



Legislative Council Legal and Social Issues Committee

Hearing date: 20 June 2025

Question taken on notice

Directed to: Ambulance Victoria

Received date: 17 July 2025

See attached

LEGISLATIVE COUNCIL LEGAL AND SOCIAL ISSUES COMMITTEE

Parliamentary Inquiry into Ambulance Victoria

QUESTIONS ON NOTICE – Responses

Hearing: 20 June 2025

All questions in **red text**.

The responses to the questions, including source details in **black text**.

QON – Parliamentary Inquiry into Ambulance Victoria – 20 June 2025

Question 1

Tom McINTOSH: Could you just go into that stat, the 97 per cent satisfaction? It does not surprise me, but I think that is incredible. It speaks well, so if you want to expand on that, please feel free.

Tegwyn McMANAMNY: We undertake the Victorian health experience survey every year, as every other health service in Victoria does, and we have the Council of Ambulance Authorities survey that we do every year as well. We can compare ourselves to our health service partners, but it is probably best to compare ourselves to our other ambulance partners within Australia, New Zealand and Papua New Guinea. The CAA one, I will have to take on notice, but it is very similar numbers. Our communities have really, really high, fabulous experiences with our paramedics, and I think it is because –

SOURCE: Transcript – page 15

COMMITTEE MEMBER ASKING QUESTION: Tom McINTOSH

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RESPONSE:

... it is because the patients we care for now, they're not just being treated — they're being cared for, listened to, and respected.

Our paramedics bring not only clinical excellence but also compassion and a deep commitment to the wellbeing of every individual they serve. That trust and connection make all the difference.

The item on notice regarding the CAA patient experience survey affirms this, with 97% of consumers either satisfied or very satisfied with the care we provide in Victoria.

The overall 2024 CAA patient experience net satisfied for Australia is 97%, New Zealand 96% and Papua New Guinea 93%.

Question 2

Anthony CARLYON: Technology and digitalisation of health care is absolutely where all parties involved in health need to focus in the future. Thankfully, what I would advise the committee is that we are now very close to progressing with mobile data for rural Victoria. It will be an absolute game changer for people in rural Victoria.

Georgie CROZIER: But it should have been there by now, shouldn't it, really?

Anthony CARLYON: In an ideal world we would have the same platform in rural Victoria that we have –

Georgie CROZIER: Have the police and fire services got it?

Anthony CARLYON: Ideally, we would have it across the state –

Georgie CROZIER: Have the police and fire services got it?

Anthony CARLYON: The police have it. I am not 100 per cent sure about fire. I would have to take that one on notice.

SOURCE: Transcript – page 18

COMMITTEE MEMBER ASKING QUESTION: Georgie CROZIER

HEARING DATE: 20 June 2025

RESPONSE:

Ambulance Victoria notes that MDT is progressing well across rural Victoria.

AV is of the understanding that while VICPOL uses digital radio for communications, we are unable to comment on the progress of VICPOL, CFA or FRV implementation and utilisation of MDT for communication within rural Victoria.

AV hopes to be a leader within the MDT space for emergency services as the upgrades to the supporting Telstra network continue, and we aim to share these infrastructure developments with other organisations that use MDT to provide emergency services to all Victorians.

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Question 3

The CHAIR: We have had so many submissions saying that the rostering structure – the 10/14 – basically means paramedics are on the go constantly when they clock on. Is there an allowance for getting used to the technology?

Gavin GUSLING: There is not a rostered allowance, but there is time that is allowed for administrative tasks as part of their normal rostering process.

The CHAIR: So that is where that is going to go, then?

Gavin GUSLING: It would pick up into that.

The CHAIR: How much is that?

SOURCE: Transcript – page 34

COMMITTEE MEMBER ASKING QUESTION: Joe McCracken

HEARING DATE: 20 June 2025

RESPONSE:

The Ambulance Victoria Enterprise Agreement 2024 (AVEA 2024) provides that the employer must allocate work to employees covered by the enterprise agreement so that they can perform their duties during their hours of work. This relevantly includes administrative and clerical duties which would encompass tasks associated with the introduction of new technology. The AVEA 2024 does not provide for specific set times, or blocks, for specific tasks within an employee's full range of duties.

Question 4

Renee HEATH: How many cases are open?

Fleur BEHRENS: 199 as at the end of March.

Renee HEATH: 199, wow. How many of those are anonymous?

Fleur BEHRENS: I do not have that in front of me. I am happy to take that question on notice.

SOURCE: Transcript – page 45

COMMITTEE MEMBER ASKING QUESTION: Renee HEATH

HEARING DATE: 20 June 2025

RESPONSE:

Out of the 199 currently open complaints, 28 were filed on an anonymous basis.

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Question 5

Fleur BEHRENS: ...We know from our People Matter survey that there was an indication that the last one was about 17 per cent – it might not have been 18, as you have said – had experienced sexual harassment type behaviour in the past 12 months.

Anasina GRAY-BARBERIO: Is that disproportionately affecting women?

Fleur BEHRENS: I would say that, based on the data of what we have received, we have a higher number of complainants that are female. In terms of the People Matter data, I do not have that in front of me, but I am happy to take that question on notice in terms of the impact of that.

SOURCE: Transcript – page 46

COMMITTEE MEMBER ASKING QUESTION: Joe McCracken

HEARING DATE: 20 June 2025

RESPONSE:

Ambulance Victoria is committed to taking part in the People Matters Survey (PMS) annually.

The 2024 PMS result for people who had said they had experienced sexual harassment was 10.9%. However, the data reflecting the breakdown of the percentage of people who completed each question or by gendered demographic, is not available. This information is only captured by determining the overall number of staff who completed the survey and chose to disclose this information.

In 2024, 1,168 people (546 women / 497 men) completed the PMS survey.

AV continues to make progress in promoting appropriate workplace behaviours, creating a culture that is 'values-driven' and an organisation that holds its staff to account for unlawful and harmful workplace conduct. While AV still has some distance to travel in this respect, we are proud of the progress that has been made in building the foundations for long-term systemic, sustainable change.

AV aims to ensure that all staff have the confidence to speak up and trust that AV will listen and act accordingly.

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Question 6

Georgie CROZIER: I am concerned, Mr Galea and other members, that there is a problem within AV and the issues are still ongoing even though the department has been set up. There are many issues, and I would like to know how many deeds of release have been provided over the last 10 years. You might not have that. Obviously you will not have that information on hand, but there have been significant numbers of people that have been stood down with deeds of release. And what has the cost to the taxpayer been?

Fleur BEHRENS: I am happy to take that on notice.

SOURCE: Transcript – page 50

COMMITTEE MEMBER ASKING QUESTION: Georgie CROZIER

HEARING DATE: 20 June 2025

RESPONSE:

Ambulance Victoria has undertaken searches of its available records to ascertain the number of Ambulance Victoria employees who have been stood down following allegation(s) being made about their conduct, and the outcome was subject to a deed of release.

Ambulance Victoria confirms this does not include employee(s) who departed Ambulance Victoria as a result of their role being made redundant or resignation during the process whilst they were stood down. Ambulance Victoria has not reviewed the outcome of the various investigations into the conduct allegation(s) and has instead answered the question based upon the entry into a settlement deed by Ambulance Victoria where an employee who was stood down at the time of the deed was entered into, regardless of whether or not any allegation(s) were substantiated.

Based on the information available to it, Ambulance Victoria has identified 28 employees that fall within this category for the period 2015 – 2025.

The costs associated is as below:

Cost category	Amount	Credit
General Damages	\$47,165.00	\$ -
Settlements	\$265,739.88	\$ -
Reimbursements of legal and medical related expenses/treatments/and outplacement	\$168,041.00	\$ -
Ambulance Victoria Legal Costs	\$806,117.40	\$ -
Claim costs subtotal	\$1,287,063.28	\$ -
Employment Termination Payments (ETP)	\$139,389.68	\$ -
Outstanding employee entitlements (<i>such as salary & wages, long service leave and/or annual leave</i>) not forming part of any settlement payment but are otherwise due and payable to the employee on departure.	\$106,091.89	\$ -
Employee costs subtotal	\$245,481.57	\$ -
Total	\$1,532,544.85	\$ -
Less Expense Recovery (VMIA)	\$ -	\$436,632.53
Total net	\$1,095,912.32	

Ambulance Victoria confirms the response to this question is based upon searches undertaken by it across available historical information holdings being various databases and ad-hoc data storage systems utilised by Ambulance Victoria over the past 10 years. As many Ambulance Victoria staff involved in these matters are no longer with Ambulance Victoria, it is possible that the information relied upon in preparing the answer to this question may be incomplete or unreliable.

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Question 7

Georgie CROZIER: ...If I can just go to another question around the paramedic funeral that occurred during COVID. You obviously were not in Ambulance Victoria. Ms North, I think you were there. Could the committee have a copy of the report, please?

SOURCE: Transcript – page 55

COMMITTEE MEMBER ASKING QUESTION: Georgie CROZIER

HEARING DATE: 20 June 2025

RESPONSE:

Following the referral of the guards of honour matter back to Ambulance Victoria from the Independent Broad-based Anti-Corruption Commission, Ambulance Victoria engaged external legal advisors to undertake an independent, external investigation of the Guards of Honour issue. All materials prepared as part of the investigation, including any reports, are confidential and subject to legal professional privilege as they were prepared for the dominant purpose of Ambulance Victoria obtaining legal advice.

Question 8

Danielle NORTH: Danielle NORTH: I can confirm the current MICA workforce is 586. At the moment, in May of 2025, we have 26 MICA paramedics that have a period of leave in relation to WorkCover and 11 in relation to long service leave.

a) Long-term sick leave, as in greater than one month – how many?

b) And how many of these staff have a written return-to-work plan that is being managed by AV?

c) ...**Danielle NORTH:** But certainly for anybody that has been away from the workplace for a period of time, whether that be on personal leave, whether that be on WorkCover for whatever reason, how we support our people returning to the workplace is incredibly important, and we have got some processes and systems around that. But certainly the number that have plans in place, I would have to take that on notice.

SOURCE: Transcript – page 59

COMMITTEE MEMBER ASKING QUESTION: Renee HEATH

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RESPONSE:

Question A: 9 (1.5%) of the MICA workforce were on sick leave for a period of a month or more during May 2025.

Question B: AV do not create return-to-work plans for 'long-term sick leave'. However, when an employee is returning from an extended period of sick leave (dependant on the length of sick leave), the employee may have an education plan to support their return (to ensure clinical competency and safety). The education plan is developed in line with Ops capability guidelines and capability matrix and supported through local leadership. This aligns to clinical staff's Authority to Practice and Registration requirements in addition to accommodating any individual requirements - for instance, when an employee returns to work on an FWA.

Question C: Return-to-work plans are created when it is deemed appropriate after an employee has accessed WorkCover and is ready to return to work at AV.

The status of the 26 MICA paramedics on WorkCover as of May 2025 is as followed:

- 21 have a return-to-work plan in place, with six undertaking their usual full work duties.
- 3 do not have a return-to-work plan in place as of yet, however they will, once it is assessed that these employees are ready to return to work.
- 2 employees have medically retired, and AV has not been notified of a return to work by the WorkCover agent.

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Question 9

Renee HEATH: The committee has heard from the VEOHRC report, and a number of issues were raised around inclusion and diversity. I know that AV has created a number of roles to address that. I understand there are the senior lead, diversity and inclusion – there is a role there – gender equality program lead, cultural and racial marginalised program lead, Aboriginal and Torres Strait Islander program lead and disability inclusion program lead. What cost is that to the taxpayer? What sort of remuneration are these roles receiving?

Andrew CRISP: Again, in terms of specific dollars, I would have to take that on notice...

SOURCE: Transcript – page 60

COMMITTEE MEMBER ASKING QUESTION: Renee HEATH

HEARING DATE: 20 June 2025

RESPONSE:

AV Diversity and Inclusion team provide specialist strategic and operational advice to advance our diversity and inclusion agenda and ensure AV meets its legislative obligations.

In October 2020, Ambulance Victoria faced a turning point when individuals courageously shared stories of workplace challenges, leading to a comprehensive review by the Victorian Equal Opportunity and Human Rights Commission (VEOHRC). This review resulted in the Workplace Equality in Ambulance Victoria report, emphasising safety, respect, trust, and equality. The establishment of a Diversity and Inclusion Department is one of the recommendations in the report.

The five roles to support an organisation of approx. 8,000 employees and volunteers.

Those roles are:

1 x Senior Lead Diversity & Inclusion (*renumerated at a level AV 6 – starting salary \$156,240*)

4 x Program Leads across different specialist portfolios (*renumerated at a level AV 5 – starting salary \$129,179*)

- Program Lead Aboriginal & Torres Strait Islander
- Program Lead Disability Inclusion
- Program Lead Gender Equality
- Program Lead Culturally and Racially Marginalised

Everyone who works at AV deserves to feel a true sense of belonging and value. Elevating and prioritising diversity and inclusion benefits everyone.

The Diversity and Inclusion Framework provides AV with a strategic pathway to make meaningful change through actions and outcomes that are grounded in our commitment to intersectionality, lived experience and collaboration.

This commitment is underpinned by principles of being people centred, consciously inclusive and designing for equity.