

1 July 2026

Mercedes Walklate
Director, Workplace and Employee Relations
Ambulance Victoria
375 Manningham Road Doncaster
VIC 3108

By email: mercedes.walklate@ambulance.vic.gov.au

RE: Urgent Health and Safety Concerns - Sunshine Hub

Dear Mercedes Walklate,
United Workers Union (UWU) writes regarding an ongoing health and safety issue at the Sunshine Hub that has again been brought to the union's attention following an incident today involving a member of the public attending the worksite.

The matter relates to workers being unable to identify who is outside the entrance door to the Sunshine Hub office before granting access, due to the frosted glass obscuring visibility. Members have advised the union that this issue has been raised previously on multiple occasions and remains unresolved.

UWU members have expressed serious concerns regarding their safety while working at the site, particularly when attending alone or with only one other employee. Workers have reported previous encounters with members of the public and have consistently raised concerns about the inability to see who is seeking entry to the workplace. Proposals to improve safety, including the installation of a camera or other visibility measures, have reportedly not progressed.

This issue was raised with Ambulance Victoria's Chief Executive Officer, Jordan Emery on Tuesday 30 June 2026 and he advised Property Services, and you would be engaged to address the concern. Given that this is a longstanding issue that has not been adequately resolved and that a further incident has now occurred, the union believes that urgent action is required.

The unions' position is that the current arrangements do not adequately control the risk faced by workers at the Sunshine Hub. Workers should not be expected to attend the workplace without appropriate measures in place to ensure their safety and security. Reliance on workers ringing a bell, contacting security, or using emergency duress options after a potential threat has already presented itself is not an adequate substitute for preventative risk controls. Today's incident of a member of the public who appeared to be affected by drugs attending the worksite and seeking help from workers demonstrates that the existing arrangements are insufficient.

UWU requests that Ambulance Victoria:

- 1) Undertake an immediate assessment of the risks associated with employee access and security at the Sunshine Hub.
- 2) Implement interim control measures to address the current safety concerns while longer-term solution is being developed, including ensuring that workers can work from home and not be alone within the workplace.
- 3) Consult with affected employees and their Health and Safety Representatives regarding this issue, proposed controls, and solutions.

UWU also requests a written response outlining the actions Ambulance Victoria intends to take to address this matter.

As workers have repeatedly raised concerns regarding safety at Sunshine Hub, it is important that these concerns are addressed proactively before a more serious incident occurs. UWU reserves all rights in relation to this matter, including escalation through occupational health and safety processes should the issue remain unresolved.

Please address all correspondence regarding this matter to Organiser Darren Law at darren.law@unitedworkers.org.au or 0434 628 877

We look forward to your prompt response.



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