



VICSES Community Resilience Strategy Renewal 2019 – 2022

Outcomes Report

July 2023

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Acknowledgements

The VICSES Community Resilience Strategy Renewal 2019-2022 Outcomes Report has been developed in consultation with our volunteers and staff (Our People) and a wide range of stakeholders. All contributions are greatly appreciated.

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Stephen Griffin
Chief Executive Officer
Victoria State Emergency Service

Foreword

I am pleased to present the Community Resilience Strategy Renewal 2019-2022 (Strategy Renewal) Outcomes Report to our volunteers, along with VICSES staff and colleagues in the emergency management sector. The Strategy Renewal supports VICSES' long-term vision to help build safer and resilient communities by enhancing the capability and capacity of our volunteers by creating stronger and more effective engagement practices.

Over the life of the Strategy Renewal and primarily due to COVID-19 pandemic restrictions, we needed to change our approach in the ways our volunteers engaged with the community. This resulted in significant consequences for the ability of VICSES to continue our usual resilience practices and program deliverables.

As Victoria experienced ongoing restrictions that were designed to keep the community at home, and safe, VICSES undertook innovative ways to engage our community on how to prepare for and respond to future emergencies. I congratulate our volunteers and staff in embracing and challenging each other in how we continued to support strong community outcomes in these types of challenging circumstances, and to how we remained contemporary and agile during this period.

We acknowledge there is still more work to be done to ensure communities are prepared and know what to do before, during, and after emergency events. A special thank you to our volunteers, staff, communities and partners - your willingness to give your time and service is greatly appreciated, allowing us to continue to fulfill our mission of creating Safer Communities — Together.

Background

On 29 July 2016, the Minister for Emergency Services, Hon James Merlino MP, launched the 2016-19 Community Resilience Strategy; an important enabling element of VICSES' vision to create Safer Communities – Together.

For VICSES, the 2016-19 Strategy was a landmark piece of work that helped to cement our evolution from an emergency response-centric organisation, to one with a broader focus that included our efforts to build community resilience before, during, and after emergencies.

The 2016-19 Strategy detailed our plan for:

- How we will ensure we are accountable to deliver on our corporate imperatives.
- How we will join and connect with communities.
- How we will develop positive partnerships.
- How we will meet our traditional and emerging accountabilities as an emergency service organisation.
- How we will provide and share timely, effective reporting that is meaningful.

We collated annual findings and results throughout the duration of the 2016-19 Strategy to support continuous improvements of programs and initiatives during its lifetime.

These are publicly available as Yearly Outcomes Reports on the VICSES website at ses.vic.gov.au.

Purpose of the Strategy Renewal

The Strategy Renewal extended the 2016-19 Strategy for a further term of three years and provided guidance to Our People on how we work together to build safer and more resilient communities.

The Strategy Renewal built on the key achievements and lessons learnt during the initial term and provided a road map for the design and development of community resilience activities, and delivery and evaluation of programs and resources. It reaffirmed our commitment to better understanding community attitudes, key drivers and barriers, and detailed how we continue to join with our communities before, during, and after emergency events, develop positive partnerships, and provide timely, effective reporting to the Victorian Government.

The Strategy Renewal also enabled Our People to support communities to better understand the full scale of emergency events by:

- Building competency in knowing what to do in the future: **Believe they know how to do it.**
- Increasing individual capacity and capability to respond: **Believe they can do it.**
- Increasing awareness of their role, and the role of VICSES and others in the community: **Believe everyone has a role to play.**
- Realising the positive outcomes and relevance of preparing for future emergencies: **Believe it will make a difference.**



Enabling VICSES vision and goals

For VICSES, the Strategy Renewal was an important enabler for realising our vision of Safer Communities – Together.

The Strategy Renewal sat alongside a number of key interdependent organisational strategies (see Figure 1) that work together to help us deliver on strategic priorities, with the VICSES Strategic Plan at the centre.

Goal 3 of the VICSES Strategic Plan 2018-22 included community resilience as a key deliverable, advocating that 'We will work with and empower the community to build confidence and resilience.' This goal is driven by key initiative 3.2 to 'Mainstream community resilience through our services, structure and systems'



Strategic objectives, goals and outcomes

The Strategy Renewal aligned with VICSES' corporate intent, and included a set of strategic objectives, goals and outcomes to embed the approach in all VICSES activities, plans, programs and systems.

Figure 1: VICSES Community Resilience Strategy Renewal objectives, goals and outcomes

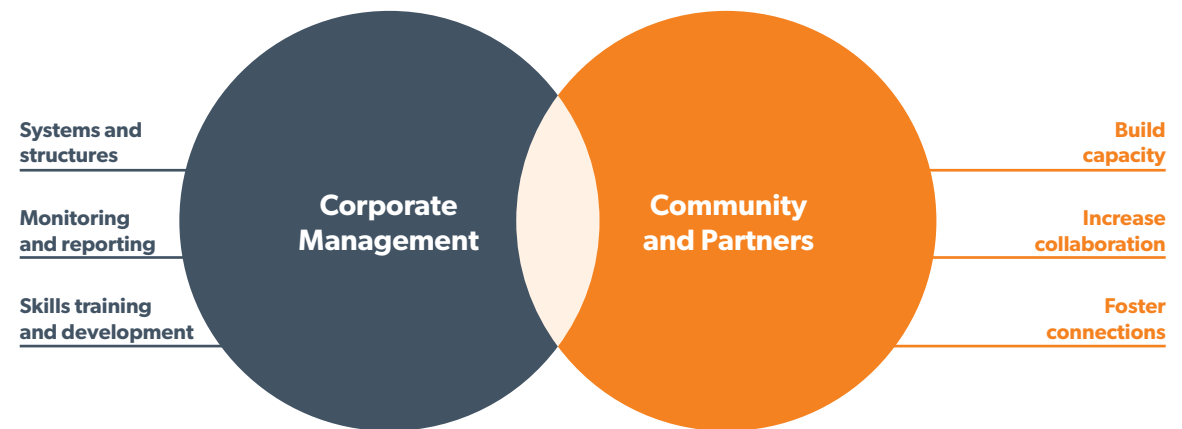
Strategic Objectives	#1 Build Capacity	#2 Increase Collaboration	#3 Foster Connections
Goals	VICSES builds community knowledge and skills to support communities to prepare for, respond to and recover from emergency events.	VICSES has effective partnerships through which we can collaborate and facilitate inclusive participation to enable community led activities and solutions.	VICSES is an innovative and influential leader that fosters community connectivity and promotes positive behaviour change.
Strategic Outcomes	Individuals, households and businesses believe that preparing for future emergency events is important.	Program and service delivery with others is collaborative, integrated and community centred.	Better connected communities that are able to adapt for future emergency events.

How we delivered

Building on the achievements delivered in the first three years of the 2016-19 Strategy and in line with the implementation blueprint introduced in the 2016-19 Strategy Year One Outcomes Report (see Figure 2), VICSES will continue to categorise activities under two distinct focus areas.

- 1. Corporate management:** The internal processes, training (skills and knowledge) and controls required to ensure adequate and comprehensive policies, procedures and methodologies exist for rolling out, recording and tracking community resilience-related activities for performance, including adequacy of training to those responsible for implementation.
- 2. Community and partners:** Supporting the delivery of well-researched, viable and localised community and partner activities for VICSES service delivery, including emergency management planning, community risk, education, engagement, and public information programs and activities as per the Strategy Renewal's three strategic objectives.

Figure 2: Implementation blueprint



Taking an evidenced based approach

A critical component to the Strategy Renewal building blocks has been the many years of research conducted by VICSES to provide scientific rigour and a base of evidence for what is proposed.

Our early research, which served as the foundations for the 2016-19 Strategy, found as expected, that some members of the community were actively preparing and maintaining readiness for the next emergency event, while a large proportion of the community was not interested and therefore, not planning to do anything to prepare for future emergency events.

VICSES also found that hazard awareness does not necessarily translate to higher levels of preparedness or action across the preparedness chain (see Figure 1) and is influenced by a number of key drivers and barriers that can and will vary significantly across Victoria's diverse communities.

This research has trialled new approaches to engagement and warnings, explored the potential for 'just-in-time' preparedness to support community decision making immediately before a severe weather event, and revealed that messages that connect on an emotional level and contain a simple and easy 'call-to-action' are more likely to be effective. VICSES will continue to leverage and drive the research agenda to ensure that our strategic approach and activities are grounded in evidence, realise continuous improvement opportunities and are as effective as they can be.





Impacts of COVID-19

As Victoria experienced ongoing restrictions that were designed to keep the community at home, and safe, VICSES undertook innovative ways to engage our community on how to prepare for, and respond to future emergencies.

VICSES members complied with all government COVID-19 public health advice, with our organisation issuing COVIDSafe Directions and updates to volunteers and staff as required. As a result, our members were unable to undertake face-to-face community engagement for an extended period during the life of the Strategy Renewal, which resulted in a disruption to the broader implementation of our 'usual face-to face' engagement practices programs introduced for the initial strategy (2016-2019).

We countered the changes to our ability to interact at community engagement events by actively seeking alternative and innovative ways to engage with the community. The key to this change was the use of all forms of digital and online engagement, and there are examples of how we harnessed our VICSES digital and online channels later in this report.

We also took the opportunity to collaborate with other emergency services to examine the best way to engage within the restrictions that we were all living and operating under. We did this by asking the community what would work best for them. This social research was undertaken in 2021 and provided insights into the best way to get our preparedness messages to community members.

Community Resilience

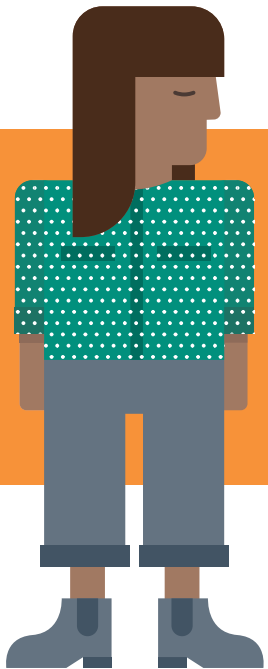
A disaster resilient community is one in which community members work together with emergency services, local authorities and other organisations to understand and manage the risks that may affect them.

This approach is supported by the Sendai Framework for Disaster Risk Reduction 2015-2030 (of which Australia is a signatory) and the National Strategy for Disaster Resilience (2011).

For the purpose of the 2016-19 Strategy launched in July 2016, VICSES adopted Emergency Management Victoria's definition of a resilient community, as outlined in A Modern Emergency Management System for Victoria (October 2015):

"Increasing a community's resilience involves a focus on the strength and sustainability of a community's infrastructure and institutions, as well as building and strengthening the links between people and the services, systems and structures that support the community to function."

VICSES notes however that within the Community Resilience Framework for Emergency Management released in April 2017, EMV has updated the definition of resilience to:



"The ability to survive, adapt, and thrive no matter of chronic stresses and acute shocks experienced"



Local Flood Guides (LFGs)

Local Flood Guides (LFGs) demonstrate the intent of the 2016 – 2019 Community Resilience Strategy Renewal by addressing the key aspects of the resilience building initiatives undertaken by VICSES members. The primary aim of LFGs is to decrease the impact of disasters while increasing the capacity of community to prepare for flooding. They are developed in a collaborative way with other agencies and community members utilising effective community engagement practices.

The effectiveness and value of the LFGs comes into action when flood emergency events occur, and we can measure engagement via website metrics. Over the life of the strategy, engagement with this key flood information product has increased significantly, particularly online.

We utilise our LFGs in a multitude of ways to engage with at-risk communities before, during, and after flood events. For example, they can be displayed in a large format, or viewed electronically via display screens or iPads at community events or meetings. Community members can also access LFGs online via the VICSES website, to help them make informed decisions when flooding may occur during a severe weather event or issued emergency warning. LFGs are utilised in diverse ways and are a great example of a communication and engagement product that builds community resilience by being developed in a collaborative way, and providing technical information using easy to understand language that is helpful for community members.

Over the life of the strategy the number of LFGs has grown to over 150, and there is a continuous review cycle for current LFGs including ongoing development to increase the number available to the community.



Use of LFGs during 2022 Victorian Floods

Throughout the 2022 Victorian Flood Event in October – December of last year, LFGs became a vital tool for emergency preparedness, with residents visiting the LFG home page on the VICSES website 218,615 times during this period. Information in each LFG features road closures and areas within the municipality that are likely to flood, emergency contact numbers, and more.

Through data analytics, individuals spent on average 2.32 minutes on the main LFG page, emphasizing the importance of the LFG as a tool for emergency response and community resilience. It is also worth noting, during the 2022 Victorian Flood Event, a total of 4,287 LFGs were downloaded from the VICSES website. That's in addition to the gauge tables and basic maps available on the respective pages.

In preparation for flooding in Shepparton, Maribyrnong, and Rochester during this event, VICSES conducted widespread door knocking in key municipalities as identified by the relevant Catchment Management Authority to ensure residents were equipped with the right information and prepared for the upcoming floods. Residents were encouraged to download the Vic Emergency app along with their respective LFGs. These were the top three LFGs visited prior and during the flood event, reiterating the value of LFGs for emergency preparedness.



Flood Hotspot Engagement Program

Over the life of the strategy, the Flood Hotspot Engagement Program was a key activity carried out to target community areas identified to be most at risk of flooding. Flood mapping has been harnessed to identify properties, both residential and commercial, that have flood risk from either riverine or flash flooding.

Individual programs were developed for the identified areas with key protective actions identified and communicated to residents or business owners through a targeted door knocking program. Examples of protective action include knowing where to get information regarding local flood risk, and how to effectively use sandbags if appropriate.

Understanding other impacts of flooding is also important - for example, if roads will be flooded which may cause isolation. Other key safety messages like never driving on flooded roads and the dangers of floodwater, especially to children, were also communicated during the door knocking discussions. Information packs were delivered to every home and business visited by VICSES members.

Community information sessions - Case study: Elwood

VICSES held community information sessions in at-risk townships and suburbs to support the community with knowledge, sources of information, and preventative actions. The Port Phillip community information session is an example of bringing the community together to increase knowledge and encourage preparedness. In June 2022, residents living in the seaside suburb of Elwood were invited to attend a community information session on flood preparedness. Residents engaged with members of the VICSES Port Philip Unit on how to prepare their homes in the event of a flood emergency, particularly those living alongside the Elwood Canal. This included sharing stories of previous flood emergencies and discussing ways to minimise the impacts and disruption when flooding occurs.



Port Philip Unit engaging with local residents at a Community Information Session in Elwood, June 2022

Business flood engagement - Case study: Greenvale

While there has been a historical focus on households, many businesses are located in low-lying areas and are impacted in times of flooding. In February 2011, Greenvale Shopping Centre experienced flash flooding after heavy rainfall, causing widespread damage to shop fronts, furnishings, and stock.

Feedback from business owners was a keen interest in information on how to prepare for future flood events. To harness the desire to take action and undertake preparation activities, VICSES set up a pop-up stand in the centre of the shopping complex, inviting business owners and their staff to learn about how to prepare their business in the event of flooding. Members of the VICSES Craigieburn Unit were on hand to provide advice and answer questions regarding emergency preparedness.

Those who attended found the discussions to be very helpful, and our members were able to point business owners in the right direction to find further preparedness resources and information. Importantly, this event fostered a sense of connection for those who had been affected by the flooding incident.



Pop up information stand at Greenvale Shopping Centre, July 2022

Community Engagement

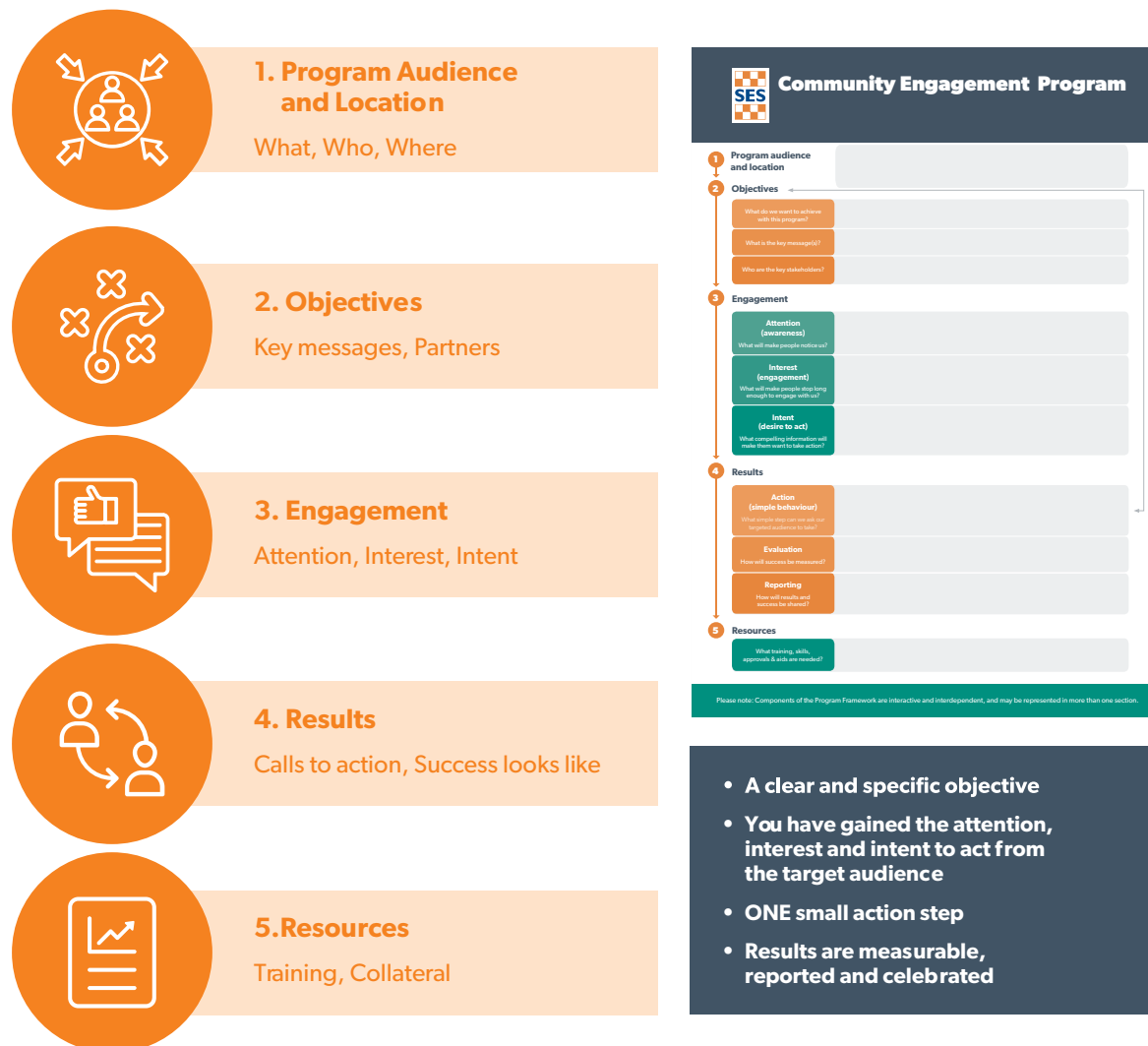
VICSES acknowledges that there is no one-size-fits-all approach:

Victorian communities are diverse, speaking more than 260 languages and dialects, and following 135 faiths and religions.

What works well for one community may not necessarily be meaningful in another, and with such diversity, our programs and service delivery may vary considerably across the state. At a practical level our programs and services can be supported and maintained with all levels of community, including: businesses and commerce, children and youth networks, councils, faith groups, industry, local sporting clubs, neighbourhood houses, not-for-profit organisations, other emergency service organisations, schools, tourism networks and voluntary groups.

VICSES has developed a new Community Engagement Program Framework (see Figure 3) as a step-by-step approach to supporting and guiding our community engagement activities and ensuring they are measurable and can be adapted to suit diverse audiences. The framework provides VICSES members with a practical approach for engaging with their communities to increase preparedness and resilience. VICSES activated displays at a number of community events during the period of this strategy renewal as an important way to foster connections with community and build resilience.

Figure 3 - Community Engagement Program Framework



Case study: Melbourne Royal Show

To celebrate Victoria's much loved community event, 500,000 show-goers stormed through the gates of the Melbourne Showgrounds after a two-year hiatus due to the pandemic. Our '15 To Float' message took centre stage in an augmented reality touch screen, giving the community an opportunity to test their knowledge of the dangers of driving through floodwaters. This sparked conversations about flood and storm preparedness and response, and informally engaging with the community about VICSES and how we help the community during a flood event.



Culturally and Linguistically Diverse communities

VICSES has been working with various multicultural groups across the state, engaging directly with communities on flood and emergency preparedness to ensure community members are equipped with the right information in the event of a flood.

Case study: Bendigo

The Dinka, Dari, and Karen communities reside in the Bendigo region. Key VICSES messages about flood preparedness and emergencies have been translated into various languages to support these communities, with the help and support of Bendigo Community Health Services (BCHS). The program is called 'Community Champions', and provides new immigrants with the right information on flood preparedness and emergencies. Elders of the communities work closely with VICSES staff to fully understand key messages so they can relay the information back to their communities. Resources consist of web materials, video content, and information sessions run by VICSES staff along with a translator.

Skills and training development

VICSES will continue to invest in and support Our People to have the skills, competencies, support and structures necessary to meet our current and future needs. A number of roles are available for volunteer members to help create awareness of emergencies and emergency preparedness in their local communities. Of the nine volunteering personas offered by VICSES, 'Connecting With The Community' is an important role in helping others prepare for, and respond to emergencies, and a key aspect of achieving the VICSES vision of Safer Communities - Together.

A community that is prepared for floods, storms and other emergency situations can reduce the impacts on property and save lives, and to ensure our volunteers are able to work effectively with the community to influence behaviour change that encourages the taking of actions that protect both life and property.

We do this through:

- Creation and promotion of role and training pathways for volunteers interested in a career in community engagement.
- Member Support Guides, community engagement materials, key messages for what to do before, during, and after emergencies, new images and video libraries, and digital assets to support local campaigns.
- VICSES behaviour change campaigns, promotional events and a seasonal schedule of key dates and events.
- A social media strategy and annual theme calendar to focus activities across VICSES' local, regional and state-level social media pages and maximise community engagement online.
- A revised Community Engagement Facilitators course designed to build key competencies and skills in community engagement.

Work is progressing on the development of a holistic risk approach to how we assess and manage day-to-day activity risk, and collate and analyse community engagement and community resilience-building activities.

We have also established a number of new collaborative partnerships with academia, business and other emergency service organisations. A great example is the work we are doing with Red Cross to enhance programs that have a common goal, seek to develop increased efficiencies across both organisations, and extend our key messages and reach within the community.



Community Engagement Facilitator Course

The Community Engagement Facilitator (CEF) Course has been redeveloped to ensure that the training provides VICSES members with the skills and knowledge to plan, conduct, and evaluate community engagement activities. Community engagement focused on disaster risk reduction is a core function of VICSES and is vital to our emergency management responsibilities and helps us realise our vision of 'Safer Communities - Together'.

Our CEF training program was heavily restricted as a result of complying with our VICSES COVIDSafe Directions over the life of the strategy renewal. However, when training could be delivered, the sessions were met with overwhelming enthusiasm by our members and received very positive feedback.

We are steadily building a cohort of members who have the skills to utilise our community engagement program framework to plan, deliver, and measure the success of our community engagement.

Community Engagement Facilitator Workshop

The Community Engagement Facilitator (CEF) Workshop is an extension of the CEF Course, aimed at providing graduates of the CEF Course with further skills and knowledge to enhance their community engagement practices. In July 2022, the CEF Workshop took place at the Foothills Conference Centre in Mooroolbark and featured guest speakers from VICSES members on multiple aspects of the organisation. The CEF Workshop is an opportunity for CEF's to gain a deeper understanding of elements that make up community engagement, including marketing and promotion of VICSES units, recruitment, multicultural engagement, and best practice on reporting and evaluating data from community engagement initiatives.



Campaigns and Digital

Our campaign advertising is designed to inform, educate, motivate and change the behaviour of the community with a particular focus on key safety calls to action. Our campaigns are communicated via print, radio, television, outdoor signage, online and social channels.

Be Flood Ready

The *Be Flood Ready* campaign was the brainchild of a VICSES volunteer following flooding back in 2011. They realised that many community members did not fully understand the simple protective actions that they could take to help to prepare their homes and belongings when flooding occurred. The simple steps of filling sandbags, using them to block drains and toilets, lifting important belongings up high, and leaving for a safer place are the key messages of this campaign.

The campaign has been used across all our communication platforms; VICSES website and social channels and Twitter to provide the community with key flood safety messages. Resources developed for this campaign are also utilised in face-to-face engagement by VICSES members when undertaking targeted hotspot engagement. The resources also provide straight forward guidance when flooding is imminent, to assist community members with information on preparing their homes for flooding.

Continuing to raise community awareness about staying safe in storms and floods with both mass media and localised campaigns, including the development and [Bag it, block it, lift it and leave](#) content.

15 to Float

15 to Float is a key campaign for VICSES, encouraging the community to never drive on flooded roads using the novel and surprising fact that it can only take 15cm of water to float a small car. Through our partnership with our Principal Community Partner AAMI, VICSES developed a 'choose your own adventure' augmented reality (AR) engagement activity for users to make critical decisions relating to floodwater.

The 15 to Float campaign has been active across multiple media channels (commercial radio and online) and has a strong presence at community engagement events with members educating the community on the dangers and risks involved with driving through floodwater.



Social research conducted in relation to the VICSES [15 to float](#) campaign, which focuses on the dangers of driving on flooded roads demonstrated that this simple message has an impact with community members, decreasing their likelihood to enter floodwater.

We have also focused on action-orientated messaging and engagement with our key message of *Do 1 thing* as part of this ongoing campaign. The *Do 1 thing* campaign draws attention to the need to take protective action to prepare for emergencies by taking action, doing one thing at a time, and understanding that all these actions collectively will increase preparedness.

VICSES website

The VICSES website is proving to be a vital tool for community preparedness with resources, fact sheets, and up-to-date information on floods and storms. Website analytics indicate the power of the VICSES homepage, with 1,062,474 page views throughout the 2022 Victorian Flood Event, with the most visited pages being the LFGs, 'Flood – Plan and Stay Safe', and 'A Guide to Sandbagging'.

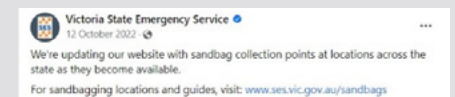
In communities heavily affected by the floods, web pages on volunteer recruitment opportunities and how to contact VICSES increased, as well as an increase in page views of the 'Know Your Hazards' page, providing communities with key information on the risks associated with floods and storms.

Google is still the most important source of website referrals for the VICSES website, with over 300,000 visitors to the VICSES website via the search engine throughout this flood event.

Social media engagement

Social media continues to play a large role in promoting VICSES key messages, with Facebook being the most popular platform for public engagement during a flood event.

Throughout the 2022 Victorian Flood Event, social media posts were pivotal in preparing the community with flood warnings as well as proactive actions members of the community can take to prepare their property during the flood.



Youth

VICSES Scouts Badge

The VICSES Scouts Badge is one of our structured youth engagement programs. The impacts of the COVID-19 pandemic have slowed the momentum with rolling this out across the state. However, innovative ways to engage with Scouts has meant that engagement has continued, and we were able to comply with our VICSES COVIDSafe Directions.

Case study:

VICSES Gisborne Unit members Shanleigh Meldrum and Ross Evans brainstormed ideas to develop innovative ways to deliver community engagement virtually during COVID-19. The pair reached out to their local Scout group to see if they would be interested in trialling a virtual Scout visit. The unit ran two sessions - one with the Joey Scouts (5-7 years), and one with the Cub Scouts (8-10 years). Each session comprised of a tailored PowerPoint presentation and activities such as a quiz, a demonstration on knots, and a virtual tour of the unit's rescue truck and equipment. The sessions were well received by the Scout leaders and participants, who are now equipped to complete additional tasks to fulfil the VICSES Scout Badge requirements. This includes making a home emergency kit and researching storm and flood readiness.

Disaster Resilience Education Program

This program is aimed at students in Year 7-9 and was developed by VICSES and Country Fire Authority (CFA) to focus on building disaster resilience. Building on climate change adaptation principles, the aim of the program is to work with students to help them to understand that in an emergency, disaster resilient individuals are capable of:

- Keeping themselves and their families safe from harm.
- Adapting to changes in the physical, social, and economic environment.
- Being self-reliant if external resources are limited or cut off.
- Learning from the experience to be more prepared next time.

There are five learning modules, and knowledge is tested using quizzes for flood, storm, and bushfire. Importantly, the program is linked to the Victorian curriculum, so that the lessons can be integrated into teaching programs in secondary schools across the state.

The Disaster Resilience Education Program is recognised in the Victorian Government Education and Training Climate Change Adaptation Action Plan 2022-2026. This plan is the first in a series of five yearly plans that will guide the climate change adaptation policies of the education and training system up to the year 2050.

Emergency management is a cross cutting policy area with education systems. The Disaster Resilience Education Program is an example of VICSES and CFA working collaboratively with teachers and students, to develop and implement a program that addresses local natural hazard risks and facilitates students' development of disaster resilience strategies.

Ref: disasterresilience.vic.gov.au/

Ref: vic.gov.au/sites/default/files/2022-02/education-and-training-climate-change-adaptation-action-plan-2022-2026_1.pdf

How we measured

The VICSES Indicators and Evaluation Framework (*figure 4*) introduced in 2018-19 was aimed to support the assessment of our progress against strategic objectives, goals and outcomes of the Strategy Renewal.

Due to COVID-19 restrictions, engagement with the community by our volunteers and partners was not possible over prolonged periods in the usual face-to-face format. This in turn presented challenges to utilising the Framework established to measure our progress.

To remain contemporary and agile during this period, VICSES undertook innovative ways to engage our community on how to prepare for and respond to future emergencies.

These practices included:

- Stronger focus on digital engagement. This occurred primarily via VICSES social media channels utilising Unit, Region and State channels.
- Use of online platforms to engage and consult with community members. Including consultation on the development of local flood guides.
- Social research to understand the current engagement and communication preferences of community members so that emergency services could adapt community facing activities and programs to be responsive to community needs. Through our partnership with Melbourne Water, VICSES was able to complete the production of six video's on localised flood risk and preparedness activities to engage with communities who live in flood hot spots in metropolitan Melbourne.

Upon the lifting of COVID-19 restrictions, VICSES recommenced a phased approach to face-to-face engagement with VICSES Members and the wider Victorian public.

Due to the shift in engagement over the Renewal term, it was not possible to implement the Framework as intended. VICSES will review the Flagship Measures and Outcomes Indicators to reflect our current practices with a focus on long term behaviour change.

Figure 4: Flagship Measures and Outcomes Indicators.

Strategic Objectives	Outcomes Indicator	Measures
Build Capacity	Increase levels of preparedness for emergencies.	Measure 1.1: Proportion of households that have a documented emergency plan. Measure 1.2: Proportion of households that have undertaken hazard-relevant maintenance actions.
	Reduce occurrence of preventable emergency events.	Measure 1.3: Proportion of people who avoid entering floodwater
	Increase community understanding of potential risks and impacts of emergencies.	Measure 1.4: Proportion of people who understand warnings
Increase Collaboration	Increase collaborative decision making in the design of emergency preparedness, response, and recovery.	Measure 2.1: Satisfaction of key stakeholders involved in community engagement program development, delivery, or evaluation.
Foster Connections	Increase community engagement in emergency management.	Measure 3.1: Program quality assessed against the IAP2 Quality Assurance Standard.
Reducing Disaster Impacts: How do we define success in the long term	Reduce occurrence of preventable emergency events	Measure 4.1: Number of fatalities from floods, storms, landslides, earthquakes, and tsunami.
		Measure 4.2: Number of homes damaged by floods, storms, landslides, earthquakes, and tsunami.

Key references

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Contact us

To provide feedback and input to assist us in the continued delivery of the Community Resilience Strategy Renewal, please contact us at resilience@ses.vic.gov.au or through your local VICSES regional office.



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July 2023