

Snap Send Solve Pilot Project: Non VICSES personnel participation

Victoria State Emergency Service (VICSES) would like to take this opportunity to thank you for supporting our flood observation pilot program. Your input is extremely valuable in supporting us with intelligence gathering during a flood event.

Project scope

The Snap, Send, Solve pilot project has been initiated to test the functionality of the app for the gathering of flood intelligence before and during a flood event, through the activation of trained flood observers.

The current scope of the project will enable the testing of app functions and related processes and procedures. When we are comfortable that the entire process is clearly defined and works, we will consider the expansion of the use of the app in partnership with external agencies to capture images and information during non-operational events and for business as usual purposes.

Flood Observer role

- The role of the Flood Observer is to support VICSES during a flood event by capturing on ground intelligence using the Snap Send Solve app. Quality images and accurate/meaningful information related to the observation will support incident planning and response. The **Flood Observer Role Statement** (attachment 1) provides information on role requirements, expectations and recommendations.

To participate:

- As a Flood Observer for this project, participants are required to discuss the role requirements and expectations with their agency, with an understanding that the participant and agency accepts and acknowledges all responsibility of their involvement. Participants are required to follow their own internal agency policies and procedures around personal safety, duty of care and operational activities.
- The VICSES **App use and confidentiality document** (attachment 2) must be read to acknowledge our disclaimer, safety recommendations, app use and use of personal information and images.
- Flood Observers personal information including, name, email address and contact number will be required by VICSES regional offices for implementation purposes. This information will be handled with discretion by VICSES staff members.

App practice

- Intelligence gathering can be performed to help practice using the app outside of a formal operational activation. It is a good opportunity for Flood Observers to visit local areas to gather observations and data. Waterways Condition and Flood Gauge incident types within the app are appropriate for this exercise.
- External agencies are advised to discuss intelligence gathering intentions and processes with their project participants as a duty of care aligned to their own agency guidelines and policies.

Operational processes

- When Incident Control Centres are activated, or as part of readiness arrangements and local operations, VICSES will contact the agency as per the preferred requirements and processes of the agency.



Images

- All images provided via the Snap Send Solve app are the property of VICSES. The images can be viewed within the Flood Observation layer in EM-COP by anyone with an account.
- VICSES are fully supportive of providing our partners with relevant information and images to enhance flood research, studies and land use planning. To ensure appropriate use of images, any observations with sensitive content such as, private property and/or people will require permission for use. Please email VICSES providing the specific report ID number available from the pop up screen in EM-COP, the image will then be checked and if appropriate will be provided to you, all other images can be downloaded from EM-COP. Please consider the content in all images prior to including in any publications.

Resources

- Project information and supporting resources have been made available for non VICSES Flood Observers at <https://www.ses.vic.gov.au/web/www/ssss-obs>.

Contact

If you have any queries, please contact the VICSES regional office.

Included:

Attachment 1 - Flood Observer Role Statement

Attachment 2 - App use and confidentiality document