TEAM STRUCTURE



A tip from the Information Security and Governance Team

What do I do with records and information that are no longer required?

The Information Security and Governance team provides advice and support to VICSES staff and volunteers regarding their information management obligations. A common query received by the

team relates to how units can dispose of records.

Although a range of information exists on the Hub (**My State > Records Management**), our team members are on-hand to step units through the process, and actively assist units with the

procedure. Ultimately, the team can help units work out what records can be destroyed and what needs to be retained. This ensures that unit records are either destroyed appropriately, or transferred to VICSES’ dedicated archives facility. ■



Please contact Dale Grant or Ross Elford at:

Email: records.management@ses.vic.gov.au

Phone: 9256 9084



Follow us on social media



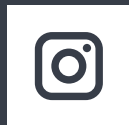
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EMERGENCY SERVICE**