

AMBULANCE SERVICES PORTFOLIO

17. With regards to occupational violence experienced by paramedics and ambulance officers:

(Asked by Mr Morris, pages 5 and 6 of the Ambulance Services portfolio transcript)

- a. **In the first three quarters of 2017-18 how many emergency cases did paramedics attend where they were exposed to violence or aggression?**

Ambulance Victoria has advised:

Instances that result in a direct hazard or injury to paramedics are likely to be recorded on both a Hazard Injury Illness (HII) report and the case record, however case records may also include instances where paramedics remained safe but witnessed violent or aggressive behaviour that did not result in injury, or was managed by another agency (e.g., police, security staff, bystanders, hospital staff, etc).

Paramedics lodged 437 HII reports in this period in relation to exposure to violence or aggression.

A search of case records for the same period shows 4,574 instances of "aggression on scene."

- b. **How many paramedics are currently injured and off work due to employment related violence or assaults? What percentage of operational officers does this figure represent?**

As at 7 June 2018, four paramedics are currently injured and off work due to employment related violence or assaults and two paramedics are on return to work programs. This represents 0.17% of the operational workforce.

- c. **Of the occupational violence incidents reported involving abuse, threats, or assault, how many get referred to police and how many result in an arrest and/or conviction?**

This figure is not available to Ambulance Victoria. Offences prosecuted on complaint must be filed by the victim with Police and cannot be filed by an employer. There is no process to search for cases referred to Police by the victim's employer at the time of the event.

18. In relation to the body-worn camera trial:

(Asked by Mr Morris, page 6 of the Ambulance Services portfolio transcript)

- a. **How many times have the cameras been activated?**

Ambulance Victoria has advised:

The body worn cameras are turned on and operate in standby mode from the commencement of each shift. The recording function of the cameras can be activated for a number of reasons, including training and in response to occupational violence.

Interim data indicates 1,452 activations of body-worn cameras for the period 21 June 2017 to 21 December 2017. During this trial period, all instances of activation related to occupational violence required the paramedic to submit a Hazard Injury Illness report.

- b. **Has the footage been used in any investigations or prosecutions?**

Victoria Police has requested two videos to assist with investigations.

19. **Are the figures cited regarding paramedic and ambulance officer injuries from WorkCover or WorkSafe data or does the department also collect its own data? Does the department ask ambulance officers about their happiness with the job or satisfaction with the job, for instance?**

(Asked by Ms Pennicuik, page 8 of the Ambulance Services portfolio transcript)

The Department of Health and Human Services does not collect its own data with respect to paramedic and ambulance officer injuries.

Ambulance Victoria collate internal reports on injuries that are then supplied to WorkCover/ WorkSafe.

The department does not ask ambulance officers about their happiness with the job or satisfaction with the job. However Ambulance Victoria employees completed the recent People Matters Survey which includes a number of questions relating to staff and job satisfaction.

20. **The minister referred to the report by Jo Flynn that was the subject of an FOI request. Its release has been upheld by the information commissioner, and the understanding is now that the 60-day period for appeal has passed. Will that report now be made available?**

(Asked by Mr O'Brien, page 9 of the Ambulance Services portfolio transcript)

The Independent Clinical Panel on Ambulance Services Final Report to the Minister for Ambulance Services has been released to the FOI applicant.

21. **Associate Professor Tony Walker, Chief Executive Officer of Ambulance Victoria, said last year that real-time monitoring of ambulances was not in place. Is that available now?**

(Asked by Mr O'Brien, page 10 of the Ambulance Services portfolio transcript)

Real-time monitoring of ambulances is available to Ambulance Victoria staff responsible for responding to triple zero and non-emergency calls.

Real-time monitoring has now been extended to include Victorian hospitals.

How many ambulance call-outs are made in response to drug-related incidents in the North Richmond area, and at a state-wide level?

(Asked by Ms Patten, page 11 of the Ambulance Services portfolio transcript)

The most recent Turning Point data indicates that in 2016-17, Ambulance Victoria responded to 803 illicit drug related incidents in the City of Yarra and 11,097 illicit drug related incidents across the state.