



# Legislative Council Legal and Social Issues Committee

**Hearing date: 20 June 2025**

**Question taken on notice**

**Directed to:** Department of Health, Naomi Bromley

**Received date:** 11 July 2025

## 1. **Georgie CROZIER, p.2-3**

### **Question asked:**

When was the government or the department first made aware of the secret funerals that were held for two paramedics, and did you have that report provided to you from AV? ...

**Naomi BROMLEY:** or do you want me to take it on notice? I was not in this role at the time.

**Georgie CROZIER:** I understand that. But was the department made aware and provided with that report?

**Naomi BROMLEY:** The department was made aware, and I understand – again, I was not in this role – that IBAC became aware of the funerals.

**Georgie CROZIER:** Yes, and they referred it back to the AV. But does the department have a copy of the report?

### **Response:**

- The department has made internal inquiries and conducted internal searches and has not identified that it holds a copy of Ambulance Victoria's report arising from their investigation into the guards of honour that inappropriately occurred in September 2021.

## 2. **Georgie CROZIER, p.3**

### **Question asked:**

**a)** Last Friday the coroner handed down the findings of the death of Christina Lackmann that occurred in 2021, and Safer Care reported that as a sentinel event. Again, could you take on notice: in the past five years how many Ambulance Victoria sentinel events have there been, including deaths, because an ambulance did not arrive in time?

**b)** And Ambulance Victoria, in terms of Christina Lackmann, also conducted an internal, in-depth case review. Could you also provide that review to the committee if you have it?

- c) There was also a root cause analysis done, according to the coroner's report that was handed down last Friday, where there were seven recommendations that were made to address the findings. Now, in a statement on 21 May of this year, the acting director of patient safety and experience reported that all seven root cause analysis recommendations had been implemented. Those recommendations include that AV and ESTA improve the provision of information to 000 callers at the conclusion of the call; another that AV identify and implement technological support for clinicians to monitor and manage cases pending dispatch; and another that AV investigate with emergency response partners the capacity for dispatch of welfare checks in circumstances where there is a high demand for ambulance services. So given all of those recommendations were implemented and given the case today that has been reported and the case last week, why are those issues still failing?

**Response:**

- Every sentinel event undergoes a formal review.
- These reviews are about establishing the facts, determining likely causes and contributing factors and developing actionable improvements to prevent recurrence.
- Sentinel event data is currently publicly available to 30 June 2024.
- Data is released by Safer Care Victoria after usual review and validation processes.
- Individual health services are de-identified in the publicly available sentinel events report due to patient privacy reasons
- The department does not hold the in-depth case review undertaken by Ambulance Victoria.

3. **Renee HEATH, p.8**

**Question asked:**

This is a question you may need to take on notice, I understand, but what are the numbers of paramedics on WorkCover or long service leave?

**Naomi BROMLEY:** I would definitely have to take that on notice, but it might also be something that we would not have at the department. Only AV would have that, I think. But I am sure, between us and AV, we can take that on notice.

**Response:**

Ambulance Victoria advise that in May 2025, 7% of MICA paramedics had a period of leave for either WorkCover or long service leave during that month.