



Martin Foley MP

Minister for Health  
Minister for Ambulance Services  
Minister for Equality

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BAC-CO-20391

Brett Adie, Secretary  
Ambulance Employees Australia Victoria (AEAV)  
[aea.vic@unitedworkers.org.au](mailto:aea.vic@unitedworkers.org.au)

Dear Mr Adie

Thank you for your letter dated 22 October 2021 regarding the Hospital Surge Support Allowance for Non-Emergency Patient Transport (NEPT) officers. I apologise for the delay in responding.

I would first like to acknowledge the ongoing dedication and commitment of the NEPT staff and crews involved in supporting safe patient care to Victorians during these challenging times. Their response to the pandemic is sincerely appreciated.

The Hospital Surge Support Allowance is not related to specific patient care or likelihood of providing care to COVID-19 patients. The Allowance aims to retain workers in particular areas such as Emergency Departments and Intensive Care Units of public health services and Ambulance Victoria over the COVID-19 surge in the public health system. The Allowance also provides an incentive for current staff to stay working in these areas and attract additional workers to these areas. NEPT providers are not eligible as the Allowance does not extend to employees of private contractors.

I acknowledge the continued dedication of all healthcare workers in supporting Victoria's COVID-19 response and adapting to the challenging circumstances. To support the wellbeing of all staff, the Government recently announced a new \$32 million Healthcare Worker Wellbeing Program. The program will be implemented by each health service and Ambulance Victoria in consultation with their staff including those directly employed and contracted. A requirement of the funding is that NEPT workers will be able to access meals or meal vouchers at metropolitan and regional health services for two months. Health services have been asked to communicate their local arrangements with NEPT services.

Other potential initiatives that could be implemented as part of the program include onsite psychologists and counsellors to provide proactive support to workers, coaching for staff in new leadership roles, additional workplace rest and recovery spaces, additional safety measures and programs to provide extended support to the families of workers. I encourage you to discuss how this program could benefit NEPT workers with Ambulance Victoria.

If you have any further questions, please contact Judy Sutherland, A/Executive Director of Workforce Strategy and Wellbeing branch at [judy.sutherland@health.vic.gov.au](mailto:judy.sutherland@health.vic.gov.au). I trust this information has been of assistance and thank you again for taking the time to write to me about this matter.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M. Foley', written in a cursive style.

**Martin Foley MP**  
Minister for Health  
Minister for Ambulance Services

15 / 12 / 2021