

28 August 2024

Fiona Scanlon
Ambulance Coordinator, United Workers Union
833 Bourke St,
Docklands, Vic 3008

By email only: Fiona.scalon@unitedworkersoz

Re: Removal of the Ambulance Victoria Clinician on-role at Triple Zero Victoria

Fiona,

Thank you for your letter dated 21 August 2024 where concerns were raised about the removal of the Ambulance Victoria Clinician role at 000VIC's Ballarat State Emergency Communication Centre (BALSECC). As you have highlighted, this is an operational decision currently being considered by Ambulance Victoria (AV).

At the time of this letter, we have been informed that AV are currently consulting with their workforce on resourcing arrangements, including the potential relocation of AV Clinicians currently seated in BALSECC. Our understanding is that the outcome of the consultation, and any formal decision around the future of AV clinicians is not expected to be known for several weeks.

This notwithstanding, Triple Zero Victoria (000VIC) have been fully engaged with Ambulance Victoria (AV) on the status of this proposal and continue to ensure that 000VIC Emergency Communications Officers located in Ballarat are kept apprised of any developments relevant to their work. This has included multiple communication bulletins that clearly outline how these potential changes, and their impacts, may be managed by 000VIC.

It is important to note that the change of physical work locations of AV Clinicians does not change 000VIC call taking or dispatch standard operating practices (SOP) that relate to the clinical assistance or escalation process, nor how 000VIC officers are required to interact with AV Clinicians.

Whilst call-takers at BALSECC are accustomed to the practice of having Clinicians assist with clinical advice during a call 'in person', this is not mandated, nor always considered best practice.

There is no requirement in our SOPs that compels Clinicians to provide this support in person. In fact, where appropriate access to clinical and logistical support is required, the focus for 000VIC, in addition to the receipt of timely advice, is also on ensuring accurate and accountable records of any AV advice or directions are kept. This includes both telephony and Computer Aided Dispatch (CAD) records.

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Indeed, the Williams Landing State Emergency Communication Centre (WILSECC), are able to work safely and successfully and adhere to all SOP's without in-person access to locally seated AV Clinicians.

Additionally, the practice of staff at BALSECC operating without in-person clinical support is currently not uncommon. Under AV's current industrial action, sponsored by both ambulance unions, there are protective industrial actions (PIA's) in place that bans 'in person support' to a call taker from a Clinician. With many AV Clinician's at both Tally Ho and BALSECC choosing to participate in this action.

I have full faith in the capability of the 000VIC workforce, and in their ability to undertake their roles in accordance with guidelines set. Nevertheless, there are appropriate activities ready to be put in place to support BALSECC staff if clinicians are relocated. Again, all of which has been well communicated within both organisations.

I hope this addresses the concerns raised in your letter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Debra Abbott', written over a light blue horizontal line.

Debra Abbott APM
Chief Executive Officer
Triple Zero Victoria

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