



21 August 2024

Debra Abbott
33 Lakeside Drive
Burwood East
Melbourne, Victoria
Australia 3151

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

United Workers Union writes on behalf of Triple Zero union members regarding the recent notification that the Ambulance Victoria Clinician role will be removed from 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.

Members view these changes in their workplace as a demonstration of the importance of incorporating the lived experiences of workers at Triple Zero into understanding workplace and community risks. They request enhanced consultation between Triple Zero and Ambulance Victoria services, especially involving workplace health and safety representatives, and Union Delegates. Additionally, members seek clarity on how Triple Zero Victoria will address and manage risks to workforce and community safety in the absence of the Clinician role at BalSECC.

Sincerely,

Fiona Scalton
Ambulance Coordinator, United Workers Union