



8 April 2026

Jesse Maddison

Executive Director, People & Culture
Ambulance Victoria
People and Culture
375 Manningham Road
Doncaster, VIC 3108

By email: jesse.maddison@ambulance.vic.gov.au

Re: OHS Breach - Specialist Resourcing Unit

Dear Jesse,

United Workers Union writes regarding breaches of the *Occupational Health and Safety Act 2004 (Vic)* within the Specialist Resourcing Unit at Ambulance Victoria.

The breaches present an immediate and ongoing risk to employee health and safety. The Union seeks a meeting to implement systems and a plan to mitigate these risks.

Breach One - Failure to Provide Adequate Training

Ambulance Victoria is in breach of Section 21(2)(e) *provide such information, instruction, training or supervision to employees of the employer as is necessary to enable those persons to perform their work in a way that is safe and without risks to health.*

- The Specialist Resourcing Unit is currently being staffed by workers who have not received adequate training to safely perform their duties.
- There has been no structured or consistent approach to ensuring that workers are appropriately trained before undertaking critical functions.
- Required training manuals have not been provided.
- Workers are being placed in positions of responsibility without the necessary skills, knowledge, or supervision to safely perform duties.

This failure exposes workers to unacceptable operational and psychological risks.



Breach Two - Failure to Identify Hazards and Implement Safe Systems of Work

Ambulance Victoria has failed to provide and maintain a working environment that is safe and without risks to health, including safe systems of work Section 21(2)(a) & (c).

- No risk assessment has been conducted for the operation of the Specialist Resourcing Unit under reduced staffing conditions.
- There is no documented contingency plan for situations where the unit cannot be resourced by its usual personnel.
- Management's approach has been ad hoc and reactive rather than planned and preventative.
- Workers are being required to determine priorities and operational processes without guidance.

The absence of planning is particularly concerning given that one worker has died, and the remaining trained worker has been on leave, with a foreseeable risk that the unit will soon be operated by a single individual.

Breach Three - Failure to Consult with Employees

Ambulance Victoria is in breach of Section 35 for failing to meet its obligations to consult with employees on matters relating to health and safety.

- Workers have not been consulted on short-term or long-term staffing and operational arrangements.
- There has been no consultation regarding risk controls, workload management, appropriate training, or safe staffing levels.
- Decisions impacting worker safety are being made without input from affected employees or Health and Safety Representatives (HSRs).
- Rostering has not been provided to workers within a timely manner.

This lack of consultation is contributing to uncertainty, increased workload, and a heightened risk of psychological injury.

Immediate Action Required:



Given the risks identified, UWU invokes Section 73 of the Act and requests an urgent issue resolution meeting.

The following must be addressed as a matter of urgency:

- Implementation of a safe and viable staffing model for the Specialist Resourcing Unit
- Consulted plan for short-term workers working within the unit
- Completion of a formal risk assessment
- Clear allocation of management responsibility and oversight of the unit
- A structured training and competency framework for all workers entering and working within the unit
- Measures to eliminate or reduce psychosocial risks

The Union seeks the attendance of:

- Mercedes Walklate - Director of Workplace Relations
- Heather Miller – Executive Director, People & Culture
- Rebecca Hirsch - Manager Emergency Management
- Ben Weinert - Senior Manager Operational Fleet and Equipment
- Brent Driscoll - Operations Equipment Lead
- Paul Lease - Specialist Resource & Operational Equipment Coordinator

Failure to take immediate action on this request will result in escalation, including regulatory notification.

Kind regards,

Fiona Scalon

A handwritten signature in black ink, appearing to be "Fiona Scalon".

Ambulance / Health Coordinator

United Workers Union

