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WELCOME TO NORTH EASTERN VICTORIA REGION

We look forward to working with you as one of our new regional staff members.

About us

The North Eastern Victoria Region, under the leadership of Regional Director, Judy Rose, encompasses an Early Childhood and School Support Division, a School Improvement Division and four Area Divisions aligned to the current local government areas and Department of Health and Human Services (DHHS) regional and area structure.

Region structure

To view a high level structure chart of how North Eastern Victoria Region works together, see: High Level Chart for External Stakeholders

Leadership contact list

To view a list of contacts within the North Eastern Victoria Region, see: NEVR Area Leadership contacts

Regional contact list

Click here to view a list of useful NEVR contacts

Schools by Area by SEIL by network

Click here to view schools by Area by SEIL. Note that this list is the DET ‘source of truth’ for schools by Area by SEIL by Network and is referred to by staff across DET and within the Minister’s office.

Areas

Areas within North Eastern Victoria Region include:

- Inner East
- Outer East
- Ovens Murray
- Goulburn

See ‘Each area and Finding your way around’ on the following page for more information on offices that service each area.

Areas are the forefront of our Department for the community and many of our partners, providing a comprehensive view of community issues to drive improved health, wellbeing, learning and development outcomes.

Areas are the primary point of contact on a day-to-day basis for services, place and community, monitoring performance improvement across services and mobilising the right response and support.

Area teams develop partnerships to support successful transitions between ages and stages of the learning continuum, and encourage collective responsibility for all learners in the community.

Senior Education Improvement Leaders work within the Area teams to facilitate networks, support schools and school principals, and work as part of a multidisciplinary area team to drive strong school improvement and student outcomes.
Regional Support

Bev Gill, Executive Assistant to Regional Director Judy Rose, will also be very happy to assist you with any general queries or needs you may have in relation to the Region’s operation and administration.

The Regional Business Plan

The business plan describes the objectives, performance indicators and actions of the region. The current plans are being developed.

Regional Organisational Chart

Click here to view the most recent version of the North Eastern Victoria Organisational Charts.

ENTITY REGISTER SEARCH

The Entity Register search application provides accurate, up-to-date details on Victorian schools, kindergartens and maternal and child health centres.

You should use Entity Register Search every time you need these details, to ensure you are accessing and providing the most current information for Departmental activities or Ministerial reference. You should not be using old lists. Click here to access the entity register.

PEOPLE AND CULTURE GROUP

The People and Culture Group was established in 2013 to help build a positive and effective culture throughout the new North Eastern Victoria Region. The group is comprised of staff from across the region, with at least one member from every unit and office location. The group acts as an important two-way feedback link between staff and management and works to create opportunities for staff to build strong connections and relationships.

Being a member of the People And Culture Group is your opportunity to actively and positively influence the organisational culture of NEVR so if you are interested please contact our People and Culture group conveners, Cathy Blackburn or Steve Pickering.

HUMAN RESOURCES

Check HR Web for easy access to comprehensive human resources information and support services for managers, employees and other people interested in finding out about the Department’s human resources policies and practices. This includes information on employee hours, leave, flexible working arrangements and employment conditions.
The Region and Finding Your Way Around

Click here for links to Regional Structure Organisation and other NEVER Organisational Charts

Regional Director – Judy Rose
School Improvement Executive Director – Jeremy Beard
Early Childhood and School Support Executive Director – Stuart Edwards

The North-Eastern Victoria Region includes the former Eastern Metropolitan and Hume Regions. The regions is divided into four Areas; Goulburn, Inner East, Outer East and Ovens Murray.

North-Eastern Victoria Region provides educational services to children and young people through funded early childhood services, schools, Vocational Education and Training providers and Learn Local organisations.

Regional staff support learners and their families and service providers across the region. Regional Offices are based in Benalla and Glen Waverley, with sub-Regional Offices located in Seymour, Shepparton, Wangaratta and Wodonga.
Area Profiles

GOULBURN

Area Executive Director – Cord Sadler

Goulburn comprises the five municipalities of Greater Shepparton, Mitchell, Moira, Murrindindi and Strathbogie.

Shepparton, the largest city in area, is the primary location for tertiary, health, cultural and higher education services.

The northern part of the area is of national significance for dairying, horticultural production and secondary processing, with a strong rural economy based on irrigated and dryland agriculture.

Shepparton, Mooroopna and Yarrawonga have culturally diverse populations, including a large Indigenous population.

While in the southern parts of the area there are a number of larger towns such as Yea, Seymour, Wallan and Kilmore, as well as strong agricultural and timber industries, many residents are employed in metropolitan Melbourne and commute.

The southern area of Goulburn has the largest growth rate of all the Hume municipalities due to peri-urban development associated with its proximity to the northern and eastern suburbs of Melbourne and rural amenity.

INNER EAST

Area Executive Director – Barbara Crowe

Inner East comprises four Local Government Areas: Monash, Whitehorse, Manningham and Boroondara. The smallest Education Area in geographic size, the Inner East Area is second only to the Bayside-Peninsula Area in student population, with 66,634.2 full-time equivalent (FTE) students in 118 government primary and secondary schools. Inner East Area has 542 early childhood settings. 35.9% of students in the Area were born in a non-English speaking country and there is an increasing Language Background Other Than English (LBOTE) population, bringing a wider cultural diversity and impacting on English as an Additional Language needs. The implications of this data are particularly relevant to how we support students and families in contrasting culturally diverse pockets of both higher and lower socio economic status.

OUTER EAST

Area Executive Director – Anthony Raitman

Outer East comprises 122 government schools across four Local Government Areas (Knox, Maroondah and Yarra Ranges) with a total student population of 41,340. Outer East has 399 early childhood settings. 26.9% of students were born in a non-English speaking country. Outer East’s ATSI population is 1,936.

Our multi-disciplinary team will work together to ensure that our schools, early childhood services, vocational education services, learners and families have access to the right skills and resources.

In the Outer East we have a Children and Youth Area Partnership operating, which has identified two priority areas: improving outcomes for children and young people in, at risk of entering, and leaving out-of-home-care; and the primary prevention of family violence through sport, recreation and leisure services and local businesses.

For our Koorie students we are developing a place based model of practice in the Healesville cluster of schools to incorporate whole of school cultural inclusion professional development including feedback and input from school and
Koorie community and developing local and metro Koorie organisations program and service partnerships to build outreach relationships with the schools.

**OVENS MURRAY**

**Area Executive Director – Bernie Boulton**

Through both Area Principal meetings and also Area All Staff forums the focus of our conversations has been around how a 'place based' model can strengthen the work which we undertake. Area Staff teams have spent time together understanding the scope and requirements of each other's work and how each person in the team contributes to the learning outcomes of children and young people. We have also spent time embedding the VPS values as core and central to our work.

Ovens Murray has had a continued focus on our most vulnerable children and young people through the work of the Regional Implementation Groups for Early Childhood and Schools. These groups have focused on developing the partnership agreement at a schools and early childhood service provider level with DHHS and support agencies. Our success has been in enrolment and attendance, with future focuses on quality Individual Learning Plans and mentors. Similarly, we have and will continue to focus on the important work around our Koorie students as a result of Taskforce 1000 in 2015 and the release of the Aboriginal Education Plan.

For the latest NEVR organisational chart, please click [here](#)

Phone Directory – for DET staff details please search the directory [here](#)
**Regional Office Contact Details**

Reception is available from 8.30am to 5.00pm Monday to Friday - 8392 9300

**GLEN WAVERLEY**
Building access is available from 7am to 6pm. Note after 6pm the lift will only go down levels unless you have a pass that will activate the lift between level 2 and 3. Please speak to your manager if you will require access outside of these time.

**BENALLA**
The Benalla office is open 8.30-4.30pm.

Seymour, Shepparton and Wodonga Offices do not have a reception. Therefore, it is necessary to obtain the relevant security pass to enter these offices.

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<tbody>
<tr>
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<td>152 Bridge Street</td>
</tr>
<tr>
<td></td>
<td>Benalla 3672</td>
</tr>
<tr>
<td>Postal address:</td>
<td>PO Box 403</td>
</tr>
<tr>
<td></td>
<td>Benalla 3672</td>
</tr>
<tr>
<td>Phone number:</td>
<td>(03) 8392 9500</td>
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<td>Fax number:</td>
<td>(03) 8392 9502</td>
</tr>
<tr>
<td>DX number:</td>
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</tr>
<tr>
<td></td>
<td>295 Springvale Road</td>
</tr>
<tr>
<td></td>
<td>Glen Waverley 3150</td>
</tr>
<tr>
<td>Phone number:</td>
<td>(03) 8392 9300</td>
</tr>
<tr>
<td>Fax number:</td>
<td>(03) 8392 9333</td>
</tr>
<tr>
<td>DX number:</td>
<td>211345</td>
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<table>
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<tbody>
<tr>
<td>Address:</td>
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</tr>
<tr>
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<table>
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<tr>
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<td>163 Welsford Street</td>
</tr>
<tr>
<td></td>
<td>Shepparton 3630</td>
</tr>
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<table>
<thead>
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<td>Address:</td>
<td>55 Hovell Street</td>
</tr>
<tr>
<td></td>
<td>Wodonga 3690</td>
</tr>
<tr>
<td>Phone number:</td>
<td>(02) 6055 7777</td>
</tr>
<tr>
<td>DX number:</td>
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</table>
WHAT YOU NEED TO KNOW

USEFUL INFORMATION FOR ALL OFFICES

STAFF CONTACT LIST AND ORGANISATIONAL CHART

Staff contact list
Organisational Chart

Work Stations
Staff are required to ensure their workstation is kept tidy and that their area remains under the 4 feet height limit.

Desk Phone
Your phone number is indicated on the top left hand side of your handset.

Please note you only need to dial the 5-digit extension for DET employees to be connected. For example, the main reception number for DET is 8392 9300 but you will also get through by dialing 29300.

Should you have any problems please contact Carlos Recinos, Regional ICT System Engineer on 8392 9315 or email recinos.carlos.c@edumail.vic.gov.au.

Learn how to use your desk phone and voice mail

Below is a basic guideline about setting up voicemail and operational functions of the voice mail system –

To Set up Your Voicemail

- Pick up handset and press 92222
- You will be asked for a security number. Please use your 5-digit extension number.
- Follow the prompts and record an out of office message. In your message please include the option to press '0' to return to reception
- Replace your handset

You then need to forward your call to your voicemail.

- Lift handset and Press Fwd NANS then 9222 to divert unanswered calls
- Replace handset
- Lift handset again and Fwd BSY then 92222 to divert when the phone is engaged
- Replace handset

Please note both of the above processes need to be done to divert your calls to voicemail.

A green light will display on your phone to indicate if any messages have been left.

To retrieve messages

- Lift handset and press 92222
- You will be asked for your security number which is your extension number
- Then follow the prompts to receive your messages.

Purchasing

Remember to refer to the Hospitality Expenditure Policy & Guidelines when organising catering etc.

Purchase requisition template is located on the NEVR Homepage under templates of via NEVR Purchase Requisition

Complete the appropriate purchase requisition prior to purchasing and email to your line manager for approval. Once approved forward the requisition and the approval to the appropriate Area Administration officer to enter on Ariba.
Visitors

All visitors must sign in at reception. Visitors are required to wear a visitor pass or appropriate photo ID, and this must be visible at all times.

Visitors to the Regional Offices are to adhere to general business hours and should vacate the premises by 4.30 p.m. A visitor security card can be obtained from reception for use during business hours only. As the number of security cards is limited, please remember to return the visitors security card to reception when your visitor leaves the building.

INFORMATION AND COMMUNICATIONS TECHNOLOGY

Computers/Networks/Printers

Laptops are supplied to staff based at a Regional Office and will be configured for new staff prior to commencement once the manager has received the new staff member’s T0 number and eduMail password from HR.

If you experience any problems with your laptop please contact the DET Service Gateway on 9637 3333 or log your incident at the IT Service Desk via email servicedesk@edumail.vic.gov.au

Staff are asked to familiarise themselves with the DET ICT policies and the Privacy Policy and Guidelines.

Virtual And Videoconferencing

Virtual conferencing allows staff to interact with participants in multiple locations outside the classroom, through audio, video, data sharing, interactive whiteboards, polling or instant messaging.

You can access virtual conferencing facilities via the internet, using applications such as:

- Polycom
- Adobe Connect
- Microsoft Lync
- Skype.

For more information and instructions for use, click the following link: virtual and videoconferencing.

EduSafe

EduSafe is the Department’s online Incident Reporting & Hazard Management System. It allows all Departmental employees to report incidents, injuries and hazards themselves or on behalf of other employees if they are not able to.

When lodged, the reports go to the employee’s line manager for appropriate action.

To access, click the following link: eduSafe Login

SharePoint and Records Management Training

All staff should be trained in SharePoint and records management training. Evelyn Marr conducts training at the offices – please contact her to find out information on upcoming training and training requirements.

Staff should ensure that they set up their “workspace” on eduGate by personalizing it with links relevant to them.

REGIONAL COMMUNICATIONS PROCESS

All official communication from the Regional Offices, sent through the North-Eastern Victoria Regional Office eduMail account, will be sent out in the form of a fortnightly newsletter here. All articles are to be approved by the relevant Executive Director.

Deadline

The deadline for submission of articles is noon Tuesday. Please note this includes getting articles approved by the relevant Executive Director. Articles received after the deadline will be held over for the next edition.

Submitting articles

There is an online newsletter request form which is located on the NEVR homepage under the Administration menu (right hand side) that you are encouraged to use.

Authors need to ensure that the style, tone, grammar, spelling and formatting of articles is consistent with the Department's Writing Style Guide and branding requirements Education State Templates Corporate Templates.
Travel & Accommodation

For overseas and interstate travel, you must create a travel briefing (TRA) online using ARIBA. Please seek assistance from the Administration staff if you are unsure what to do.

All staff who undertake travel are asked to familiarise themselves with the Travel Policy – Overseas and Domestic Travel.

If you require overnight accommodation due to visiting our rural colleagues please email you requests to Mel Clark, Administration Manager, who will allocate your request to one of her team.

Meeting Rooms

Bookings and use of the NEVR meeting rooms are primarily restricted to DET or school based staff. Bookings from outside groups and organisations both within and outside of business hours are normally not accepted. The Administration Manager, Mel Clarke is the initial contact for special case requests.

Failure to book a meeting room may mean it is not available on arrival. Please adhere to your booking time/s. Should you wish to extend your booking time, please check to ensure that the room is available. Should you no longer require the room booking, please ensure that you cancel it.

Please make sure that all rooms are left tidy after use and returned to an appropriate set up for the next user.

All rooms are booked though Outlook following this guide. Please seek assistance when making a room booking from a team member if required.

Please see list of relevant meeting rooms for each office below.

Kitchen

Kitchen areas in the offices must be kept clean and tidy. Dishes must be placed in the dishwasher or hand washed, dried and put away. Please note if there is a kitchen roster or duty list in place at the office and adhere to any relevant duties.

Please make sure that personal items in the fridge are either used or removed within an appropriate period of time.
Safety, Health & Wellbeing

OCCUPATIONAL HEALTH & SAFETY

DET is committed to providing employees, students, contractors and visitors with a healthy and safe environment. DET will, where reasonably practicable, take action to improve and promote health, safety and wellbeing and prevent workplace injuries and illnesses at all DET workplaces. If you have any concerns please raise them with your manager in the first instance and then if not resolved speak to your Designated Work Group representative.

WORKPLACE CONTACT OFFICERS

The Workplace Contact Officer (WCO) Network compliments existing policies and procedures, providing DET employees with access to someone who can assist with queries or concerns relating to issues of discrimination, harassment and bullying in the work environment.

Workplace Contact Officer is Rosemary Boyd. Rosemary is a Regional Community Liaison Officer and is located on level 2 at Glen Waverley Offices. You can contact Rosemary via email boyd.rosemary.f@edumail.vic.gov.au phone ext. 8392 9375.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Department is committed to providing a safe and supportive work environment where diversity is valued and everyone is treated with respect, fairness and dignity.

Fair and equitable treatment of people is integral to all of our activities.

An employee’s health and wellbeing can be significantly improved by an individual maintaining a healthy work / life balance. The Department provides a number of options to support employees, such as our Flexible Work for Work-Life Balance options.

All employees are entitled to access the Department’s Employee Assistance Program (EAP). The EAP is a short term, solution focused and strictly confidential counselling service provided by OPTUM. It is available 24/7 for up to four sessions for Department’s employees to discuss any personal or work related issues.

All employees seeking independent counselling support can call OPTUM directly on 1300 361 008 and make an appointment at a time and location that is suitable.
EMERGENCY MANAGEMENT AND SECURITY

EVACUATION PROCESS

When responding to an emergency staff should: R.E.A.C.T

- RESPOND TO OR RAISE THE ALARM - you should always Respond to or Raise the Alarm – dial 000 and know your exits
- EXAMINE - what type of emergency you may be facing
- ASSESS - the risks to your life safety and that of others
- CONTROL - take control of the situation, act responsibly
- TALK - Always talk (Communicate) with all parties concerned.

STAGES OF EVACUATION: evacuation is conducted in three distinct stages depending on the severity of the incident.

STAGE 1 – Removal of persons from the immediate danger area
STAGE 2 – Removal to a safe area
STAGE 3 – Complete evacuation of the floor

All Regional Office staff are requested to familiarise themselves with the building’s emergency exit points.

RECOMMENDED STEPS FOR EVACUATION

The building has a two (2) step alarm system

1. Beep Beep

   An alert to check for signs of danger and stand by for further information. Gather keys, wallet, and handbag and be ready to evacuate. Wardens respond.

   If the alarm stops return to your work. An announcement will be made, as soon as more information is available.

2. Whoop Whoop

   Evacuate via the nearest exit and proceed to the courtyard in front of the Monash Municipal Library. If the weather is inclement the assembly area will be the open area in front of the Village Cinemas.

   Out of hours the Whoop Whoop automatically sounds. Staff should immediately evacuate via the nearest safe exit stairwell.

   All Regional Office staff are requested to familiarise themselves with the building’s emergency exit points. Evacuation diagrams showing exit points are posted in most meeting rooms and near the exits.

Please see below for fire wardens in each office.

TRAVEL PROTOCOLS FOR CODE RED AND EXTREME DAYS

Staff who have provided a mobile phone number will be alerted via SMS up to 3 days prior, of a forecasted Code Red or Extreme Fire Danger Rated (FDR) days. (NB. Managers are required to communicate directly with all individual staff members who are not registered or do not respond to the SMS).

- Code Red days will be confirmed by 1 pm the day prior
- Emergency contact details and emergency kits are in all regional cars

On all other days’ normal staff arrangements and travel can take place.


Staff members

As knowing the whereabouts of staff is essential during the bushfire season, for the months of December to March, inclusive, all staff must either:

Keep an electronic calendar up to date at all times, and ensure their manager has viewing access
**Code Red days**

On Code Red days **no staff member** is to undertake business travel into or through the identified Metropolitan and Rural Travel Restriction Zones (see attached). Any other travel should be limited, and negotiated with your relevant manager if travel is necessary. Staff who are travelling must have appropriate emergency contact details with them. These details are in all NEVR fleet cars and can be provided to staff.

If a staff member is unable to attend for duty they may be granted leave with pay where the Regional Director is satisfied that the absence was necessary and unavoidable on that day.

For more information please refer to [Leave - bushfire, flood or other severe weather event](#).

**Extreme days**

On the day prior to an Extreme day, staff whose role involves business travel should negotiate altered work and travel arrangements with their Manager.

Staff should keep themselves informed of relevant information and warnings via external sources e.g. Bureau of Meteorology website, CFA Website: Total Fire Bans and Ratings and mass media.

**Fire affected areas**

**Staff members are not permitted to undertake business travel into a fire affected area, without the specific permission of their Executive Director or delegate.**

**‘SMS – Code Red and Extreme Days**

When an Extreme or Code Red day is confirmed NEVR Travel Protocols come into effect and all staff who have provided a mobile phone number will receive an SMS advising them of the FDR status of the following day, once you receive the SMS you must reply YES. Managers will follow up with all staff members who do not reply.

**SMS – Emergencies**

All NEVR staff who have provided a mobile phone number will receive an SMS when an office evacuates or goes into lockdown. This procedure ensures that if you are visiting or returning to that office that you are aware of what is happening and do not attempt to enter the carpark or building. Once the emergency is over another SMS will be sent advising you of the all clear. There is no need to respond to either of these emergency SMS’s.’

**REGIONAL FLEET CARBOOKINGS & TRANSPORTATION**

**Fleet**

Kathy Lovat or Michelle Tate, Fleet Managers, are the contact for all vehicle requests.


When completing a journey in a red plate vehicle the logbook and keys must be placed in the fleet area of the Regional Office you are in or visiting.

- Fleet vehicles may be made available for use by other staff while you are in a Regional Office.

- All staff are required to have a profile set up in Smartfleet to enable a booking to be made. Please contact the fleet manager for assistance.

- Cars not picked up within 20 minutes of the requested booking time may be allocated to another staff member

- All vehicle users are reminded that cars are to be kept clean both inside and out, and as a courtesy to other vehicle users

All office vehicle users need to refer to the [Victorian Standard Motor Vehicle Policy - August 2015](#) and the [DET Motor Vehicle Policy](#). Both documents are located on the Departments eduGate site.

- Staff are required to accurately and promptly record their odometer readings online using [Smartfleet](#) for each trip

An effort will be made to accommodate everyone’s needs. If necessary, staff will be encouraged to consider the option of using the train for all or a portion of their journey or to rearrange times to share vehicles with other staff. There is no guarantee that last minute requests will be granted. Staff are responsible for noting any cancellations or amendments...
to their travel bookings online. The car folders are located in the fleet area on level three; each folder contains the car keys and a swipe for the car park. Staff are responsible for completing the booking request after each trip.

*Cars are to be returned with no less than ½ a tank of petrol.*

**Fuel Suppliers**

DET vehicles have a BP fuel card. All vehicles should be filled with normal unleaded or LPG. Premium unleaded OR Ultimate fuel is not on the Whole of Government contract and should not be used for departmental vehicles. If any of the vehicles have lost or misplaced fuel cards please email Michelle Tate or Kathy Lovat so a replacement can be arranged.

**Breakdowns and Roadside Assist**

In the case of a breakdown, contact roadside assist. The roadside assist numbers are:

- Ford: 1800 133 673
- Toyota: 1800 686 464
- Holden: 1800 817 100

Roadside assistance is available 24 hours, 365 days a year.

**DET Vehicle Accidents**

In the event of an accident, where a vehicle or other property has been damaged, the driver should immediately notify the fleet manager.

**Windscreens and Tyres**

The department has accounts with:

- O’Brien Windscreens (13 16 16) for all windscreen and glass repairs
- Bridgestone (131 239) & Beaurepaires (132 381) for all tyre supplies and repairs.

Please ensure that the supplier is aware that the vehicle is a DET vehicle and we have an account with them.

**Wilson Parking Tickets – Park Hyatt only**

Pre-paid tickets are available. Tickets can be obtained from the School Improvement Project Support Officers.

**TAXI AND PUBLIC TRANSPORT INFORMATION**

**CabCharge Vouchers/Tickets**

If you require a CabCharge, you will need to complete a Cabcharge Request. Complete the form and then submit. Once approved, you will be advised by reception to collect the CabCharge. On your return, provide the CabCharge stub and receipt stapled together to reception.

**MYKI Cards**

If you require a MYKI, you will need to complete a MYKI Request. Complete the form and then submit. Once approved, you will be advised by reception to collect the MYKI. On your return please return the MYKI to reception.

**SECURITY CARDS/SWIPES**

Managers are responsible for organising security cards/swipes for new staff.

To arrange a security card/swipe for Glen Waverley, contact Linda Jamieson.

To arrange a security card/swipe for Glen Waverley, contact Michelle Tate.

**INFORMATION FOR PEOPLE MANAGERS**

If you are a People Manager, you have the responsibility to ensure an effective and smooth process to welcome and induct a new staff member into your team and the Department.

Please refer to People Management Documents on eduGate.

**RSG INDUCTION AND ON-BOARDING CHECKLIST**
This document has been produced as a guide to assist regions with the “on boarding” of their new executives and VPS staff during 2017 to ensure that the induction experience into Regional Services Group is consistent across all regional offices on boarding checklist for managers and staff

DEPARTMENT INDUCTION AND ON-BOARDING RESOURCES

Whether you are new to the Department or an existing Manager or Executive, you will find the information available through the following link of assistance to you in understanding the scope of some your responsibilities

RSG GOVERNANCE

The RSG Governance Framework provides clarity about how and where decisions are made in RSG as well as creating transparency and accountability around those processes. It is important that managers acquaint themselves with this framework and ensure they operate in accordance with it.

It is encouraged that you to have discussions with your staff about this and to point them to the range of resources that can be found here on the RSG Governance Page

CHANGE MANAGEMENT

Click here to view a range of change management resources. This library of articles, tips, activities and tools has been developed for people managers and staff to access throughout times of change.
Glen Waverley Office

There is a range of amenities nearby 295 Springvale Road, Glen Waverley. Please see the list below for details.

Coffee and Food
There are a number of coffee and food vendors on Kingsway, which is a 2-minute walk from the office.

Banks
HSBC Bank – 38 Kingsway, Glen Waverley
Commonwealth Bank – 28-32 Kingsway, Glen Waverley

ATMS
Westpac, Commonwealth, ANZ, and Bank of Melbourne ATM’s are all located a short walk away in the Century City complex.

Chemists
National Pharmacies - 62 Kingsway, Glen Waverley
Glen Waverley Pharmacy - 1/191 Coleman Parade, Glen Waverley
Chemist Warehouse – 263 Springvale Road, Glen Waverley

Post Office
Australia Post – The Glen Post Shop, The Glen, 268/235 Springvale Road

Medicare
The Glen, Shop 5, Level 1, 235 Springvale Road, Glen Waverley

Medical Centre
Kingsway Medical Clinic - 50/40-42 Montclair Avenue, Glen Waverley (Ph: 9560 7366)
Glen Family Medical Centre - 307 Springvale Road, Glen Waverley (Ph: 9560 7888)

Nearest Hospital
Waverley Private Hospital - 357 Blackburn Road, Mt Waverley, VIC 3149
Monash Hospital - 246 Clayton Road, Clayton, VIC 3168
Dandenong Hospital – 135 David Street, Dandenong VIC 3175

Car Parking
Staff and visitors to the office are encouraged to use the four-hour car park facility on Bogong Avenue, a short walk from the Regional Office. Refer to Appendix 2 for a map of available street car parking however please check all signage when parking. Limited underground visitor car parking is available upon request. Please contact reception on ext. 29644 or 29447 at least two days prior to check availability. Reception will not allow access to the underground car park unless previously arranged.

Office Amenities
Tea and coffee facilities: there are two tea points located in each office building. Each tea point is equipped with fridge, dishwasher, microwave and on-demand hot and chilled water. It is recommended that all food be eaten in amenities area on Level 2 and not at your desk. Daily newspapers are located on the kitchen table on level 2.
There are toilets including a disabled toilet located on both floors of each office.

Hot Desks
Hot desks are located on Level 2 and 3 in the middle of each floor. The Hot Desks are equipped with DET network connections allowing you to use your DET laptop. Please note computers must be aligned to DET networks.
Work Stations
Staff are required to ensure their workstation is kept tidy and that their area remains under the 4 feet height limit.
The Glen Waverley office is cleaned daily after hours. The cleaners’ empty staff rubbish bins; however, staff are required to empty their recycled paper boxes.

Stationary Supplies
Stationary items can be located in the photocopy areas located on both level 2 and 3. If you take the last stationary item, please contact Kathy Lovat (level 2) in person or via email lovat.kathleen.a@edumail.vic.gov.au
Due to limited storage, stationery items will be kept to a minimum. If you are organising professional development or require a bulk order of an item, please complete a requisition and email to lovat.kathleen.a@edumail.vic.gov.au. Please allow at least two weeks for the products to arrive.
A range of envelopes are located near the pigeon holes on level 3 and in the storeroom on level 2. If those supplies have diminished, please email lovat.kathleen.a@edumail.vic.gov.au.

North-Eastern Victoria Region letterhead is an online template can be accessed via this link.

Meeting Rooms

Glen Waverley:

<table>
<thead>
<tr>
<th>Location</th>
<th>Room</th>
<th>Capacity</th>
<th>Kitchenette</th>
<th>Data Projector</th>
<th>Screen</th>
<th>DVD Player</th>
<th>Speakers</th>
<th>Phone</th>
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<th>Video Conference</th>
<th>Available bookings</th>
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<tbody>
<tr>
<td>GW</td>
<td>2.15</td>
<td>4</td>
<td>✓</td>
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<td></td>
<td>No</td>
</tr>
<tr>
<td>GW</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
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</tr>
<tr>
<td>GW</td>
<td>2.21 Marriott</td>
<td>25 +</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>GW</td>
<td>2.4 Margaret Ockwell</td>
<td>8</td>
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<td>✓</td>
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<tr>
<td>GW</td>
<td>3.11</td>
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<td>Yes</td>
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<td>3.16 Phone Room</td>
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</tr>
<tr>
<td>GW</td>
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<td>No</td>
</tr>
<tr>
<td>GW</td>
<td>3.22 Berkley</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>GW</td>
<td>3.23 Lincoln</td>
<td>25 (50)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

The Lincoln Room will accommodate approximately 25 people however the divider can be opened to connect with the Berkley Room expanding capacity to approximately 50. The Marriott Room will accommodate approximately 25 people; the room is next to the staffroom and the divider can be opened to allow additional space for staff functions.
The divider can only be operated by a trained member of staff. Please refer to the list located near the divider or see Linda Jamieson
Catering

Click here for the direct link to the policy. If established that catering is appropriate, a request is to be submitted via ARIBA for approval. The delegate is the relevant Divisional/Area Director. If the organiser requires assistance, the NEVR Administration team can provide further support.

Reception needs to be advised if catering has been ordered so that it can be directed to the correct function delivery.

There is no preferred caterer for the Glen Waverley Office, however, preferred caterers are Tally Ho Catering or Waverley Industries.

All Regional Office staff are requested to familiarise themselves with the building’s emergency exit points.

EMERGENCY MANAGEMENT

Evacuation process as above

There is a whole of building Emergency Management team with representatives from each tenant on all four floors. The Regional Office fire wardens are as follows:

- DET Chief Warden: Linda Jamieson
- DET Deputy Chief Warden: Sharon Saviane
- Level Two Floor Wardens: Alison Sprague and Sheridan Brown
- Level Three Floor Wardens: Angie Deva, Helen O’Shea, Anthony Raitman, Michael McQueen

First Aid

At the Glen Waverley, there are two first aid kits located on each level. Refer to Appendix 2. The following staff are trained in first aid:

Level 2:
- Linda Jamieson ext. 29336
- Sharon Saviane ext. 29312

Level 3:
- Helen O’Shea ext. 29390

WELLNESS ROOMS

At the Glen Waverley Office, there is a wellness room located on Level 2. The wellness room is available for staff as a safe place that can be utilised at any time to maintain health and wellbeing.
APPENDIX 2 – GENERAL CAR PARKING AT GLEN WAVERLEY OFFICE

<table>
<thead>
<tr>
<th>STREET</th>
<th>SIDE OF STREET</th>
<th>MELWAYS REF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Myrtle Street</td>
<td>Both sides</td>
<td>71 B4</td>
</tr>
<tr>
<td>Lincoln Avenue</td>
<td>South side and north from no’s 0-25</td>
<td>71 A3</td>
</tr>
<tr>
<td>Short Street</td>
<td>North side</td>
<td>71 B3</td>
</tr>
<tr>
<td>Wilson Road</td>
<td>North side</td>
<td>71 D4</td>
</tr>
<tr>
<td>Victoria Avenue &amp; Mount Street</td>
<td>East side</td>
<td>71 D3</td>
</tr>
<tr>
<td>Ingram Avenue</td>
<td>North side</td>
<td>71 D3</td>
</tr>
<tr>
<td>Park Street</td>
<td>West side</td>
<td>71 C3</td>
</tr>
<tr>
<td>Panoramic Grove</td>
<td>West side</td>
<td>71 D3</td>
</tr>
<tr>
<td>West Court</td>
<td>Both sides</td>
<td>71 D3</td>
</tr>
</tbody>
</table>

Monash Council advises these are indicative only. Please check all signage when parking. The closest car park is on Bogong Ave, diagonally across from the roundabout at the rear of the Regional Office. Please note the car park has a 4 hour limit, strictly adhered to by Council.
Benalla Office

Office Hours

The Regional Offices are open from 8.30a.m. to 4.30p.m., Monday to Friday.

The automatic front doors at the Benalla office will operate during office hours. The rear door is locked at all times and you will require an employee security pass to gain access.

Amenities

Tea and coffee facilities: there is a tea point located in each floor. Each tea point is equipped with fridge, dishwasher, microwave and on-demand hot and chilled water. It is recommended that all food be eaten in amenities area and not at your desk. Daily newspapers are located on the staff room table on the ground floor. Refer to Appendix 1.

There are toilets including a disabled toilet located on both floors. There is a shower located in the disabled toilet on the ground floor.

Car Parking

Regional staff visiting the Benalla office may park official vehicles, red plate or hired, on-site at the back of the office, if there is space available. In conjunction with Benalla College, a staff car park has been developed on the Benalla College, Dunlop Campus site (behind the Aldi store), and just 100 metres from the office. This car park is available for all Benalla based staff and any visitors that may be attending regional office who require car parking. Staff are encouraged to use this car park instead of parking in Barkley Street. Refer to Appendix 2 for a map of available car parking.

Hot Desks

Hot desks are located on each floor. The Hot Desks are equipped with DET network connections allowing you to use your DET laptop. Please note computers must be aligned to DET networks.

Work Stations

Staff are required to ensure their work station is kept tidy and that their area remains under the 4 feet height limit.

Staff in the Benalla office are required to empty the bin/s under their desks. The cleaners are here from 6.00 a.m. to 7.15 a.m. each weekday; they clean the utility and amenity areas, and vacuum the floors. If you wish to leave a message for the cleaners, contact Reception, with your message so that they will include it in the Cleaners Book.

Stationary Supplies

If you require stationary or if you take the last stationary item, please contact Maree Oddy on 8392 9528) or at Oddy.Maree.E@edumail.vic.gov.au.

Due to limited storage, stationery items will be kept to a minimum. If you are organising professional development or require a bulk order of an item, please complete a requisition and email to Oddy.Maree.E@edumail.vic.gov.au. Please allow at least two weeks for the products to arrive.

All Regional Office staff are requested to familiarise themselves with the building’s emergency exit points.

The Regional Office fire wardens are as follows:

- Chief Warden: Kira Mazurak
- Deputy Chief Warden: Andrew Doyle
- Level One Wardens: Lysa Baguley and Sandra Allen
- Ground Floor Wardens: Michelle Tate and Olivia Sewell

All Regional Office staff are requested to familiarise themselves with the building’s emergency exit points. Evacuation diagrams showing exit points can be viewed on the staff notice boards adjacent to the Ground floor and Level One kitchen points.
**Meeting Rooms**

All rooms are booked though Outlook. Please seek assistance when making a room booking from a team member if required.

If you’re hosting a meeting at the Regional Office with 10 or more guests and are supplying tea/coffee, please contact Reception (8392 9501 or email nevr@edumail.vic.gov.au) one week prior to order additional milk for your meeting.

<table>
<thead>
<tr>
<th>Room</th>
<th>Capacity</th>
<th>Kitchenette</th>
<th>Data Projector</th>
<th>Screen</th>
<th>DVD Player</th>
<th>Speakers</th>
<th>Phone</th>
<th>Whiteboard</th>
<th>Video</th>
<th>Conference</th>
<th>Available bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Room</td>
<td>25</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>Yes</td>
</tr>
<tr>
<td>Board Room</td>
<td>15</td>
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<td>✓</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>Yes</td>
</tr>
<tr>
<td>Meeting Room 2</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>Yes</td>
</tr>
<tr>
<td>Retreat Room G.09</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Retreat Room G.10</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>Yes</td>
</tr>
<tr>
<td>Retreat Room 1.10</td>
<td>2</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td>Yes</td>
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<tr>
<td>Retreat Room 1.09</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>
Appendices

Appendix 1 – BENALLA office floor plan

Ground Floor

- Conference room
- Foyer & reception
- Board room
- Regional Director's Office
- Staff room
- amenities
- Retreat rooms
- Hot desks
- Work stations
APPENDIX 2 – GENERAL CAR PARKING AT BENALLA OFFICE
Seymour Office

Address: Level 2, 8-10 Elizabeth Street VIC 3660. The Seymour Office does not have a telephone or fax line, however, the building is shared with the Department of Health and Human Services in Seymour. DHHS’s number Tel: (03) 5771 1600 Fax: (03) 5771 1610.

Meeting Rooms

All rooms are booked though Outlook. Please seek assistance when making a room booking from a team member if required.

<table>
<thead>
<tr>
<th>Room</th>
<th>Capacity</th>
<th>Kitchenette</th>
<th>Data Projector</th>
<th>Screen</th>
<th>DVD Player</th>
<th>Speakers</th>
<th>Phone</th>
<th>Whiteboard</th>
<th>Video Conference</th>
<th>Available for bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Room</td>
<td>10</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

If meeting rooms are unavailable at the Seymour Office, there are rooms that might be available at the Department of Health and Human Services on Level that have to be booked via calling DHHS. This will incur a cost so the appropriate procurement procedures will apply.

If an external venue is required, it is possible to use the Seymour Club, Seymour College or the Seymour Racing Club. This will incur a cost so the appropriate procurement procedures will apply.

CAR PARKING

Access for people with a disability: Lift access inside the building with limited street parking on Elizabeth Street. Accessible toilet available.

AMENITIES

Found on DET Level 2.

CAR PARKING

Limited parking available on Elizabeth Street.

HOT DESKS

Limited hot desks available.
Other DET Office Locations

TREASURY PRECINCT

The central office of DET is located within the Treasury Reserve Precinct. DET occupies the following buildings on the Treasury Reserve

- 2 Treasury Place
- 33 St Andrews Place
- 41 St Andrews Place
- 23 St Andrews Place
- 3 Treasury Place (Ground Floor)

Maps of the Treasury Precinct can be found on the Corporate Accommodation and Facilities intranet site.

Casselden Place, 2 Lonsdale Street

Our Statutory Bodies are located at Casselden Place, 2 Lonsdale Street, Melbourne.

Level 1: Victoria Curriculum and Assessment Authority (VCAA)
Level 4: Victorian Registration and Qualifications Authority (VRQA)
Merit Protection Board (MPB)

Regional Offices

The location, addresses and contact numbers of the other Regional Offices can be found here.