

ISSUES MANAGEMENT – SESVA

OVERVIEW

There are many occasions when SES Units have an issue which is expected to be taken up or resolved by DFES that loses traction or is denied.

Under the *Fire and Emergency Services act 1998*, each Volunteer Emergency Response Service has a “Prescribed Association” appointed that represents and advocates for the Volunteers in that service and in the case of the SES Units and Volunteers it is the State Emergency Service Volunteers Association (SESVA).

The role of the SESVA is to represent the views of SES volunteers to all levels of government, DFES and other agencies on all matters affecting SES volunteers and the way in which they serve their communities.

Each DFES Region has an elected SESVA representative which is part of the SESVA Committee.

The representative’s role is to be the local person to work on any matters for the SES Units and to assist where issues have not been resolved by the Regional Office or DFES.

THE PROCESS

To ensure timely and accurate information the process to be followed for all SES issues is;

1. The SES Unit (Manager) must represent the issue to the Regional Office (DO) of DFES in writing giving 14 days notice for a resolution or otherwise.
2. If the issue is not resolved satisfactorily, then all paper work, including copies of correspondence and records of conversation must be quickly compiled. (Refer to Sequence of Events table on page 5)
3. The attached form must be filled out and presented to the Regional Representative for action by the SESVA (in the absence of a rep then the SESVA Secretary does this role).
4. The regional representative checks that the form is filled out and all required paper work is attached and forwards all details as above to the; sesva.secretary@ses-wa.asn.au
5. The SESVA Executive Council will represent the issue to DFES and provide feedback to the SES Unit Manager and SESVA Representative.

ISSUES MANAGEMENT – SESVA

This form is to be filled out by the SES Unit Manager and accompany all paper work presented to the SESVA representative for forwarding to the SESVA Secretary

This table to be filled in by SESVA Secretary

Issue Code (Inserted by SESVA Secretary)	
Date SESVA Advised	
Date SESVA registered issue with DFES	
Date Issue Closed with DFES	

This table to be filled in by Unit Manager

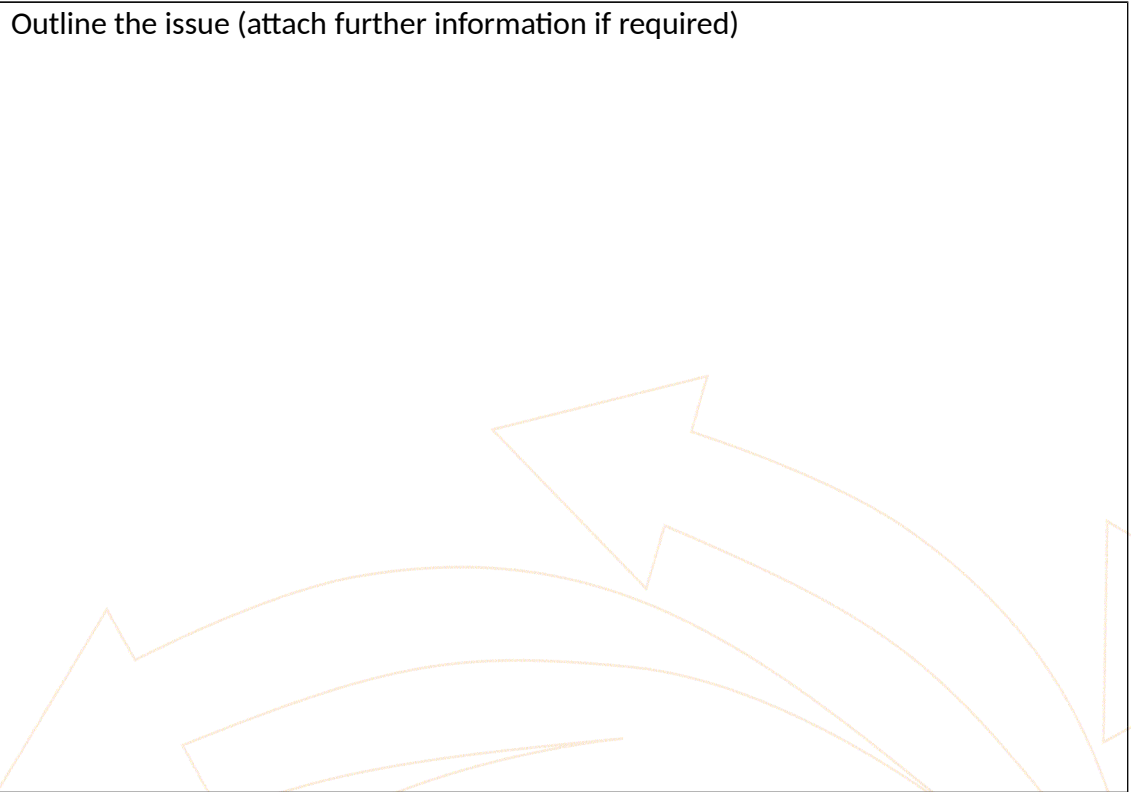
Name of SES Unit	
Name of SES Unit Manager submitting Issue	
Date DFES first advised of issue	
Person in DFES advised of issue	

This table to be filled in by SESVA Rep or SESVA Secretary

Date SESVA Rep advised of issue	
Date Paper work forwarded to SESVA Rep	
Does this issue affect this unit only?	
Does this issue have the potential to affect SES personnel outside of this region?	

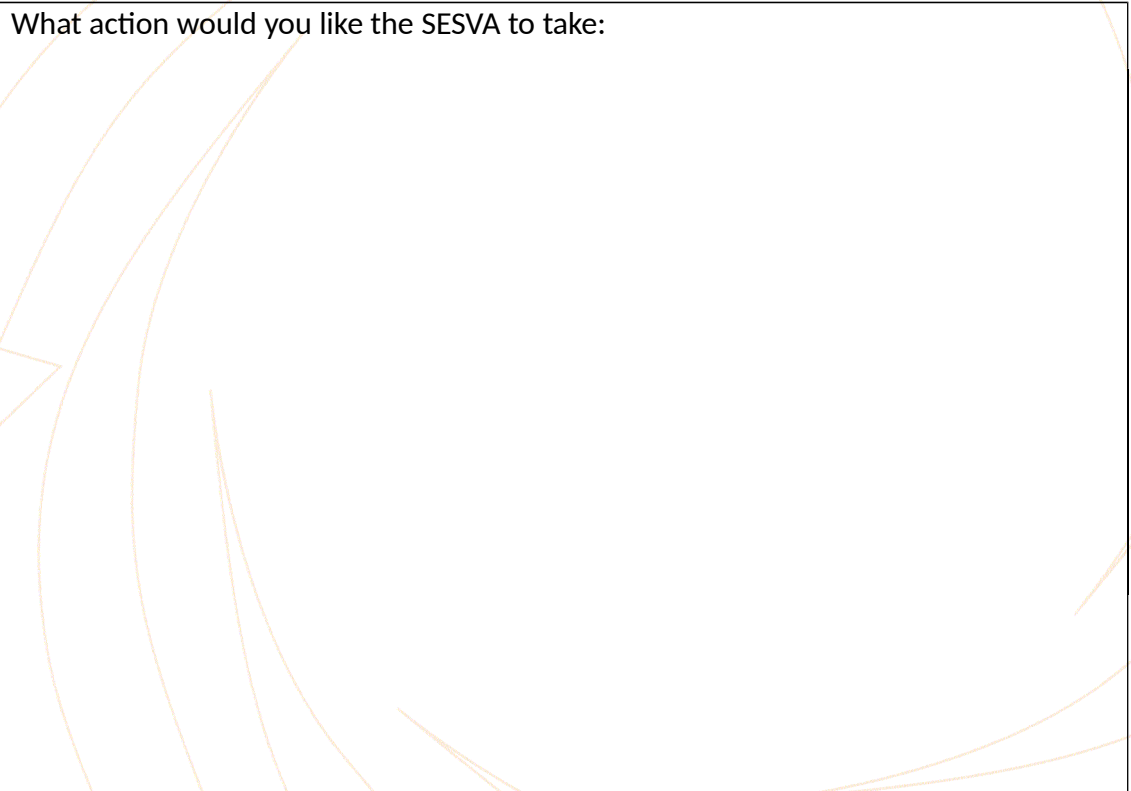
This table to be filled in by Unit Manager

Outline the issue (attach further information if required)



This table to be filled in by Unit Manager

What action would you like the SESVA to take:



This table to be filled in by Unit Manager

What action have you taken?: List the steps, telephone conversations and correspondence, including dates, and outcomes in referring the issue to DFES

