



8 April 2022

Mr Brett Adie  
AEAV Secretary  
833 Bourke Street  
DOCKLANDS VIC 3008

By Email: [aea.vic@unitedworkers.org.au](mailto:aea.vic@unitedworkers.org.au)

Dear Mr Adie

I acknowledge your letter (dated 25 March, 2022) outlining AEAU concerns related to the management of Ambulance Victoria's reporting and complaints system.

As we work to transform the systems and culture at Ambulance Victoria to create a safer, more equitable and inclusive workplace, we value the important partnership role you play in bringing forward and representing the views of your members and our workforce.

It is important to the Board and to the Ambulance Victoria Executive Committee that your members are heard and that their concerns have the appropriate avenues for further consideration and investigation.

With receipt of the full Victorian Equal Opportunity and Human Rights Commission Report last week, we now have a deeper understanding of the drivers and issues our people face, and a framework for the way forward.

This is a watershed moment in which we have the opportunity to change the experiences of our people.

I understand Ambulance Victoria has increased opportunities for your voice as part of the reform program – through your participation on the Equality and Workplace Reform Steering Committee and via regular check-ins with our CEO and Chief Operations Officer.

With the concerted efforts to increase your avenues to raise issues, I was disappointed that a confidential letter that you wrote to me found its way to media, prior to giving myself, and Ambulance Victoria, a genuine opportunity to respond.

Given the opportunity, we would have confirmed to you directly that the Executive Director People and Culture, named in your letter, had resigned. The CEO has advised me that the Executive Director's decision to resign had been under consideration for a number of months.

As a participant in the review and the subsequent reform program, the AEAU has a position of leadership which calls upon you to role model integrity, ethics and values-based behaviours that will contribute to shifting the culture and rebuilding trust and confidence.

All of us must be mindful in bringing forward concerns that we adhere to principles of natural justice to ensure we do not create further harm, nor leave people reticent to engage in the reforms and contribute to the necessary change.



The Victorian Equal Opportunity and Human Rights Commission states in the Report that when it conducts a review, it seeks to “identify and understand the systemic issues affecting an organisation” and it makes no recommendation about individual cases, nor the performance of individual staff members.

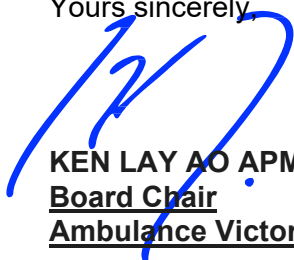
The Commission has identified systemic organisational issues that will take Ambulance Victoria working with our critical partners - including yourself - to address them.

Since the release of Volume 1 of the Report in November, foundational steps have been taken based on the Commission’s recommendations of how to improve the complaints management system.

Further work is now underway, and the input and advice of AEAV, and other unions, will be crucial to help build a more effective and accountable system that better supports our people.

We trust that your approach going forward will be a constructive one for your members and the betterment of our workplace, and that we have your support to establish more collaborative, inclusive and respectful ways of working with each other.

Yours sincerely,



**KEN LAY AO APM**  
**Board Chair**  
**Ambulance Victoria**

