



Media release

Legislative Council Legal and Social Issues Committee

Committee calls for urgent change at Ambulance Victoria

The Legislative Council Legal and Social Issues Committee has found evidence of a toxic culture within Ambulance Victoria, with widespread cultural problems including nepotism, bullying, harassment, gaslighting and intimidation, in a report tabled today.

“Ambulance Victoria is an organisation in crisis,” said Committee Chair Joe McCracken.

“Progress on the Victorian Equal Opportunity and Human Rights Commission’s review has been minimal. The Professional Standards and Behaviours Department has failed to deliver meaningful change,” he said.

The report has made 21 recommendations including that Ambulance Victoria continue to implement the recommendations from a recent Victorian Equal Opportunity and Human Rights Commission’s report.

The Committee inquired into issues involved with call taking, dispatch, ambulance ramping, working conditions and workloads of paramedics, procurement practices, allegations of fraud and embezzlement, governance and accountability, and the workplace culture within Ambulance Victoria.

The inquiry accepted 189 submissions, with 84 of those submissions as ‘name withheld’ and 36 submissions as confidential. All confidentiality requests came from individuals with the main reason given being fear of retribution from Ambulance Victoria.

The Committee found the large number of confidential and name withheld submissions was “evidence that many current and former employees are still afraid to speak publicly regarding the significant and concerning workplace issues at Ambulance Victoria for fear of reprisal”.

It recommended Ambulance Victoria regularly update its employees and the Department of Health on its progress in addressing the recommendations of the Victorian Equal Opportunity and Human Rights Commission’s report.

It also recommended Ambulance Victoria ensure that employees have opportunities to provide regular feedback about Ambulance Victoria’s implementation and progress of the recommendations.

“Change at Ambulance Victoria is not optional—it is urgent and badly needed,” Committee Chair Joe McCracken said.

“Reform must be driven by accountability, transparency and cultural renewal. Improvements must be made not only for the benefit of paramedics, but for the patients they serve and every Victorian who depends on an ambulance in their hour of need,” he said.

The report is available to download from the Committee's [website](#).

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