



Ambulance Employees Association of Western Australia

February 13th, 2020 – AEAWA SOC JCC Minutes

Meeting officially opened

The SOC JCC meeting was opened by Julian Smith; present included members of the Executive and SOC Committee Delegates.

Committee Attendees

John Thomas, Lee Waller, Troy Bates and Justin Brennan

Committee Apologies

Donelle Carver, Kam Phagura and Sue Kernaghan.

SJA Attendees

Julian Smith (JS), Will White (WW), Hayden McGregor (HM) and Kathryn Smith (KS).

Item 1.0 Standing Items

Items discussed were from an SJA point, what they wanted to discuss in the JCC meeting.

1.1 SOC Updates from SJA

An SOP will be written on changing volumes on the radio for dispatchers to follow to reduce injuries.

Is currently an email, will be an SOP, along with visual warnings next to the desk for staff to follow.

SJA exploring the potential for a GP to work in the SOC to assist with attending calls that may not be required, or alternative pathways could be implemented.

Further information will be provided.

Secondary triage process from clinical governance so staff can re triage calls in order to reduce potential attends and reduce priorities. Meetings with Health Direct are now quarterly not monthly so discussions have been reduced.

Further information will be provided.

1.2 Headset/Equipment Updates

SJA are looking at purchasing new chairs for SOC and a total of 60 Acoustic Protection Devices and 100 MDA Paltronic headsets in an effort to cease acoustic injuries in the room.

Roll out date for these implementations is March 2nd 2020. SJA are trying to speed up that timeframe.

Currently there is only 1 configured shock box on the South radio, SJA are trying to source more.

Radio technicians have installed an acoustic shock device in the SOC and members of the committee were shown how the device works.

During the demonstration, the device appeared to dampen the noise, these devices are being sourced by SJA.

SJA long term plan is to purchase the Omnitronics devices to further protect staff within the room. There have been reports of headsets being uncomfortable and conducting heat.

Further updates will be provided at a later date by SJA.

1.3 Technology/Systems/CAD Updates

One of the things looked at with cad, a suggestion to go from 3 screens to one screen (big HD screen) and allow staff to set the screens up as they wish. This was to allow for a more seamless working environment.

Will be trialled soon, potentially on one radio then is feedback is positive a potential rollout.

Poor slow systems, multiple crews can not acknowledge AmbiCad so SOC are constantly asking crews for locations, causes angst amongst all parties and slows down the system.

JS will review this and will provide feedback.

What is happening with the sound cards on the computers (not all have them) to comply with EMD training modules.

Wil White to look into the computers that cannot play audio and look at upgrading those.

Potential review of the system to see what can possibly change in order to change things make it smoother and faster.

A review of these issues presented at the JCC will occur.

Item 2.0 New matters

Items discussed were from an AEAWA point, what the SOC members have requested from their delegates to be raised at the JCC..

2.1 PTS Job Placement on Computer

Data on calls taken from SOC for PTS was presented, the hours of PTS had previously changed in order to reduce a multitude of calls being received in the SOC.

Start and finish times for PTS were reviewed and are being monitored.

Potential to explore the inability of SOC to send jobs to PTS 1.5 hours before end of shift.

JS & WW to review these instances and provide feedback.

3.1 Rostering and Overtime

An email from the AEAWA listing these issues will be sent in order to align the multiple staff responses received.

JT will forward that detail shortly, along with SOC minimum manning numbers.

3.2 Balcony Use

Some SOC staff that use the balcony area for breaks are being advised they can not due to meeting occurring in the area. There are plenty of areas for staff and management to hold meetings, these should not occur in staff lunch areas. Staff are advised to email the AEA if they are feeling pressured to leave their lunch area..

WW to review any issues, however it was agreed that this area is for SOC staff.

3.3 Engagement of SOC Staff

It was discussed that SJA are recruiting and training staff that are only working in the SOC for short periods of time, i.e., they apply for multi SJA positions, they may work in SOC for 6 months then leave to enter the paramedic training at university. In most cases SJA know this when employing these individuals. This places pressure on SOC staff to train an individual they know is leaving.

WW has previously discussed this with various areas within and so far, this issue may potentially be ongoing until a solution is found.

3.4 Shift Changeover

Some individuals are arriving to work and not completing the full 12-hour shift, examples were provided on staff arrive at work at 06:50 and logging out and going home at 18:30. This leaves officers who have already worked their complete shift to stay even longer.

SJA do not want to change the times but will if a solution is not found. Asking the membership.

An email that you are employed for 12 hours will be sent by SJA, or a start/finish time will be decided by the organisation.

Trial to fall back on the duty managers to monitor the times when are people clocking in and clocking out. Perhaps canvas the membership on what they want as well.

3.5 Secondments within the SOC

Has previously been discussed, SJA are looking at the process to make it fair and equitable. People need to be aware that when you go into a pool you may need change shifts etc.

SJA to wait until pool is expired and then advertise for another pool.

Transparent system on upcoming pools as there has been little movement through the college pool.

Limited pool, ie suitable people for ANC are generally suitable people for the RTM position, Wil to review These secondments. 6 new individuals added to the pool post recent advertisement.

Item 3.6 Clinical Support Paramedics

Is the Clinical Hub occurring, should the CSP's be moved to the Hub?

One CSP should be in SOC and perhaps one at the Hub.

Confidentiality was discussed around the CSP desk in SOC. Investigations occur in the working environment and in some cases, are being discussed openly.

CSP needs to take responsibility for noise levels and appropriateness of conversation, some points may need to be taken to another area to maintain confidentiality etc. DMs should be taking care of this, it is a workplace not a meeting place.

Instances where upgrades occur on the system but the radio dispatchers are not being advised. This can delay response times and cause confusion.

DMs should be taking care of this, a discussion will take place.

3.7 PTS

Pressures within the room around the policies related to PTS. Can things change to prevent these issues (start and finish times, call reductions into SOC, timeframes of booking etc.

Discussions and presentations have taken place around these issues and feedback will be provided along with ongoing monitoring by SJA.

3.8 Metropolitan Crew and Equipment

Constant computers freezing, radio failures, systems that are antiquated and obviously are not keeping up with what needs to be required. Further updates to the systems often cause a multitude of issues causing stresses within the SOC.

WW will review the issues; specifics will also be sent from the AEA in order to speed up this process.

3.9 Country

Country Redial number country support, can the number be identified so it can come back to caller as callers call back and these are received by the RTM. Phone on dispatch for country, it should be like metro, the dispatcher is performing too many roles as the support is taking '000' calls.

Once staff numbers improve the dispatcher will have a dedicated dispatcher on phone and also a country support officer to assist with the workload.

Emails to the AEAWA

Jandakot Calls

Jandakot's often sitting on screens for 24 hours, often causes delays, and there is a potential for calls to be missed.

RFDS liaison office should be doing this, cleaning up the screen.

New Inductees

New inductees being provided a permanent shift. They are being told in the college they will be, then they come out and are placed on a rotating shift pattern, this causes issues with childcare and other family commitments.

Wil will look and review, rosters will start going through the list system to fill the gaps in the roster so that Students can be placed into areas after current officers are assigned to shifts. Leave blocks may need to Change if you move to various other shifts. An April deadline for this process is more likely. A 16 week rotation may occur rather than every 8.

New Students

How are the new students assigned to shifts?

Total number of staff divided by 4 shifts make the balance etc, then students are assigned.

Radio Etiquette

Radio etiquette, crews often click instead of acknowledging and correct radio use in some cases are not occurring. This often-required dispatchers to ask multiple times on air for an acknowledgement, which causes delays on dispatching other calls on the screen.

An email to all staff will be sent by SJA as a reminder of correct use of the radio.

Sir/Madam Protocol

The new 'Sir' or 'Maam' protocol, why is it necessary, creates confusion and staff think they appear unprofessional and not caring.

JS will review this and review EMD specifics and will provide feedback.

Cowcher SelCall

A Selcall at Cowcher is required, at times it is difficult to contact the crew.

Will be reviewed by Wil, consensus that one should be located there.

Sporting Standbys

Sporting standbys on CAD creates confusion as the crews are coming up for metro responses which at times have delayed responses.

WW to review and provide feedback.

Abusive Callers

NSW have a Zero Tolerance for abusive callers, some staff are being harassed on the phones and disturbing threats and/or comments are being relayed to staff. There is currently no protection by SJA for these occurrences, and there needs to be.

ASNSW did a media campaign around this problem before the policy to 'hang up' was introduced. Further discussions to take place around this.

Country Vehicles

Country vehicle phones an issue, too many numbers to call, phones in the vehicles, crew personnel mobiles and multiple depot mobiles cause delays in contacting crews.

WW to look into this to sort.

Booking Crews

Booking crews off on extended standbys, usually happen in country with certain long-term response (i.e bush fire standbys), these are occurring more and it is difficult to book crews off over this time frame..

This has been sorted.

Country Sporting Events

Country Sporting events, SOC are placing these vents on, receiving multiple calls during busy times, can these not be done by the crew or Regional Office?

In short yes, however issues have occurred around the ANR component, and billing address if crew transports. Further discussions to reduce these calls have already commenced and feedback will be provided.

SOC Drug and Alcohol Testing

This will commence in SOC shortly, all officers are to familiarise themselves with the current policy located on the intranet.

SJA advising staff this will occur.

Next SOC JCC Meeting

TBA

Meeting officially closed



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