



Essential Information for Potential Volunteers



Director's Message for prospective volunteers

Thank you for your interest in joining the Tasmania State Emergency Service.

The SES is a team of committed men and women nationally recognised for their willingness and ability to help those in need.

This document covers essential information about the SES, the role of the SES in emergency management and community safety and how you, as a member, can help to fulfill that role.

Your commitment to your community is commendable and I wish you success with your application.

Andrew Lea
Director, SES

What can the SES do for you?

THE SES is a volunteer organisation committed to supporting the safety and well being of the community - particularly in times of emergency and disaster.

We take pride in providing you with nationally recognised skills that will enable you to support SES activities such as:

- Road crash rescue
- Storm and flood response
- Search and rescue
- Traffic management
- Public events
- Communications
- Driving and navigation
- Unit administration
- Operations support
- Leadership

In addition, there will be opportunities to work alongside our colleagues in Tasmania Police, Tasmania Fire Service, Ambulance Tasmania and local government.

As an SES volunteer you will work as part of a team of like-minded people. The experiences you share while training and responding to emergencies can form the basis of lifelong friendships.

The Department

The Department of Police and Emergency Management comprises Tasmania Police, the State Emergency Service, Forensic Science Service Tasmania, and the Tasmania Fire Service. The Department operates under the core legislation of the *Police Service Act 2003*, the *State Service Act 2000* and the *Emergency Management Act 2006*.

The Organisation of the SES



The SES consists of the State Headquarters, the Emergency Management Unit and 3 geographical regions – South, North and North West. The 3 regional headquarters are located in Hobart, Launceston and Burnie and

coordinate the training, planning and operations of their region.

Each region has a Regional Manager, who is responsible for all regional activities including all aspects of emergency management (i.e. planning, risk assessment).

A Regional Officer, whose primary role is to supervise the management of Units and provide operational support, assists the Regional Manager.

The Regional Training Officer's primary role is in training, assessment and supporting Unit training.

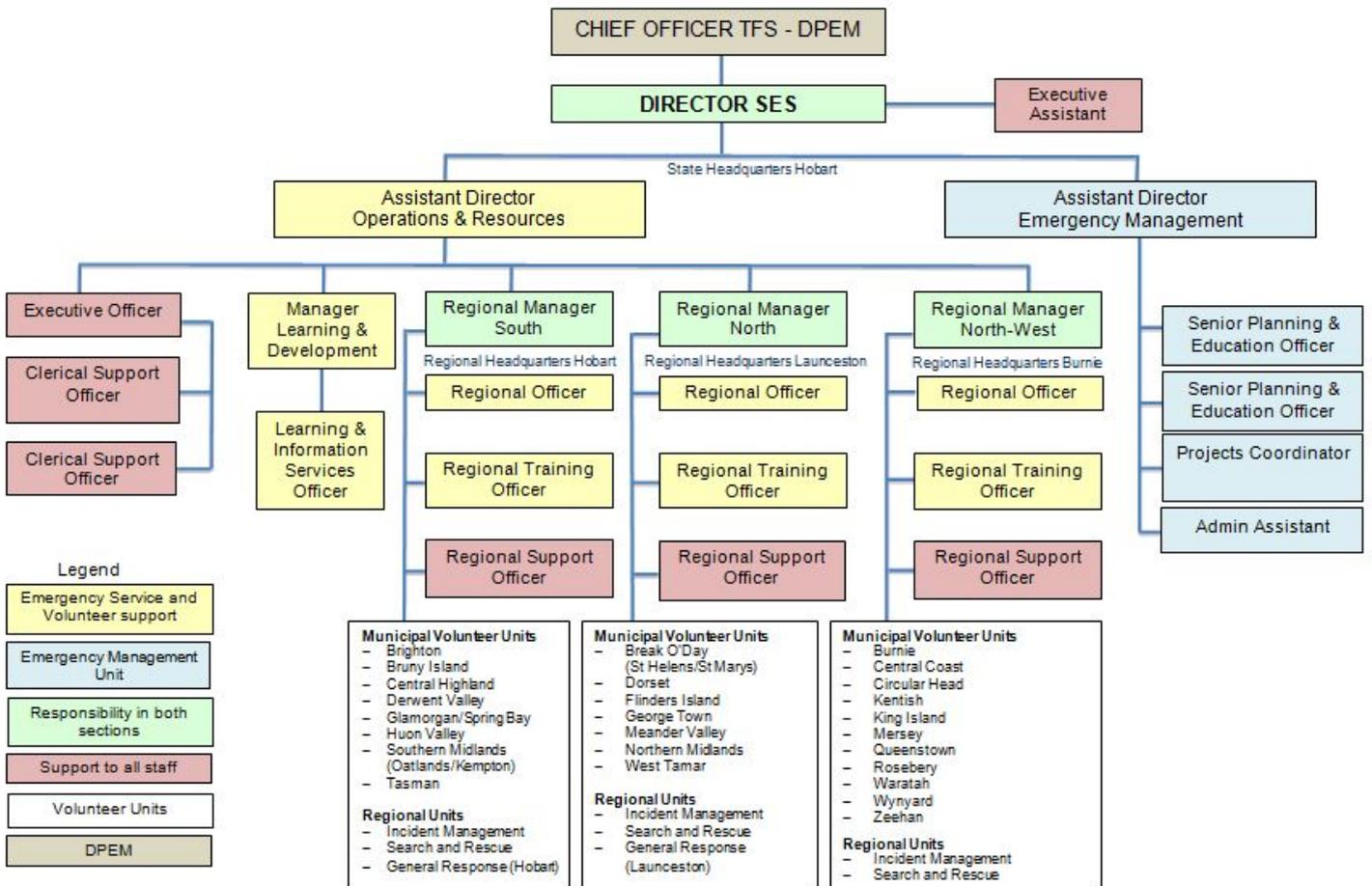
An Administration Officer provides support to the staff and volunteers in each Region.

The Units

There are 34 SES Units located throughout Tasmania. These total approximately 550 volunteer members and provide the Service's operational capacity.

The volunteers, who are unpaid, provide a very high level of professional service to the community and are supported by both their representative Local Council and the SES.

- Unit/Crew Manager**
 - Managers are responsible for the day to day management of the Unit
- Deputy Unit/Crew Manager**
 - A Unit/Crew Manager may appoint a deputy to perform one or more of the Unit Manager's responsibilities and act as Unit Manager in his/her absence.
- Crew Leader**
 - Responsible for management and support of groups of volunteers within a Unit.
- Unit Trainer**
 - Unit Trainers are responsible for identifying training needs and Unit skills maintenance.
- Members**
 - A Unit member trains for and responds to operational activities. Any issues a member experiences should be referred through the Unit Management structure



Tasmania State Emergency Service – History, Legislation and Policies



The History of the SES

The SES began with the Civil Defence Legion established during World War II.

After the war, the Legion was phased out and it wasn't until the 1960's, with the threat of nuclear warfare, that Civil Defence again became an issue.

Changes to the Civil Defence Organisation occurred following the 1967 Hobart bushfires.

The emphasis moved from hostilities-oriented training and readiness to natural disaster training and readiness.

In 1976 the Tasmanian Parliament passed the *Emergency Services Act 1976*, which established the SES as we know it today.

Vision Mission Values & Culture

Our Vision:

A safe and resilient Tasmania

Our Mission:

To deliver quality emergency management services that focus on community safety, resilience and well being.

Our Values and Culture:

Integrity in our people, our SES volunteers and staff

Equity and professionalism within a flexible and diverse work environment

Accountability and performance

The Emergency Management Act 2006

The *Emergency Management Act 2006* describes the emergency management arrangements for Tasmania. The SES is allocated the responsibility of coordinating these arrangements. The *Act* also defines the role of the SES within Tasmania's emergency management arrangements.

The Code of Conduct

The State Emergency Service adheres to Principles and a Code of Conduct that guide member behaviour. The SES is required to treat volunteers with respect and in turn, volunteers have a responsibility to behave in a manner that brings credit to the SES whenever they can be identified as SES volunteers.

Workplace Health and Safety (WHS)

In addition to DPEM policies, the SES has developed its own OHS&W Policy and Best Practice Procedures. These were developed with consideration to the Workplace Health and Safety Act 2012 and Regulations 2012.

Equity and Diversity

The SES is committed to maintaining the highest standards of professionalism. An integral part of professional service is commitment to the principles of equal employment opportunities, access to the benefits offered by the workplace, the provision of a flexible environment and a workplace free from harassment and discrimination.

The SES follows the DPEM Equity and Diversity Policy. SES Staff and volunteers each have an individual responsibility to uphold the principles of Equity and Diversity.

Anti-Discrimination

The SES strives to ensure that no person is discriminated against, excluded or alienated on the grounds of any of the following:

- Sex (gender), race, pregnancy, impairment, parental status, political beliefs or affiliations, political activity, religion, age, marital status, lawful sexual activity, industrial activity, irrelevant criminal or medical records.

Harassment

Harassment, prohibited conduct and victimisation is unwelcome, uninvited or unwanted conduct and behaviour that would be considered unacceptable to a reasonable person.

Whilst each member of the community may interpret what is acceptable behaviour differently, it is expected that SES members will conduct themselves in a professional manner at all times.



Reality Check

As a volunteer, you may at times be exposed to situations that you may find disturbing at the time or even later in life. Depending on the Unit you join, these may include road crash rescues, searches for missing persons or evidence or assisting other emergency services at critical incidents.

Common reactions to such situations include nausea, fatigue, stress, anxiety and depression to name a few. While Critical Incident Stress Management (CISM) is provided to volunteers, you should discuss any concerns you may have and how you feel you would cope in these situations.

The CISM Program provides counseling and support to emergency service workers whenever they attend a critical incident

Not everyone is 'cut out' for operational response roles, but there are many support roles that may suit you, such as communications support, public relations, operations centre management and property protection.

Emergencies are unpredictable and the frequency of operational callouts will vary from Unit to Unit and may be anything from weekly to annually.

It is also likely that you may spend more time training than in actual response.

The SES is not looking for glory seekers or those chasing an adrenalin rush. The SES is looking for team players who are dedicated to providing a public service in the safest possible manner.

Volunteers must know and accept their roles and the responsibilities that go with them. This means volunteers follow instructions, act responsibly and treat other volunteers, officers and the public with respect and courtesy.

Serving the community professionally demands that volunteers undertake at least the minimum training according to SES requirements. This is conducted on a regular basis and can mean a fair amount of time away from family. It is important you and your family understand this.

Volunteers are the backbone of the SES, but we also rely heavily on the goodwill of a volunteer's employer and family.

It is important that you consider the following questions.



- Are your employer and family supportive of your volunteer commitments?
- Are you able to be released from work at short notice?
- Are you able to be released from work for prolonged periods (i.e. 1 – 5 days)?
- Are you prepared to be separated from your family for prolonged periods (i.e. 1 – 5 days)?
- Would you incur penalties/loss of income or leave entitlements if called away during work hours?
- Would we have permission to contact you during work hours?



Probationary Period

New volunteers undergo a three month probationary period, during which they complete the Induction Program. The Induction aims to provide you with enough information to ensure you understand the roles, structures and policies of the Tasmania SES while emphasising your rights and obligations as a volunteer member of the Service.

During this period, a 'character' or **Police Record Check** will be conducted. You must agree to this when you complete the Registration Forms or your application will not be processed.

During Induction, you will be unable to undertake any tasks during operations and training opportunities will be limited to Core and Basic training.

Member's Responsibilities

As a member of the SES, you will be expected to:

- Abide by the Code of Conduct at all times
- Attend training regularly and respond to activations when possible
- Wear the SES working dress/uniform only during authorised activities
- Return all clothing and equipment on leaving the Service
- Advise the Service of any changes to your health which might adversely affect your ability to perform operational tasks
- Advise your Unit of any change of personal details
- Take responsibility for your own safety and that of others
- Not participate in SES activities while under the influence of alcohol or illicit drugs

Training System

The SES training system allows a volunteer to attain the skills required to competently carry out tasks associated with the roles and responsibilities of the Unit. The SES training system involves three stages: General Response Training (Core and Basic Operations training), Operations, and Specialist training.

As a Registered Training Organisation, the SES delivers nationally recognised training and issues nationally recognised qualifications, skill sets and statements of attainment. Most SES training is aligned to national competency standards and the Public Safety Training Package (PSTP).

Depending on the training undertaken and the roles of the Unit, a volunteer may be involved in such SES functions as:

- Storm response
- Search
- General rescue
- Vertical rescue
- Operational support
- Aerial observation
- Traffic control
- Incident management
- Road crash rescue
- Communications
- Driving and navigation
- 4WD and Quad Bike operations

Qualifications & RPL

Completion of General Response Training and other accredited units within the SES training system may lead to the completion of a Certificate II in Public Safety (SES).

Completion of Operations and Specialist training may lead to the completion of a Certificate III in Public Safety (SES Rescue).

If you have previously engaged in training or have obtained skills in a relevant area, you may be eligible for Recognition of Prior Learning (RPL). Those interested in applying for RPL can discuss this with the Unit trainer during probation.



“We wish to give you our heartfelt thanks for your rescue on the day of the expected floods ... when you showed up ... It was a gift I never expected. You will be in my heart now.”

Bev and Stephen, Longford



Ordinary people doing extraordinary things

Insurance and Workers' Compensation

While engaged in authorised SES activities, you are covered by the comprehensive insurance of the State Government's Risk Management Fund.

SES volunteers are defined as 'workers' under the *Emergency Management Act 2006*. This means volunteers are regarded as employees for the purposes of worker's compensation and are covered by the *Workers' Rehabilitation and Compensation Act 1988*.

Accordingly, you are deemed to be 'at work' and are covered by the Tasmanian State Services Workers' Compensation Scheme.

Personal Protective Clothing and Equipment

The SES provides Basic protective clothing (i.e. boots and overalls) to volunteers after the probationary period has been completed.

Additional items such as general duty shirts, trousers or thermal clothing is provided where funds allow.

Some protective clothing and equipment is issued on a Unit basis and shared by Unit members. In these cases, volunteers should consider potential Workplace Health and Safety risks, maintaining equipment in a clean condition.

Honours & Awards

Members of the SES who perform effective, outstanding or diligent service or make a noteworthy contribution to the organisation may apply for, or be nominated for, a number of awards.

Further Information

To find out more information about the SES, or to become a volunteer, visit the SES website at www.ses.tas.gov.au or contact your Regional Headquarters.

State Headquarters (03) 6173 2700

Southern Region (03) 6173 2707

Northern Region (03) 6777 3777

North West Region (03) 6477 7293

**FLOOD & STORMS
EMERGENCY**

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