

## FROM THE PRESIDENT

Hello from the confines of my home office.

Each of us have different, and of course sometimes similar, circumstances during the greatest change I can remember of our lives - the Pandemic.

It's seen people spending more time at home than most would have experienced, in their adult past.

What has developed however is the beginnings of what may be called "some old-time values".

Family, community, support and resilience continue to emerge, but we don't hear enough about it.

I reflect on listening to the news messages that rely on telling us how many new COVID 19 cases today, and how many dead, but there are so many good news messages that seem to be forgotten.

Who would have thought a few months ago, that as an SES Volunteer you would be actively involved in Vehicle Control Points and telephoning people that are in isolation to check on their personal welfare and help with plans?

I know I would not have, but as a volunteer, I am more than happy to make a contribution to what is a very big response picture for Western Australia.

Yes, I have watched the day dawn manning a Vehicle Control Point like many other volunteers.

So most importantly this month's message is that as an SES Volunteer, you who make the continued effort to train (not so much presently) and turn out to requests for assistance, you are in fact a community leader because you stand up and are counted during times of emergency.

Remember, there are many personal perspectives on the definition of emergency, because only one-person can have an incident or an entire state can be in an incident, you all are the cure to peoples needs.

**Whatever part you play in Orange, be proud that you stood up and did it.**

The next stage for many West Australians is to recover, so we need to be ready to help where we can.

Take care and thank you for your service.

*Greg Cook*  
President

## FROM YOUR TEAM AT THE SESVA

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## COVID-19 STOCK

If you require hand sanitisers, mask, cleaners etc for use in COVID-19 protection, then we can advise DFES have good stocks of these items.

Just complete the relevant order form, send to your SES DO, and the stocks will be delivered.

DFES have worked really hard to ensure they have adequate stocks of the necessary items and these are easily available for all Units who need them.



## WOW DAY 2020

The 2020 Wear Orange Wednesday or WOW day is being celebrated on Wednesday 20 May.

I think most SES Volunteers, their family and friends recognise that this comes in difficult times for many community members.

We will however not miss the opportunity to thank the SES volunteers for the outstanding and selfless work ethic that they continue to display in assisting our communities in times of need. Along with the thank you messages from our states leaders, we take the opportunity to remind people the its time to be winter safe.

So, to highlight the day, we can all look forward to a number of media activities, orange illuminated buildings throughout the state, and a special guest appearance to honour years of service to the SES community.

We wonder who that will be ?

The only down side to some of the recognition activities is the inability for many of us to get together on the evening to celebrate. Whilst this is disappointing, I believe that most of us understand fully the community effort that has been made to isolate and also recognise the leadership that has been displayed by many SES Volunteers in undertaking our role in support of COVID 19.

We hope that this year that WOW Day will be celebrated with greater respect to our mutual current situation and remember that we are all still extending our orange hands of help to those in community that require them to survive.

WOW day and COVID 19.

Take care and stay safe to respond again. Winter is coming.

## GRILL'D DONATION

We are very grateful to Grill'd Healthy Burgers for sending us a donation of \$2200.00 for our fund to support Eastern States SES Units.

Grill'd Healthy Burgers placed the SES Volunteer Association on their Local Matters Jars in stores throughout WA and the result was the above donation.

Thank you Grill'd Healthy Burgers.

## PEER SUPPORT

***This article has been supplied by Phil Rance Mandurah SES Peer Support Officer***

Peer Support within DFES is available to assist registered SES Volunteers and their families in times of stress whether it's related to your Voluntary role in SES, your Employment Role or Personal Problems you are experiencing.

We will guide you to the relevant service to support you.

***We will not make the appointments, that is up to you, so YOU remain committed to the implementation.***

On a personal note, I became involved in Peer Support after an incident in the farming area of Coolup where an 18 month old girl fell down an unguarded bore hole (the family had just purchased the property).

With the help of a neighbour, we used a back hoe to dig a hole alongside the bore hole and then tunnel through to the child.

I was unfortunately the SES Volunteer who retrieved the girl out of the borehole and passed her to the other members who were with me, They immediately climbed the ladder and took her to the waiting ambulance.

I was then left all alone 5 meters down a hole and as I climbed out, I felt the ladder swaying and no one to help me. (They were all at the ambulance).

I lived with this experience for 20 years before finally breaking down in a blubbering mess.

***In our job, it can happen to the best of us.***

***It is very important to recognise this fact.***

A list of current Peer Support Officers is available on the Volunteer Hub under the banner of Mental Health and Wellness/ Peer Support/ Contact a Peer Support Officer.

This is then divided into the 8 regions state wide.

There are 39 Peer Support Officers in the Metro Area, 9 of these are SES specific.

## WAFES CONFERENCE

We have been advised DFES are hoping to hear from the Premier's Office in the next few weeks regarding whether the conference will be able to occur. Watch this space - we will advise when we hear.

### VIDEO CONFERENCING

*With the current difficult times, and the need for SES Units to use video conferencing to help maintain communications, we have researched the 3 most popular systems that we are aware of.*

*This is what we found.*

#### Zoom

#### MS Teams

#### Skype

#### Zoom

Zoom is a video-conferencing app that's taken the world by storm, but it's only one of many.

If you just want a free video-chat solution for a few people, this is probably the best. A paid version is available also.

Zoom's video communications platform provides you with numerous secure video conference features to ensure your meetings are protected and include only the desired participants.

Zoom is available for every major platform, including Windows, iOS, Android, macOS, and Linux.

One of the most popular security components of Zoom Meetings is the Waiting Rooms feature.

The Waiting Room is just like it sounds: It's a virtual staging area that prevents people from joining a meeting until the host is ready. Meeting hosts can customize the Waiting Room settings to gain further control over which participants join a specific meeting and when.

Zoom also shows video streams of all meeting participants at once, a feature not available with some other video conferencing applications.

Find out more details about Zoom at

<https://zoom.us>

#### MS Teams

Teams permits you to invite an unlimited number of people to your free account. Microsoft describes this as "free, built-in group and one-on-one audio or video calling" for the "whole team."

Microsoft hasn't made the limitations of the Teams platform immediately clear, but it seems like there are a few hurdles.

Regardless of which version you use (free or not), Teams only displays four video streams at once, regardless of who's connected.

### VIDEO CONFERENCING CONT'D

There are two ways you can get a Microsoft Teams account. One is to sign up for a free account, which requires a Microsoft account, and the other is to have a Microsoft Office 365 Business or Enterprise account, where the app is included.

If you use the web browser option to log in to a meeting, you will only see the video stream of the person speaking. All other attendees are shown as circles with their logon initials as a label.

The other issue with using a web browser is that MS Teams works best on Microsoft Edge or Google Chrome Browsers. Using other browsers usually causes a message to display saying the browser is not compatible.

Teams doesn't use end-to-end encryption, but, according to Microsoft, it's encrypted "in transit and at rest." This means it's possible for other parties to gain access to unencrypted data sent via the app.

Find out more details about MS Teams at:

<https://products.office.com/en-au/microsoft-teams/group-chat-softwareps>

#### Skype

Skype comes preinstalled with Windows 10. It also works with your Microsoft account.

The big difference here is that, despite being owned by Microsoft, Skype isn't limited to only Windows devices for full functionality like MS Teams..

The video, voice, and text chat app is available on every major platform, including iOS, Android, macOS, and Linux.

In 2019, Skype received a long-awaited upgrade that increased the maximum number of group call participants to 50.

Skype also isn't just a voice- and video-calling app anymore. You can use it to send files, as a real-time translator, or as a means of sharing your location with friends.

Skype has offered end-to-end encryption on private chats since 2018, but the feature is opt-in. You'll need to click or tap "Start New Private Conversation" to use this feature.

Find out more details about Skype at:

<https://www.skype.com>



## TRAINING MATTERS

The SESVA released the first of its training assistance packages to SES Units last week.

The idea is to provide some assistance for SES Volunteers to refresh their skills during the current COVID-19 crisis.

These assistance packages come in two forms.

On our web site and on facebook we have a different NUCOM every week.

The idea of this is for members to review the NUCOM, and either learn something new or refresh existing knowledge.

We also distribute to Units each week a training exercise, which the Unit can give to you, so the training can be completed in your home environment..

We have had many requests for this training assistance, and in order for us to make it as relevant as possible to you, please let us know any ideas/requests you may have for specific training items.

Just let Bella know at the Office, and we will see what we can do.

## MEET YOUR REGIONAL REPRESENTATIVE

### Region: Kimberley

Leah O'Neill  
0491 275 919

sesva.kimberley@ses-wa.asn.au

Leah O'Neill has volunteered with Kununurra SES unit since 2017 and has been the Training Manager since November 2018.



Leah recently completed her Trainer Assessor qualification and is currently seeking endorsement for Basic General Rescue and Navigate to an Incident.

Leah was elected to the Regional Representative role in the 2019 election, and commenced in the position on 8th September 2019.

Units in the Region:

Broome SES, Kununurra SES, and Derby SES

## T C DAMIAN

### Key learnings from a Unit perspective;

- \* The interaction and support from the team deployed from the south and metro units was great to see, with a huge effort from all team members so as to have the 200 plus RFA's completed in a three-day period was truly a credit to all.
- \* Teams were configured with a local member within each of the teams and this proved beneficial from a local knowledge perspective.
- \* For there to be no major reportable injuries during the post impact phase under very trying weather conditions is a tribute to the skills and professionalism of all members of the local and deployed teams.
- \* The additional support given to our local members by the deployed team, who were also tasked with undertaking some major tree clean up's at our members properties, was sincerely appreciated in light of the weather conditions everyone had to endure with temp's around the 40's and high humidity.
- \* The skill base of all deployed members was well balanced, and this was clearly evident by the completion of the 200 plus RFA's in the three days.
- \* Running two 6-hour shifts was a great incentive as this managed fatigue for all team members and was a blessing in disguise, especially for the deployed members.
- \* A set meals schedule was implemented which also went a long way to ensuring fatigue management was well managed.
- \* webEOC was a challenge, however there was a huge learning curve with some great improvements identified for DFES to progress in the near future.
- \* Due to the very dynamic tasking requirements an electronic T Card template was developed, as the size and format of the printed cards didn't provide adequate space for recording the details being requested by the IC and IMT.
- \* Support from A/DO West Pilbara was invaluable as this was consistent and regular.
- \* There does not appear to have been a great deal of movement by DFES in respect of the ongoing webEOC concerns identified.

### Trevor Patton Local Manager Karratha Unit

## TRAINING PACKAGES

Do you have a good training exercise which is capable of being completed in this COVID-19 environment?

If so, please let the Secretary know and we will share it with all Units.

Let us work together to try and make these difficult training times as interesting as possible.

### IMPORTANCE OF COMMUNICATION

***An issue that occurred recently between an SES Unit and DFES highlights the importance of open, clear communication.***

Basically the situation was, expenses were incurred by a Regional SES Unit in connection with training, and the perception developed that DFES would not re-imburse the expenses.

After discussions between the Unit Manager, DFES and ourselves it transpired there was no problem with re-imbursing the expenses, just confusion of how that would occur.

This matter had been unresolved for over 5 months, purely it would appear, due to a lack of proper communication.

When the Unit Manager brought this issue to the SESVA attention, we investigated the matter, made a telephone call to the relevant DFES Staff Member, and discovered they were unaware of the extent of the problem.

The Unit Manager and the Superintendent are now talking and resolving the matter.

***This issue clearly highlights how good communication can many times resolve issues swiftly and simply.***

**Further on in this newsletter you will find a copy of the flowchart of the process the SESVA follows to resolve issues between SES Unit Managers and DFES.**

### LEADERS PACK

The COVID-19 Incident Response Team (IRT) has developed an information pack for leaders of Brigades/Groups/Units to help you provide information or respond to queries from your team.

This pack includes:

- Information and resources available for volunteers
- Key messages
- Checklists to follow if any of your members display symptoms of COVID-19 or been in close contact with a suspected or confirmed case.
- Wellness resource documents

As the situation is changing constantly, please stay up to date by checking the dedicated COVID-19 page on the Volunteer Hub regularly.

### SES VARIED TASKS

The roles undertaken by SES volunteers have changed somewhat since the outbreak of COVID-19.

Over the Easter weekend SES Volunteers, from ten SES Units undertook tasks at the State Health Incident Control Centre

***Please see comments below from AC Gary Gifford on behalf of the Incident Controller.***

On behalf of Dr Robyn Lawrence (Incident Controller), I would like to thank DFES and State Emergency Service volunteers who answered an immediate request for assistance by WA Health.

A situation arose when Virgin and Qantas withdrew, consolidated and reduced RPT's, particularly east/west, at a time when we are looking to repatriate, isolated/quarantined Australian Nationals in Perth.

Not only did the SES volunteers efforts, increase Department of Communities capacity to meet the objective of providing Qantas with clean data about the MV Vasco de Gama passengers by COB Saturday, but also were able to collect and cleanse data for all those Australian Nationals isolating in Perth.

The data collected will now inform a National Data Base being led by WA Health, then provided to Qantas in an effort to get all isolated Australians home.

Thank you again, the SES Volunteers assistance was invaluable to the State's and Nations response to COVID-19. I look forward to their ongoing support. Well done.



### NDRC

#### 2019 National Disaster Rescue Challenge – that never was!

In late July of last year, a call was received from the Chief Superintendent Country South, asking whether I thought that we could stand up a South West team in a hurry, for the National Disaster Rescue Challenge (NDRC) in New South Wales in that coming November.

Apparently, there were some challenges of a different sort in the region selected to participate in 2019, so the opportunity was knocking. The rules were that we needed 7 persons, for a six person squad. Two of that seven were to be female, to enable at least one lady to participate on each stand of the challenge.

The target date for the NDRC was 15-17 November and the venue was to be Wollongong NSW.

A meeting was held for those 23 persons who shot their mitts up, to highlight the requirements and expectations, given the challenge was only 75 days away! Most hands stayed up, but only 7 could be selected. 12 very happy finalists heard the results of the DFES meeting, to select the crew on the 3rd of September.

The greatly accelerated training program begins.....

Training was the usual Monday Unit training, additional Wednesday evenings and weekend days, for the foreseeable future.

You know the drill, forming, storming, norming and performing!

The Regional Exercise date the 5th of October was the baptism of fire for the final 7 in the squad, six from the Bunbury Unit and one from Australind.

Bunbury's Training and Development Manager, Anthony NESS was going as a National judge for the NDRC.

The team developed a Team Mission and two team Objectives, that centred the focus for the team in the lead-up to the 'big gig'.

The Team was going to represent the 2100 other WA orange family members, as best they could.

The Team Objectives were :

1 - to be sure that on the trip home, not one of us could say there was any stone unturned, to be sure that we had worked as hard and as smart as we could, to be proud of what we had achieved.

### NDRC CONT'D

2 - was to bring home as much knowledge and as many new skills as we could. We wanted to use this opportunity to bring as much back to our peers, as we could.

In the mean-time, our intrepid DO was scrounging as much PPC/E as he could get his hands onto for us and DO Allan GALE was managing the associated logistics.

By early November, we believed that we were as ready as we could be in that 9 weeks, but we were worn out.

Then the news – **NDRC was postponed**, due to the unfortunate fires.

While we were entirely sympathetic with the communities in the east, the lead-up had us fired up and the disappointment was palpable.

By January it was on again, with one less weekend day in the training regime. It was to be Wollongong again, but now at the end of March.

We managed to ramp up the expertise level and were starting to feel that we were ready, by the time COVID-19 arrived!

Perhaps some things were not meant to be (serious-sad face!). This is despite some 2200 hours of training time being spent (this is in addition to the normal SES training and other activities).

May I take this opportunity to thank and congratulate the following for their dedication to our WASES organisation and their team.

They all worked tirelessly together, all achieving more:

Colin KEYS (Deputy team leader),  
Kaylenn (KC) CRIPPS,  
Steve TURNER,  
Vanessa DICKINSON,  
Keaton WIDMER,  
Emma-Lee BARTLETT, and  
Anthony NESS, WA Representative Judge.

Many of the crew who were not included into the team still assisted whenever they could and thanks to them also, Emma NESS, Beth GEERLINGS, Kim PERKS, Paul HASMAN, DO Nick ELRICK and even the illustrious DO Ado de KLEER, plus many others from the Bunbury and Australind Units.

**Please know, that the team's motivation was to represent you all in a manner that would make us all proud. They were grateful for that opportunity, though, sadly, it did not eventuate.**

Chris WIDMER ESM



## WA EMERGENCY SERVICE HARDSHIP SCHEME

The WA Emergency Services Volunteers Hardship Assistance Scheme Incorporated (the scheme) was officially launched by the Minister for Emergency Services, Honourable Joe Francis MLA on 11 October 2015.

The purpose of the scheme is to provide emergency services volunteers with the opportunity to seek financial assistance during times of hardship.

The scheme is managed by a governing committee consisting of representatives from each of the relevant volunteer associations which together constitute the WA Emergency Services Volunteers Hardship Assistance Scheme (Incorporated).

The Hardship Assistance Fund provides direct relief from hardship to volunteers and their dependants. It is designed to help cover basic living costs such as rent, food and utilities. Financial assistance is not provided for expenses arising as a result of living beyond one's means, or to clear gambling incurred debt, or to fund lifestyle choices.

Applications must be for a volunteer who is a member of an emergency services group created under the Fire and Emergency Services Act 1998; Bush Fires Act 1954; or the Fire Brigades Act 1942 and who has served a minimum of six months (unless in exceptional emergency situations). Surviving dependants of eligible volunteers (if death has occurred within a 12 month timeframe) are also eligible to apply.

What is hardship?

Hardship is when a volunteer is unable to meet minimum living expenses because of unexpected or unforeseen events, such as:

- Loss of work or reduction of work hours
- Illness or death of family member
- Relationship breakdown
- Accidental injury or illness

For further information please view the Hardship Scheme website

[www.waesvhas.org.au](http://www.waesvhas.org.au)

## FACEBOOK

**Just a quick reminder the SESVA is on facebook.**

**Western Australian SES Volunteers Association**



<https://www.facebook.com/groups/42218868165/>

**Follow us to get all the current information affecting SES Volunteers.**

## WOW DAY REPRESENTATIVES

As you will be aware from the recent request for WOW Day representatives, the SES Volunteers Association was looking for SES Volunteers in each region of Western Australia to represent and promote the SES on WOW Day this year.

The SES Volunteer will participate in at least one radio interview the day before and/or on WOW Day to encourage people to wear orange, wherever people are on the day.

The SES Volunteers will also be involved in promoting the SES with photographic exposure, twitter, a promotional video for the day, and any other media opportunities which may be pursued.

The response from SES Volunteers was very pleasing, with many Volunteers replying to the request.

Unfortunately there were only so many positions to be filled.

The Representatives for the various regions are:

Barry Harrison - Pilbara - Karatha Unit  
Jocelin Laswon - LSW - Busselton Unit  
Lee Pusey - UGS - Pingelly Unit -  
Phil Tuffin - Midwest/Gascoyne - Kalbarri Unit Gary  
Cable - Midlands/Goldfields - Merredin Unit  
Daniel Barelli - South Coastal - Rockingham/Kwinana Unit  
Kristie Evans - South East - Canine Unit -  
Cheryl Horsley - South East Horse Unit -  
Ken Dewhirst - North Coastal - Wanneroo/Joondalup  
Elle Barber - North Coastal - Bayswater  
Teodora Vukovic - South Coastal - Melville Unit

## DONATION FUNDS FOR SES UNITS

As you will be aware we have been collecting funds raised by SES Units, and donations from businesses, to forward to SES Volunteer Associations in the Eastern States to support SES Units in need of assistance, due to the fires a few months ago.

We are finalising the arrangements, so if any Units have funds they wish us to send to support the SES Units in the East, please forward them to us by the end of May 2020.

We shall be distributing the funds early June 2020.

A list of contributors and who the funds were sent to will be in the July newsletter.



## HISTORICAL PHOTO'S

The SESVA are looking for photos, video's, slides and/or film from the Dawn of Time to create a visual history of our great organization.

The photos, video's, slides and film we are looking for are pre-digital(1959-1989).

We have some, but we want more records of the era of the shorts and long socks.

Our intention is to have them scanned and be kept digitalised at the SESVA.

Originals would be returned.

Or alternatively, copies can be sent to us in a digital format - just ensure the scan is high resolution (at least 300dpi).

Just send them to Bella at the office.

## FIGHTING SPIRIT AT STIRLING SES

In the SES, we are noted for just making do and getting on with the job at hand.

Whilst others may see this as " we have the same situation too", we felt that Stirling SES's determination, along with their never give up spirit, should be recognised, and the details are well worth sharing.

Twenty years ago, the Stirling SES recognised, and started raising the matter with relevant bodies, the need to relocate to a better and more suitable premises to continue their community service work.

Currently they still do not have a completed solution, despite lobbying their Local Government heavily for the last 5 years.

We admire the members dedication to attend training knowing that if they need a toilet, they need to walk up to 500 meters to the nearest facility.

**WOW, really !**

It shows the personal values that SES members place in their service to push past these unacceptable conditions.

At the SES VA, we are aware there are more examples of unacceptable situations, and if you need help, please involve us.

That's part of our job and we love to get results with you !

## WELLNESS CHAPLAIN

We would like to take this opportunity to introduce the DFES Wellness Chaplain.

***The following email from the Chaplain to your President Greg Cook shows the depth of feeling and support he brings to his role.***

"I would like to acknowledge the SES contribution in our State of Western Australia as they work collaboratively with the WA Police in keeping everyone safe.

It makes me proud to work at DFES knowing that there are a lot of selfless people like the SES who assist and help the community in this time of crisis.

You have my 100% support and please do not hesitate to contact me in there is anything I can do to support the Volunteers..

I know that we are limited due to social distancing but as the ancient saying goes. The Pen is mightier than the Sword. So anything that I can do to lift up your spirits please let me know.

Dennis Sudla  
BA Theology and MA Theology  
Wellness Chaplain

Wellness Branch|Human Resources & Safety |  
Corporate Services  
Department of Fire and Emergency Services | 20  
Stockton Bend, Cockburn Central, WA 6164

P. 93959991| M. 0436 523 421|  
E. Dennis.Sudla@dfes.wa.gov.au"

***Also see the Wellness Branch Circular at the end of this newsletter.***

## HOW TO KEEP INFORMED

Don't forget we have a website which keeps you informed of what is happening across the state in SES land.

And also, if you would like our newsletters, other relevant information etc forwarded direct to your email, just contact the SESVA office ([sesva.office@ses-wa.asn.au](mailto:sesva.office@ses-wa.asn.au)), and advise your details.





# SES Memorabilia

2020 January-June Catalogue



**SES Teddy Bear.**  
Cute, cuddly bear in cotton twill Orange overalls. Great all round gift idea. **\$20.00**



**SES Presentation Plaque.**  
Handsome plaque on polished timber mount. Ideal for that special acknowledgement or as a commemorative gift. **\$65.00**



**SES Car Sunshade.** Silver coated polyester 150 x 70 cm. Folds into small pouch. **\$10.00**



**SES Carabiner Keyring**  
Sturdy carabiner, durable nylon. **\$5.00 each**



**SES Flag Mug.**  
Fly the flag with every cuppa. **\$8.00**



**SES Tote Bag**  
Good size shopping bag, in tough woven nylon **\$3.00**



**SES Number Plate Surrounds.**  
Price per pair: **\$5.00**

**Payment Options**  
Credit Card  
Direct Debit  
Cheque  
Cash on collection (exact amount only – no change kept on premises)

**To place an Order:**  
email [sesva.office@ses-wa.asn.au](mailto:sesva.office@ses-wa.asn.au)  
Queries: phone 0499 619 287

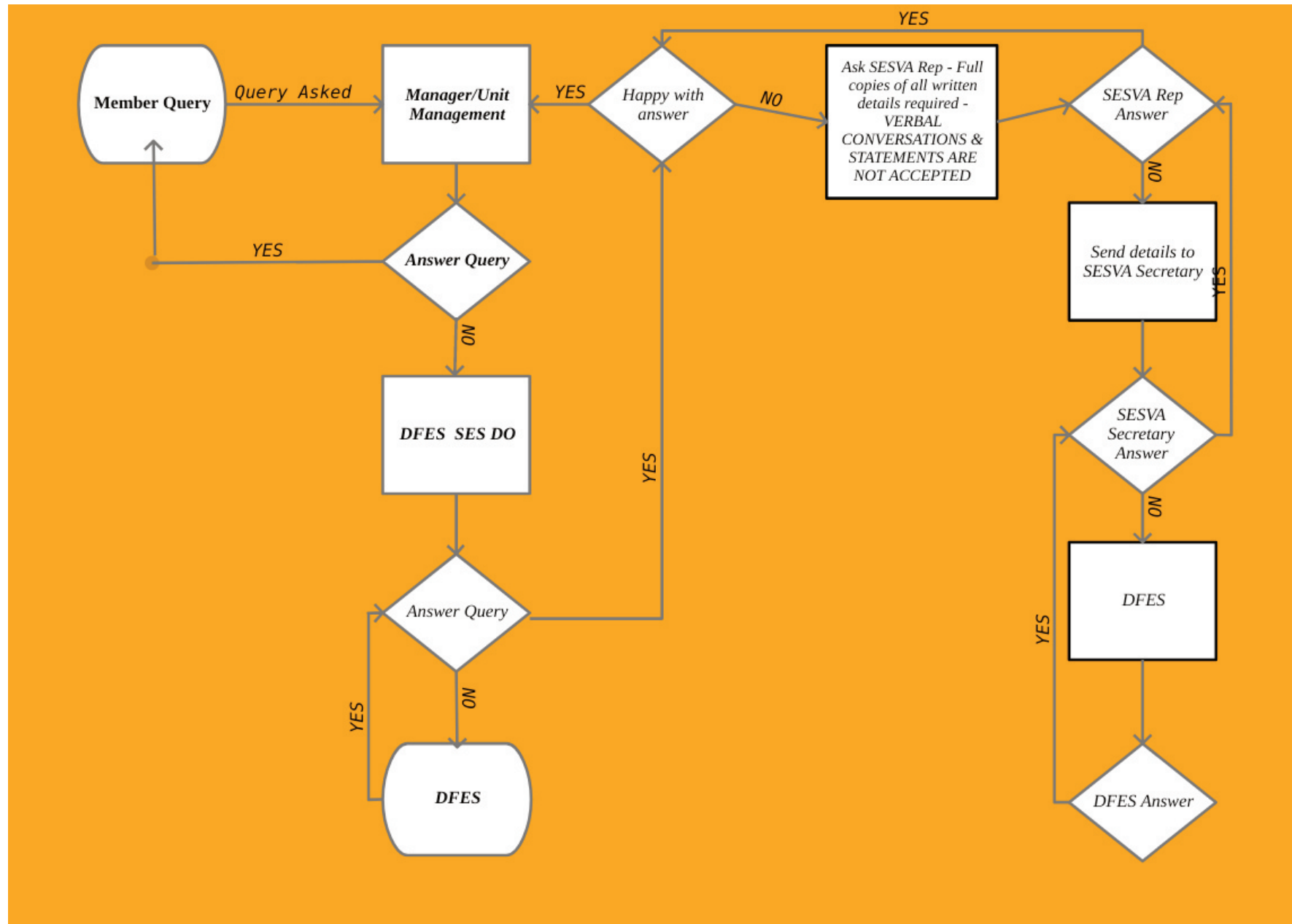
## Postage & Handling

**Small parcels \$14.00**  
**Large parcels \$18.00**

or collect from the  
VA Office by appointment

SES VOLUNTEERS ASSOCIATION

# Flowchart of DFES issues process





**OPERATIONAL CIRCULAR 24/2020**

File: D14339

**April 2020**

**Interim Wellness Branch Arrangements for Station and BGU Visits**

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**Key Message**

Due to the COVID-19 pandemic, Wellness Branch visits to Stations, Brigades, Groups and Units (BGU) are temporarily suspended. Our primary aim is to provide support for Volunteers, DFES employees, operational staff and their families. We are now offering services through the Microsoft Teams platform.

**What is happening?**

The COVID-19 pandemic has brought far-reaching implications including stress, anxiety, financial strains and health concerns. Traditional mechanisms people have previously used to cope with difficult situations such as recreational activities and spending time with loved ones, friends and colleagues may no longer be available.

The Wellness Branch is available to listen to concerns, offer advice and provide help if required. It is also timely to remind everyone to proactively manage their mental and physical health during this challenging period by engaging in healthy lifestyle behaviours and remaining connected with others.

Government restrictions on gatherings and the limitations imposed regarding the number of personnel allowed in a given area has presented a challenge for Wellness to physically perform visits.

to comply with these restrictions, Wellness Branch have decided to temporarily suspend all visits to individuals, stations and BGUs.

**How will Wellness provide its services during the COVID-19 pandemic?**

Wellness will use Microsoft Teams to provide services during the COVID-19 pandemic.

**Who is this available to?**

These services are available to volunteers and DFES employees. A private meeting can also be arranged through Microsoft Teams.

A station or BGU may want to conduct a group discussion or open forum. This is available by request through your Officer in Charge (Captain, Commander, Manager or Station Officer).

**What about privacy?**

Confidentiality is critical to the Wellness Branch and every meeting will be conducted with the utmost discretion and professionalism. Meeting protocols will be consistent and sessions will not be recorded under any circumstances.

Target Audience: All operational personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
OC-25-20	Issue Date:	Valid Until:	Contact:	Wellness Branch
Page 1 of 2	APR 2020	APR 2022	<a href="mailto:wellness@dfes.wa.gov.au">wellness@dfes.wa.gov.au</a>	

## How do we setup a meeting?

Access the Wellness Branch team members contact details on either the Intranet or Volunteer Hub and call or email to request a meeting:

Intranet: <https://intranet.dfes.wa.gov.au/commands/corporate-services/Human-Resources/wellness/Pages/default.aspx>

Volunteer Hub: <https://volunteerhub.dfes.wa.gov.au/home/support/mental-health-and-wellness/contacts>

Wellness will send an email invitation to participate in a meeting for an agreed day and time. This email will contain a link to join the scheduled meeting.

Microsoft Teams will work as a web application (through an internet browser), or the free Desktop App is available for [download here](#). It is also available through your app store with your mobile device or tablet. For more information on using Microsoft teams refer to this [quick start guide](#).

## Other Services Available

Please be aware that the Employee Assistance Program (EAP) is still available and you can contact our providers directly:

- People Sense on (08) 9388 900
- Martinovich Psychological Services on (08) 9433 6559

DFES supports our volunteers and employees in this time of the COVID-19 pandemic. We encourage you to take this opportunity to remain connected with each other and the Wellness Branch.

Stay safe and well.

**CRAIG WATERS**  
**DEPUTY COMMISSIONER OPERATIONS**

Target Audience: All operational personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
OC-25-20	Issue Date:	Valid Until:	Contact:	Wellness Branch
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