



## Frequently asked questions regarding participation in the State Emergency Information Call Centre Capability (SEICCC)

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### **How is the SEICCC staffed during activation?**

During an activation the SEICCC is staffed by temporarily reassigned SA Government employees. Staff are trained for a variety of roles including Operators (Agents), Supervisors, Information Officers and Manager's to assist in answering enquiries from the public during significant emergencies or disaster recovery.

### **Can all State Government employees apply to work in the SEICCC?**

Personnel employed by the Crown (Public Sector employees) can apply to work in the SEICCC.

### **Am I paid for the SEICCC role?**

Yes. Public Sector employees work under the terms and conditions of their existing employment. As per the [SEICCC Management Procedures](#) payment of salary, overtime, on costs and/or expenses relating to an activation will be made in accordance with your appropriate [industrial instrument](#). Typically what occurs is that all hours worked during an SEICCC activation are recorded on your workplace timesheet to be promptly paid by your employer through your normal payroll procedure. SAFECOM will then arrange a reimbursement to your employer following deactivation of the SEICCC.

### **What skills are required to be an SEICCC Agent?**

SEICCC Agents come from a variety of backgrounds. Sought skills include the ability to identify issues to be addressed, relay accurate information to people who may be under stress and follow instructions conveying only official information to callers. Having experienced telephone and computer skills, the ability to use Google maps, relay directional information and retrieve information from multiple websites is a necessity.

### **Does my Department support my involvement in the SEICCC?**

Yes. The SEICCC was established in 2009 in accordance with the Council of Australian Governments communiqué agreement. Since then, the support from Chief Executives across SA Government has been gained. Each year we update Chief Executives with a list of their staff members involved in the SEICCC and thank them for their continued support to South Australian communities. Within this agreement you are paid for any operational activity and flexi time or TOIL should not be used to participate.

### **Do I need my Manager's approval to be involved in the SEICCC?**

Yes. It is important to gain the support of your Manager prior to being involved in the SEICCC. While we endeavour to keep the disruption to your usual role at a minimum, you will be required to attend training sessions during work hours and when operational may be intermittently absent from the workplace. If activated during business hours you will need your Manager's approval to release you from work. This conversation may also need to include if there is any impact to your working hours the following day if undertaking a night shift.

### **Will my Department be reimbursed for the use of my time?**

Yes. Your department will be offered a reimbursement for your time spent working for emergency or recovery events. After recording your operational SEICCC hours on your usual timesheet and your employer paying you through your usual payroll procedures for these hours, your employer will be contacted by SAFECOM and provided the opportunity to raise an invoice to receive a reimbursement for the associated costs. Please note that departments are not reimbursed for your time spent undertaking training.

### **What hours does the SEICCC operate?**

The hub call centre has a 24/7 365 day availability and can be activated at any time. While we try to plan ahead - you could be called upon at any time! Our spoke agencies SA Water, Super SA and Service SA are able to assist with call taking during business hours if required.

### **What hours will I be required to work and when?**

We understand you have work and other commitments that may prevent you from accepting a request to help. Ultimately it is up to you (and if appropriate, your Manager) to determine whether you can accept a shift. No SEICCC staff member will be expected to work for more than 8 hours in any 24 hour period; this includes your usual work role. When forming rosters it may be requested that you go home from your usual role to rest prior to your night shift in the SEICCC.

### **Do I have to agree to work in an activation if I'm called upon?**

Not at all. It is important that you assess your current stress and welfare levels prior to accepting a shift in the SEICCC. You or someone you know may be impacted by the emergency which prevents you from assisting. We do understand that the request to help may be short notice, however if the SEICCC is activated it's important to remember that this is the result of a significant state emergency or recovery and South Australian communities depend on us to provide them with time critical information to keep them safe.

### **Will I be placed on call or standby before I'm actually needed, and what does this involve?**

Procedures are in place with the emergency services to notify the SEICCC during heightened levels of risk and place staff on standby. During this time it is likely that you will be contacted by the SEICCC Manager via email and/or text message to determine your availability. If placed on-call outside of business hours, you may be eligible for an on-call allowance (to be claimed on your usual timesheet) in accordance with your applicable industrial instrument(s) and/or contract of employment. Please refer to [SEICCC Management Procedures](#).

### **How much notice will I get before having to arrive at the call centre?**

We will endeavour to provide you with as much notice as possible and will create a roster following the agency's request for assistance. There may however, be occasions where you get as little as an hour's notice or you may be sent home from work to rest prior to a night shift, this can all be determined at the time of accepting an SEICCC shift. When you are contacted to assist you can then determine an appropriate start time based on your current location, circumstances and hours of work already undertaken. You may already be aware of a significant emergency or recovery event underway in the media, so it is possible that you are already in a state of readiness.

### **What if I'm too tired to go to work the next day after working for the SEICCC through the night?**

When forming rosters the SEICCC Manager will take into consideration the predicted hours in which the SEICCC is required. If it is anticipated that you may undertake a night shift, this should be communicated to your Manager to seek their support for some approved rest time during work hours the following day. This can be recorded on your usual and SEICCC timesheet to ensure your workplace receives reimbursement for this time.

### **How will I record my SEICCC hours on my usual timesheet?**

The SEICCC Manager will provide you with a copy of your signed SEICCC timesheet at the end of your shift. **You must then record these details on your usual workplace timesheet to receive the relevant payment from your employer within that payroll period.** Overtime or penalty rates may apply. This process helps to accurately record the hours you were participating in the SEICCC and assists with a timely reimbursement to your agency.

## What are the training requirements for an SEICCC Agent?

Induction to the SEICCC consists of undertaking an online Health and Safety assessment questionnaire (30 minutes), the completion of an online SEICCC Operations course (2 hours) and online SA Water Building Induction (20 minutes). Subsequently, a 30 minute practical phone exercise is completed to determine your suitability for the role. Once accepted as an SEICCC member, two refresher sessions are provided annually, which comprise of an online course (1.5 hours) and face to face activation exercise (3 hours) to prepare you for the winter and summer seasons.

## What if I haven't completed my training?

Only staff that have completed the current SEICCC training course will be called upon to assist. It is crucial that you maintain your training to allow as many staff as possible to assist in taking calls from the community. A range of training session times and dates are made available to reduce the inconvenience to your workplace.

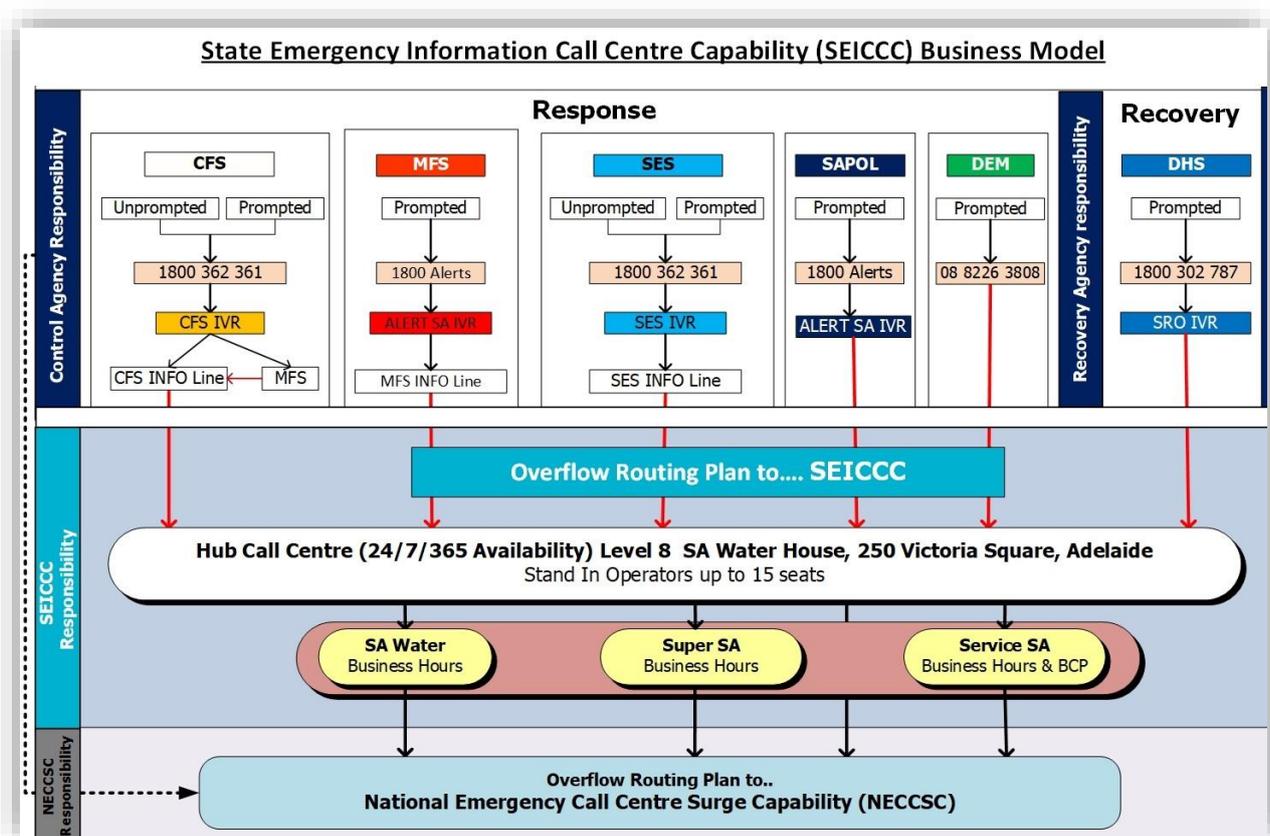
## Are there opportunities to undertake other roles within the SEICCC?

Yes. If you keep up to date with your training and have relevant skills and experience suitable for other roles, such as supervisor or information officer, please express your interest with us.

All SEICCC roles provide a challenging and rewarding opportunity to assist the state emergency services. We encourage you to include your SEICCC role in your resume – feel proud to be a part of a team keeping our communities safe.

## Where is the SEICCC call centre located?

The SEICCC has a dedicated hub call centre located in the SA Water building, Level 8, 250 Victoria Square, Adelaide. It also has the support of 3 existing call centres within government during business hours, namely SA Water, Super SA and Service SA that are 'spoke' agencies as per the SEICCC business model below.



**Where can I park while working at the call centre?**

There are a variety of ways to get to the SEICCC at Victoria Square. Bus, tram and a number of temporary streets and car parking facilities are available in the Adelaide CBD. If you drive and park near the SEICCC call centre to work in an activation, make sure to inform the SEICCC Manager of your vehicle registration and parked location to notify the council and avoid any expiation notices (not applicable to recovery activations). If you drive in on a weekend or public holidays, SEICCC have designated parking bays in the SA Water Building carpark.

**Will I be provided with food and beverages during an activation?**

Yes. The SEICCC Manager will provide hub call centre staff with adequate facilities, refreshments and meals as well as ensure that rest breaks are taken regularly. If you have special dietary requirements please notify the SEICCC Manager before you commence your shift. A fridge and microwave is available if you wish to bring your own food.

**What do I bring to the call centre if I'm working in an activation?**

We encourage you to bring along your handbag/bag/wallet, mobile phone (to be kept on silent), any personal items/medication you might need for an 8 hour period. Refreshments and food will be provided, but you are welcome to bring your own if you prefer. It is useful to bring your government photo identification, training guides or handwritten reminders/notes and the contact details of your Manager in case they need to be contacted.

**Will I know the other staff at the call centre?**

Active participation in training and activation exercises will assist in getting to know other SEICCC team members. The SEICCC team consists of staff with a diverse range of skills and experience and provides a great networking opportunity. Each year we send a letter to your Chief Executive to inform them of your participation, you will receive a copy of this letter and it will show you the other individuals within your department who are also involved in the SEICCC.

**What kind of calls can I expect to answer?**

Any! As per the model diagram the SEICCC is available to support the SES, CFS, MFS, SAPOL, DEM and SRO to relay information to the public during significant emergency and recovery events. Training is provided to familiarise you with the types of calls to be experienced and how they should be handled. You will also be trained in the use of the approved information sources and relevant websites including Google Maps to determine how the situation relates to the location of a caller.

**How will I get home after my shift?**

If you do not have a mode of transport, a taxi voucher can be provided to you if outside of business hours. Just ensure to keep your receipt and return it to us.

**Can I continue to participate in the SEICCC beyond my employment with the SA Government (i.e. in retirement or working for the private sector)?**

As participation is restricted to South Australian Public Sector employees, participation beyond this employment is not possible.