



13 August 2021

Danielle North
Director - Wellbeing and Support Services
Ambulance Victoria
PO Box 2000
Doncaster, VIC 3108

By Email: WellbeingSupport.ServicesFeedback@ambulance.vic.gov.au

Dear Danielle,

Re: MENTAL HEALTH ACTION PLAN – 2022 - 2025

We write to you to provide our submission for the next iteration of the mental health action plan. Our congratulations on taking steps to review the action plan, particularly given the current VEOHRC review, with bullying, harassment and discrimination having a big impact on mental health.

We enclose our recommendations to the VEOHRC review, noting the following recommendations would be relevant to the Mental Health Action Plan:

- Recommendation 3 – Staff Welfare Based KPI's
- Recommendation 6 – Contact Officers
- Recommendation 11 – 360° Feedback
- Recommendation 15 – Annual Training

The AEAV regularly deals with complaints from members and frequently hears of retribution they experience because of making a complaint or speaking up. Members advised us that they had concerns about providing feedback to the confidential email address, and a number have asked us to pass on their suggestions.

Members provided the most critical factors in supporting mental health:

- Supportive managers and colleagues
- Reasonable workload and manageable overtime
- Regular breaks during shifts
- Good debrief processes after difficult cases
- Peer support processes for mental health issues
- Overhaul of the PCU process to remove culture of “guilty until proven innocent”
- Removing culture of retribution – support from management instead of feeling like they are out to get you

- Change the approach to annual leave allocations to ensure staff can take annual leave at a time that works for them or their families.
- Additional RefComm staff, and improved call taking scripts to better triage callers.
- Not being bullied or pressured into taking jobs or tasks
- Improved rostering of TM's to ensure staff have a chance to catch up with them, not just the ones rostered on the same lines
- Staff to be supported in clinical decision making so that staff believe decisions will be supported by management EVEN if there is a "risk to brand"

Should you have any queries in relation to this matter, please contact the AEAU on 03 9287 1713. A copy of the next 2022 – 2025 Health and Wellbeing Action Plan would be welcomed once completed.

Regards,

A handwritten signature in black ink, appearing to read 'Brett Adie', written in a cursive style.

Brett Adie
Secretary
Ambulance Employees Australia Victoria (AEAU)