

## SINGLE OFFICER RESPONSE

Over recent weeks United Workers Union has reported to members about ongoing safety concerns around single officer responses.

These are officers identified as normally working as part of a two-person rostered crew being deployed to all code dispatches as a single officer.

As a result of the actions of members, reporting instances through their delegates and the online AmboHub, United Workers Union representatives have been able to bring real time data to the attention of LASN managers.

There have been some positive outcomes during real time escalation, getting single officers paired up from different stations or paired up with over-establishment extra operational staff.

Unfortunately, the problem is still occurring and members continue to report instances on a regular basis.

Delegates have been tabling this issue at their Local Consultative Committee (LCC) meetings and have also escalated concerns to the State Consultative Committee (SCC).

Your State Council representative Rachelle Owen spoke at the last SCC about the safety concerns of dispatching single officers late at night, and that these officers were worried about potential disciplinary action if they refused to attend a call-out due to personal safety worries.

QAS management advised that staff taking into account situational awareness and insight would not be reprimanded for questioning safety. Staff will be supported if making a decision to stage due to safety concerns.

Talks have continued with QAS management and this week they have advised that in conjunction with the Workforce Management Module, single officer response will be proactively managed and have given assurances that there are systems in place to maintain these situations appropriately.

In the event that single officers are identified in the real-time environment, QAS's commitment is to make attempts to crew-up paramedics into a dual response. This may result in teaming up the officer with an Officer In Charge, placing a LARU officer into an ambulance, and utilising other single officers from neighbouring LASNs.

QAS has identified that there will be occasions where single officer crews will require dispatch and have suitable dispatch and safety arrangements in place. Where you don't believe these arrangements have been exhausted, it's important you escalate via local management, i.e. SOS, OIC, LASN management.

These dispatch and supervisory arrangements include;

SOP02.3 Dispatch – Backup and Support Units,  
SOP02.7 Dispatch – Violent Situations and Crew Safety,  
SOP02.8 Dispatch – Police Required – Signal One Duress, and  
SOP02.7 Dispatch – Violent Situations and Crew Safety.

We remind officers that if these things don't play out and you find yourself in an unsafe situation, ensure you fill out a SHE and report to the appropriate people.

# STANDING UNITED GAINS A POSITIVE WIN FOR UWU GPIPs

A recent intake of QAS paramedic graduates found themselves with an issue that saw the majority of them not being able to qualify within the time frame of their temporary contracts.

Through a combination of the grads being rostered to do PTS shifts, and only having 17 weeks to complete their required 800 hours of clinical practice, the figures just did not add up.

The grads got together and contacted their union for help.

Discussions soon followed between the members, UWU and QAS.

After being made aware of this predicament, QAS realised the grads dilemma and were able to come up with a solution.

Our members were stoked when all 85 grads were offered extensions to their contracts so they would be able to qualify. The grads were also offered additional support from management and mentors if needed.

Member Steph summed up the relief felt ...

*"I just wanted to say a sincere thank you (UWU) for all the effort you have gone through for my cohort. This had placed an incredible stress on us and to have a clear picture is such a relief. I joined the union the day you came in (and spoke to us) and thank goodness I did!"*

By these members recognising a collective issue and coming together for support from their union, a resolution was soon achieved.



## FREE STUFF FOR MEMBERS!

From next week, exclusive to all Ambulance members, a selection of paramedic content based courses (normally \$19.99) will be FREE to access during the months of August and September.

For a full list of the courses available, login in to [unitedworkersunion.talisiumlearning.com](http://unitedworkersunion.talisiumlearning.com)

Remember, the Talisium platform is white-listed and has been approved by QAS to access using your devices provided through your employment.

If you have a co-worker who would like to receive these important updates share this link to join United Workers Union: [www.unitedworkers.org.au/joinform](http://www.unitedworkers.org.au/joinform)

In Unity,

*United Workers Union*

**WE ARE STRONGER TOGETHER – JOIN YOUR UNION TODAY**

**GET IN TOUCH:** [unitedworkers.org.au](http://unitedworkers.org.au)    [@unitedworkersoz](https://www.instagram.com/unitedworkersoz) **Ambo Hotline: (07) 3291 4630**

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