Schools and Regional Services
Welcome Kit
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Welcome from the Deputy Secretary

Dr David Howes, Deputy Secretary

I am delighted to welcome you to Schools and Regional Services (SRS) in the Department of Education and Training.

As a member of SRS, you will play a critical role in supporting our schools and early childhood services to deliver quality education services and improved learning outcomes for children and young people and help make Victoria the Education State. This is our commitment to ensuring every Victorian – regardless of their background, postcode or circumstance – has the opportunity to develop the knowledge, skills and attributes they need to participate and thrive in a complex economy and society.

This induction booklet provides you with an overview of the SRS Divisions and branches, and how your work contributes to the strategic direction of SRS and the Department. You will find useful information and resources specific to SRS, as well as practical information such as getting your PC set up. As you settle in to your role, I also encourage you to engage in regular conversations with colleagues and your manager, to discuss your own individual goals and development, and to build relationships across the group and Department.

Congratulations on your new position within SRS. I hope you find your role to be both challenging and rewarding. I look forward to working with you, and the great contribution you can make.

About David

David was appointed to the role of Deputy Secretary, Schools and Regional Services in September 2019. Prior to that, he was CEO of the Victorian Curriculum and Assessment Authority (VCAA). David has more than 30 years' experience in education as a teacher, educator and researcher in Australia and overseas, and has a deep interest in curriculum, assessment and student learning.

Group Overview

Purpose of Group/Region

Schools and Regional Services (SRS) is at the forefront of delivering on the Government's commitment to make Victorian the Education State. The group's key role is to deliver better outcomes at the frontline where education, health and development professionals have an impact on children and young people.

With a diverse workforce, covering a vast range of functions and geographic spread, the group has a focus on making it easier for children, families, schools and service providers to access responsive and high-quality support and services.

We have a regional operating model—known as Learning Places—to deliver education services across the State. Under this model the State is divided into four regions and 17 areas. Schools, early childhood services and training organisations work with the Department via their local regional office. Regional offices connect the Department's central office and our service providers, so that policy intent and outcomes are delivered in local communities.

The model is focused on people and place-based service delivery to allow localised, tailored and integrated decision making, service and support. This arrangement also facilitates cross government initiatives and integration of services.
Roles and Responsibilities
SRS is responsible for building the capability of professional workforces, developing excellence in leadership, teaching quality and educational practice.

SRS guides effective policy and program implementation, creating local opportunities for engagement, partnership and the spreading of ‘best practice’ approaches. The group embeds continuous improvement through performance monitoring. We also deliver emergency management policy across early childhood services, schools and higher education providers.

The group is responsible for implementing many of the Department’s strategic priorities. These include Education State initiatives, the Framework for Improving Student Outcomes (FISO), school improvement programs, and initiatives focused on building leadership and workforce capability.

Group Value Proposition
SRS has the following four objectives:

- **Delivery and implementation of reform** – Deliver and embed Education State reform across the portfolio (early childhood, schools, higher education and skills)
- **Place-based delivery** – use person-centred, placed-based solutions to tackle local issues and trends
- **Workforce capability and capacity** – build a high-performing workforce that can adapt in a complex and dynamic environment, and model public sector values, and learns from experience in policy and program implementation
- **Collaborative and co-designed approaches** – work collaboratively with other groups to embed system learning and influence the policy cycle to ensure we are set up for effective implementation

Leadership, Culture and Values
SRS adheres to the DET values, which are drawn from the Code of Conduct for Victorian Public Sector Employees. These seven values, responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, guide the actions we take within our group, the decisions we make and the interactions we have in performing our public duties. In working within the DET values, the group has the following processes and practices in place:

Teams across SRS work together collaboratively to deliver on the Education State targets. The tenets of the SRS collaborative model are:

- collective responsibility fuelled by moral purpose
- a culture of continuous self and system improvement
- sharing and spreading evidence, practices and insights

The six main roles and working principles that apply for SRS staff in area, regional and central teams are:

- Create impactful relationships
- Build the capacity of professional workforces
- Lead excellence in learning
- Facilitate a joined up education system
- Improve performance everywhere
- Strengthen implementation expertise

In addition, by placing Areas at the core of the Department’s regional operating arrangements, we can ensure deeper understanding of the characteristics, trends and issues of communities, and the operating context of each school and early childhood service. A multidisciplinary approach within areas enables us to take a holistic view because we know that it takes a wide range of expertise to solve complex problems. Through this approach, learners and their families have access to a range of experts across our early childhood services, schools and higher education providers — from executive leaders to curriculum and assessment specialists, and our dedicated health and wellbeing workforce.
Assistant Deputy Secretary, Chris Thompson

Chris Thompson is the Assistant Deputy Secretary, Schools and Regional Services. Reporting directly to the Deputy Secretary, Chris oversees the Security and Emergency Management Division, and New School and Education Plans Division, and supports the Deputy Secretary in the strategy and operation of the Group.

Security and Emergency Management Division (SEMD)

SEMD’s role is to lead and support Victoria’s education communities to be physically and psychologically safe, helping enable children and young people to better achieve their educational potential. The Division is responsible for providing expert security and emergency management training, advice, intelligence, policies and resources and support for all Department sites, staff and education communities.

SEMD operates the Department’s 24/7 Incident Support and Operations Centre (ISOC), which provides support, advice, resources and referral pathways when schools report emergencies and critical incidents. ISOC supports regions to manage incidents with significant consequences, to
ensure appropriate departmental actions through to closure of these incidents. ISOC also monitors and coordinates the response to government schools’ intruder detection systems.

**New Schools and Education Plans Division (NSEPD)**

(Time limited)

The Division works with regions and the Victorian School Building Authority to develop and deliver strategic approaches to infrastructure and school operations planning. This includes provision planning and managing student demand, school zones and enrolment management, new school planning and establishment, and place-based responses to education provision and delivery.

The Division leads education provision planning with a focus on forecasting and managing student demand, but also for specialist cohorts including students with special needs, English as an Additional Language and kindergarten delivery.

NSEPD also supports the delivery of place-based initiatives for the Department by managing the interface between school infrastructure planning, delivery and operations. This involves working closely with regions to utilise their in-depth knowledge of place to tailor and implement local solutions to improve education outcomes.

The division’s work requires a multi-disciplinary approach, bringing together policy and technical expertise in land use planning and demographic data, infrastructure, enrolment, school establishment and compliance.

**Performance Division (PD)**

Performance Division integrates the school improvement and performance agenda with teaching quality and professional practice reforms and investment. It drives performance improvement, accountability and innovation across SRS to achieve improved learning and development outcomes for all young people.

The Division delivers system-wide school improvement and accountability through the Framework for Improving Student Outcomes (FISO) and Regional Performance Framework, and implements key school improvement programs such as the Literacy and Numeracy Strategy, Differentiated Support for School Improvement (DSSI) initiatives, Learning Specialists and Professional Learning Communities (PLCs). It also implements policies that shape and sustain a highly skilled, professional school workforce and supports quality teaching at each stage of the teaching career.

**School Operations and Statewide Services Division (SOSSD)**

The Division provides day-to-day support for schools and regions, covering school registration, governance and operational issues, client enquiries, complaint management, and support for principals in the management of complex matters that arise with parents or advocates.

SOSSD manages specific programs, including School Sports Victoria, the Languages and Multicultural Education Resource Centre, Affordable School Uniforms, Glasses for Kids, Victorian inter-school sport and the annual Victorian State Schools Spectacular. It coordinates the Department’s participation in whole-of-Government metropolitan and regional partnerships, and manages programs and services related to the provision and reengagement of young people involved in the youth justice system.

The Division leads and coordinates a range of other functions within SRS, including budget, workforce planning, strategic communications, support for the SRS governance framework, implementation of audit actions, business planning, and quality assurance of correspondence and briefings for Ministers, the Secretary, and the Deputy Secretary and the Assistant Deputy Secretary, SRS.

**Bastow**

The Bastow Institute of Educational Leadership’s (Bastow) priority is to make a significant contribution to the success of Education State, while simultaneously maximising value to the Government. Bastow delivers a range of initiatives and professional learning focused on building system capability, including:

- delivery of best-practice, high-quality leadership development, professional learning, and events for educational leaders, teachers and early childhood educators
• support the implementation of Education State school reforms by incorporating Government priorities into learning design
• the development of workforce policy and strategy for educational leaders
• provisioning of professional learning advice and support to other areas of the Department.

Inclusive Education Professional Practice Branch

The Inclusive Education Professional Practice Branch builds the capability of regional and school-based staff to develop and implement established and accepted inclusive education practices that better support the lifelong learning and development of all Victorian children, young people and their families.

The Regions

There are four Regional and 17 Area teams in locations throughout the state. The multi-disciplinary Area teams lead our place-based approach to service delivery and are responsible for managing this delivery through our schools and early childhood providers in local communities right across Victoria.

Department of Education and Training

Regions and Areas

North Eastern Victoria Region

The North Eastern Victoria Region, under the leadership of Regional Director, Terry Bennett, encompasses an Early Childhood and School Support Division, a School Improvement Division and four Area Divisions (Goulburn, Ovens Murray, Inner Eastern Melbourne and Outer Eastern Melbourne) aligned to the current local government areas and Department of Health and Human Services (DHHS) regional and area structure. To view NEVR’s organisational chart, see: North Eastern Victoria Region
**North Western Victoria Region**

The [North Western Victoria Region](https://www.gov.au), under the leadership of Regional Director, Jeanette Nagorcka, encompasses an Early Childhood and School Support Division, a School Improvement Division and four Area Divisions (Mallee, Loddon Campaspe, Hume Moreland and North Eastern Melbourne) aligned to the current local government areas and Department of Health and Human Services (DHHS) regional and area structure.

To view NWVR’s organisational chart, see: [North Western Victoria Region](https://www.gov.au)

**South Eastern Victoria Region**

The [South Eastern Victoria Region](https://www.gov.au), under the leadership of Acting Regional Director, Angela Singh, encompasses an Early Childhood and School Support Division, a School Improvement Division and four Area Divisions (Southern Melbourne, Bayside Peninsula, Inner Gippsland and Outer Gippsland) aligned to the current local government areas and Department of Health and Human Services (DHHS) regional and area structure.

To view SEVR’s organisational chart, see: [South Eastern Victoria Region](https://www.gov.au)

**South Western Victoria Region**

The [South Western Victoria Region](https://www.gov.au), under the leadership of Regional Director Wendy Timms, encompasses five Area Divisions (Central Highlands, Barwon, Western Melbourne, Brimbank Melton and Wimmera South West), aligned to the current local government areas and Department of Health and Human Services (DHHS) regional and area structure, and two Divisions: Early Childhood and School Support Division and School Improvement Division.

To view SWVR’s organisational chart, see: [South Western Victoria Region](https://www.gov.au)
Getting Started

Edumail

The Department's messaging service, eduMail, is a central repository for all your emails, calendar and business contacts. All staff are provided with an eduMail account for the duration of their employment. The eduMail service is governed by the Acceptable Use Policy for the Department's Information, Communications and Technology (ICT) Resources.

If you need to access your inbox and calendar from home or another location, you are able to do so by logging into: www.eduMail.vic.gov.au.

- Under Username, enter the pin number you use to log onto your work computer.
- Under Password, enter the password you use to log onto your work computer.

* You will now have access to your inbox and calendar, although not the full functionality of Outlook. Follow this link to find out more about eduMail on the Departments website.

Email Signature

Email signature blocks provide details about who you are, where you work and how to contact you.

As a representative of our organisation, your email signature block must be consistent with the Department's visual style and have a professional appearance. Individual preferences cannot be met.

Please follow the Email Signature Block link for more information on how to update you signature block.

To create or update your email signature in Outlook:

- Click on new email
- On the Insert tab, select Signature and then "Signatures…"
- Click New, and name for this signature, and in then click in the large box. Type your name and contact details. If you've copied someone's signature, paste and change the details as required.
- On the right hand side, you can set whether you want your signature to drop into all emails automatically, or just for new messages or no signature at all.
- Click Save and OK

You can also set up multiple signatures e.g. for internal and external emails and manage accordingly with each email. Click New and follow the same procedure to create a second signature. To access when sending emails, in the insert tab, click on Signatures and select the signature you require.

Setting up an out of Office Message

To set up an Out of Office message in Outlook:

- From your toolbar select File, Automatic Replies (Out of Office),
- Click Send automatic replies and specify the start and end dates and times
- Type in your out of office message
- Include the date of your return and a contact number for a colleague to contact in your absence.
- Remember to complete the Out of Office message for both tabs – Inside my Organization and Outside my Organization
- Select OK
Connecting to a Printer

In order to print documents, you will need to connect to your nearest printer.

- Locate the nearest printer and take a note of the printer number which should be on a sticker on the printer. e.g. 33-L3W-MFDC-03
- Select the Windows button in the bottom left hand corner of your PC
- Select the Add a Printer app tile
- Choose your Building, floor and the printer number
- Click the Add this Printer button
- Click on the icon with preferred your printer number and click set as default printer

Security Pass

- You will need to sign in each day and receive a temporary pass until you have been issued a permanent security pass. Your manager or buddy will take you to the security office on your first day where you will have your picture taken. Pictures are only taken by the security office each day before 1pm.
- Once your picture has been taken you can usually collect your permanent security pass after 1pm at the same location.
- Department staff are required to wear a visible security pass on a lanyard at all times when in the Treasury Precinct. Ensuring security passes are visible enables security staff to quickly see if there are any unauthorised people in Treasury Precinct buildings.
- Wilsons Security, which provides security services for the Treasury Precinct, are authorised to question anyone attempting to enter a building, or found within a building within the precinct, who is not wearing a visible security pass, and refuse entry or remove from the premises.
- Staff may wear any lanyard of their choice, provided a photo ID security pass is attached and clearly visible, and the lanyard incorporates a break-free catch for occupational health and safety reasons.
- Staff are also reminded not to have their pass or lanyard visible when outside of the Treasury Precinct, in order to protect themselves and their colleagues.

Stationery

If you need stationery:

- Check with your colleagues first to see if they have spare items they are not using.
- Your Division will have a stock of stationery – check with the Division’s EA or your colleagues for the location. If you are unable to find what you need, please chat with your manager or the Division’s project support officer who will be able to order what you require.
- You can also check the list of available items in the Swap Shop that operates within the Department.
Further Information

SRS Stand Up

The SRS Stand-up is a weekly debrief which is chaired by the Deputy Secretary. The Stand-up provides an opportunity for staff to gain insights into strategic issues and outcomes from the Executive Board, Education State Board, Minister and Secretary Meetings and other key developments, as well as share work experiences with colleagues through short informal presentations.

Currently, there is an SRS Stand up for Central Staff, and an SRS Stand Up for Regional Staff. These take place via webex on a Thursday morning. Please contact your Divisional EA to ensure you are added to the relevant invitation.

People Matter Survey

The People Matter Survey is an annual employee survey, which is used across the Victorian public sector to gauge employee perceptions of their workplace quarterly pulse surveys. The results of the survey often drive other activities within the Group such as workshops with staff to more fully explore trends and/or issues in order to develop targeted actions for the Group and/ or divisions.

Group Resources

SRS has a collaboration site which provides useful information such as the organisation chart, key documents, the SRS calendar and useful templates. Each Division also has its own collaboration page. Contact your manager for access to your Division’s collaboration site.