



21 August 2024

Andrew Crisp
Ambulance Victoria
375 Manningham Road
Doncaster, Victoria
Australia 3108

RE: Removal of Ambulance Victoria Clinician role at Triple Zero BalSECC

United Workers Union writes on behalf of Triple Zero union members regarding the recent consultation about the removal of the Ambulance Victoria Clinician role at Triple Zero BalSECC.

Union members at Triple Zero recognise that the clinician workgroup at BalSECC has faced significant health and safety issues due to fatigue, workload, and stress from understaffing. Despite Ambulance Victoria's efforts to address these concerns, there remains an inadequate number of Intensive Care Paramedics (ICPs) available for this location.

Union members support measures to mitigate risks to both the Ambulance Victoria workforce and the community. Integrating rural and metropolitan clinician groups would allow Ambulance Victoria to access a broader pool of staff for shift coverage and service delivery. However, the removal of the Clinician role on-site at Triple Zero BalSECC represents a considerable loss to Triple Zero staff and the community.

Members are concerned about the impact on clinical advice for upgrading, downgrading, overriding, and prioritising calls amid other emergency jobs. The inability to flag a Clinician's attention to urgent cases verbally, especially when reviewing cases in time order, poses a significant challenge to Triple Zero staff. Additionally, the lack of direct discussion with clinicians could hinder the development of knowledge needed to make appropriate referrals. Union members worry that the absence of Clinicians on-site at BalSECC may lead to more frequent issues with case management and potentially adverse outcomes for patients.

Union members request improvements in consultation between Triple Zero and Ambulance Victoria services, particularly between workplace health and safety representatives. Members would like clarity on whether Ambulance Victoria is making a concerted effort to train staff for Clinician roles and whether Ambulance Victoria will return Clinician roles to BalSECC in the future.

Triple Zero union members view this issue as part of a larger problem within the healthcare system, where cross service coordination is fragmented, and staff are not provided with a say in how changes in one service will impact them and the community.

Sincerely,

Fiona Scalon
Ambulance Coordinator, United Workers Union