# Infographic

A summary of findings from the workforce survey with quotes from interviews and focus groups.

## There is a strong commitment from the workforce to the work of Ambulance Victoria.

Quote: **“As a non-operational staff member, I can say I'm honoured/proud to be part of AV. Every time I see an ambulance in traffic, I proudly say ‘there goes my people’.”** Participant

### However, trust that Ambulance Victoria will implement all the Commission's recommendations is low.

Quote: **“I think most of the committees and groups that are working in this space need to have more teeth. A lot of great words are happening, but less action on the ground. Things have to go beyond just the optics, these committees have to connect with the employees on the ground. They need to become their voice and work towards moving some ground.”** Participant

Satisfaction with Ambulance Victoria’s progress of reforms by cohorts:

* Role:
  + first responders (n=22) - 36% satisfied
  + corporate staff - 33% satisfied
  + ALS staff - 5% satisfied
  + MICA Flight Paramedics - 6% satisfied
* Length of service:
  + Less than 2 years - 47% satisfied
  + 2-5 years - 20% satisfied
  + 5-10 years – 13% satisfied
  + More than 10 years – 11% satisfied
* Personal diversity characteristics:
  + Culturally, linguistically and ethnically diverse employees – 19% satisfied
  + Employees with caring responsibilities - 14% satisfied
  + Employees identifying as LGBTQIA – 10% satisfied
  + Employees with a disability – 6% satisfied

Quote: **“From an operational employee's perspective, they feel there's been little to no change since those reviews came out.”** Participant

## The establishment of the new Professional Standards and Behaviours Department (PSBD) has been a significant step in the reforms.

* 79% of all survey respondents were aware that the PSBD is operational

Of survey respondents who had made a complaint to the PSBD since 5 June 2023:

* 65% felt their complaint to PSBD was handled in a person-centred way
* 64% felt the process of addressing their complaint was fair
* 67% felt their complaint to PSBD was handled in a trauma-informed way

### Areas of improvement continue to be a focus for PSBD:

The areas of highest dissatisfaction for those making a complaint were:

* The time taken to resolve the complaint (80% dissatisfied)
* The opportunity to provide feedback on how the complaint was handled (75%)
* How the complaint was resolved (84%).

The areas of highest dissatisfaction for those who had a complaint made against them were:

* Time taken resolve the complaint (81% dissatisfied)
* Fairness of the complaint handling process (84%)
* Support provided to them by Ambulance Victoria while the complaint was investigated and finalised (80%)
* Communication with them about the progress of the complaint against them (79%)
* Overall outcome of the process (77%)

Quote: **“The complaints department... so definitely from the models by which that was delivered, they've had a really dedicated team. It's had the eye of the chief executive. They've had very skilled project management resources. They've had dedicated operational subject matter expertise. A real energy behind that and I think the positive outcome is very clear in terms of what they're saying and what they're able to process.”** Participant

## Safety is still a significant issue at Ambulance Victoria.

* 75% of respondents were not aware of the safety audit of isolated environments

Quote: **“We might still have the duress alarm, say, in a work setting, but we really want still to be working on that elimination. That's the ultimate goal.”** Participant

* 53% of respondents felt physically safe at Ambulance Victoria
* 15% felt psychologically safe at Ambulance Victoria
* 32% feeling not at all psychologically safe

Feelings of safety were particularly low.

* Respondents in the Graduate Ambulance Paramedics (n=9) and Advanced Life Support roles reported lower (33%-38%) physical safety
* Respondents in Advanced Life Support and MICA Flight Paramedic roles reported lower psychological safety (7%-10%)

Quote:**“We've had privacy locks put on the bathrooms in the bedrooms, but they're more of a psychological barrier to any sort of intrusion because they're like the bathroom locks on a toilet door.”** Participant

### Accountability for preventing unlawful and harmful conduct is inconsistent across the organisation.

* 96% of survey respondents reported that they hold themselves accountable for their role in keeping the workplace free from unlawful and harmful conduct
* 59% agreed that their managers hold themselves accountable
* Only 19% agreed that senior leaders hold themselves accountable

### Flexibility, diversity and inclusion at Ambulance Victoria does not reflect the needs of its workforce.

Quote: **“We want to provide a flexible workplace. But the reality is really important things that people are asking for, like, you know, where you've got a ten-hour day or a fourteen-hour night, can I start an hour late so I can ensure that I can pick up the kids from childcare, whatever it might be, or I can ensure that either my partner or I can be there. And it's things like that that would be really meaningful to people. But we haven't found a good pathway forward with that yet.”** Participant

* 67% of respondents disagreed that Ambulance Victoria supports flexible working arrangements for all employees and first responders
* 61% of respondents disagreed that flexible work agreement are equally valued in the workplace as employees that do not work flexibly

Among survey respondents who had made a reasonable adjustment request that was refused:

* + 48% of people who have made a reasonable adjustment request and were denied were told that staff shortages/operational reasons were the reason.
  + 16% of people were advised that approving their request wouldn’t be fair to other employees.

The most commonly reported barriers to career advancement at Ambulance Victoria:

* Having a flexible working arrangement, 52%
* Expressing opinions, 51%
* Having made a complaint, 44%
* Being a parent or carer, 41%
* Gender, 32%
* Disability, 23%
* Age, 22%
* Race, 10%
* Sexual orientation, 8%
* Religion, 4%

### Leaders and managers need support in preventing workplace harm and engaging in workplace equality practices.

* Only 11% of respondents were confident that senior leaders are taking action to reduce unlawful and harmful conduct in the workplace
* 67% of respondents felt that senior leaders are only rarely or never held accountable for behaviour that is not in line with the new values
* 68% of respondents did not feel that newly appointed managers have the required support to effectively perform their role as managers

Quote*:* **“If the organization invests in the uplift and capacity of our frontline leaders, then in the long term, you won't need the extra resources, the professional standards cause staff won't be going there because it's getting dealt with by the leaders at the frontline.”** Participant