



# Ambulance Employees Association of Western Australia



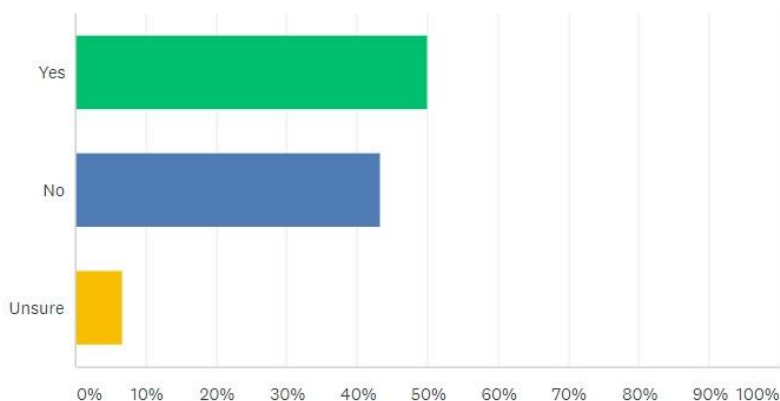
## The State Operations Centre Acoustic Shock Survey Results

This report was compiled by the AEAWA Committee after multiple members contacted the association regarding multiple acoustic shock injuries within the communications centre. Many of our members have stated that the equipment within the SOC is unsafe, and now employees are being injured on sanctioned workplace equipment, during work time and ARE NOT covered by workers compensations claims.

Below are the results of the survey.

### Q1 Have you ever had an Acoustic Shock Incident in the SOC or at the Wangara Hub?

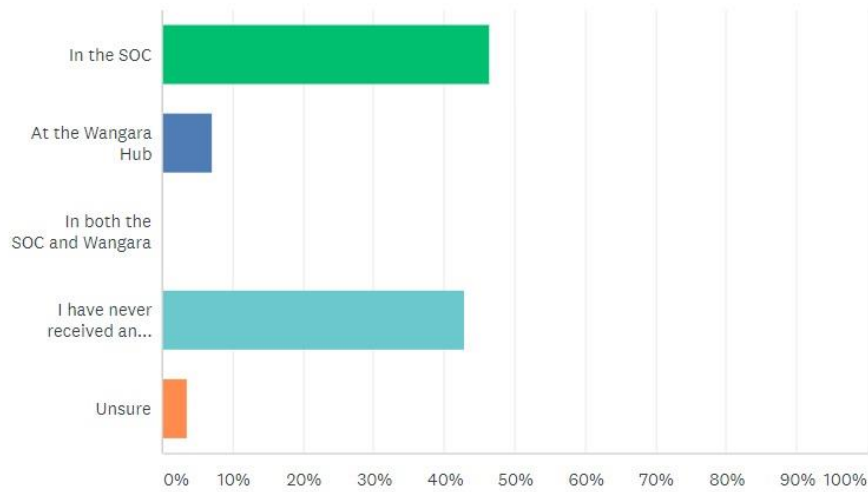
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	50.00% 15
No	43.33% 13
Unsure	6.67% 2
<b>TOTAL</b>	<b>30</b>

## Q2 Have you ever had an Acoustic Shock Incident in the SOC or at the Wangara Hub?

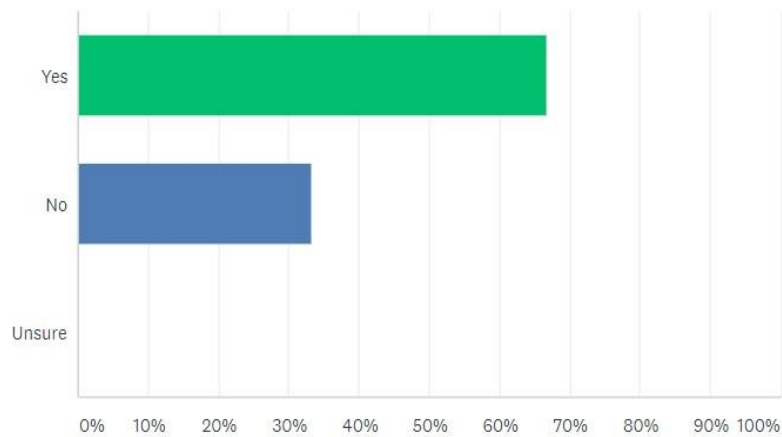
Answered: 28 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ In the SOC	46.43% 13
▼ At the Wangara Hub	7.14% 2
▼ In both the SOC and Wangara	0.00% 0
▼ I have never received an acoustic shock	42.86% 12
▼ Unsure	3.57% 1
<b>TOTAL</b>	<b>28</b>

## Q3 Did you report the incident(s)

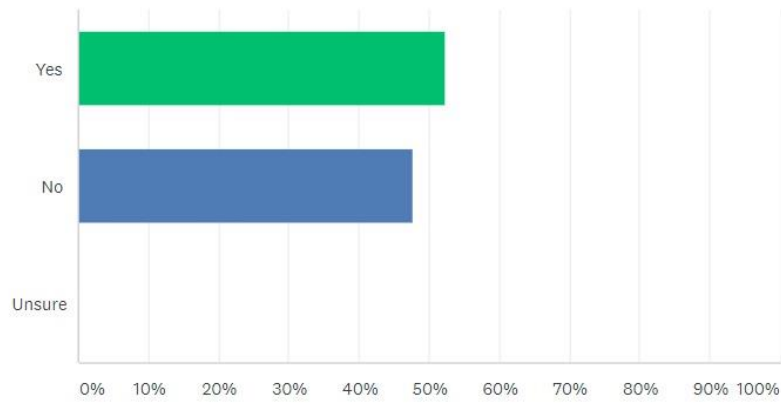
Answered: 21 Skipped: 9



ANSWER CHOICES	RESPONSES
▼ Yes	66.67% 14
▼ No	33.33% 7
▼ Unsure	0.00% 0
<b>TOTAL</b>	<b>21</b>

#### Q4 Did you fill out an incident report?

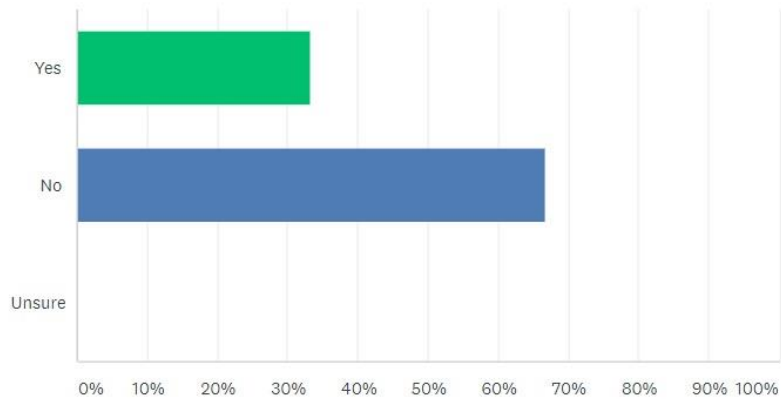
Answered: 21 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	52.38% 11
No	47.62% 10
Unsure	0.00% 0
<b>TOTAL</b>	<b>21</b>

#### Q5 Did you have any time off as a result of your injury?

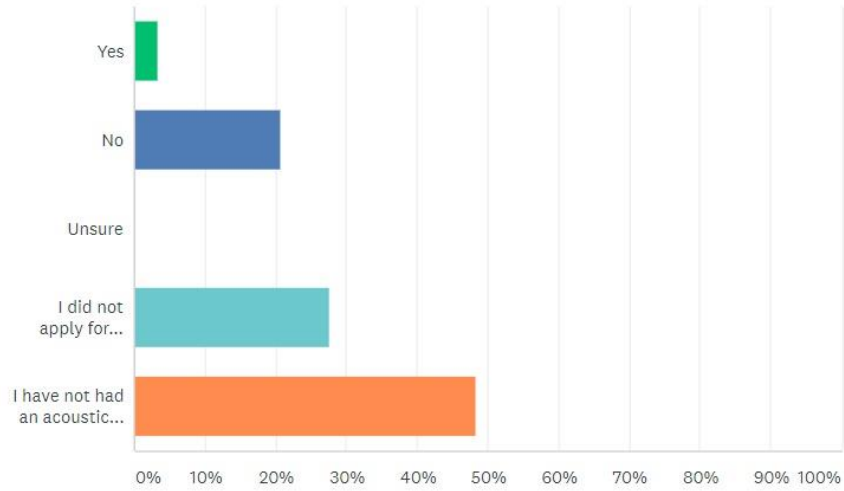
Answered: 21 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	33.33% 7
No	66.67% 14
Unsure	0.00% 0
<b>TOTAL</b>	<b>21</b>

### Q6 Where you covered under workers compensation for your injuries?

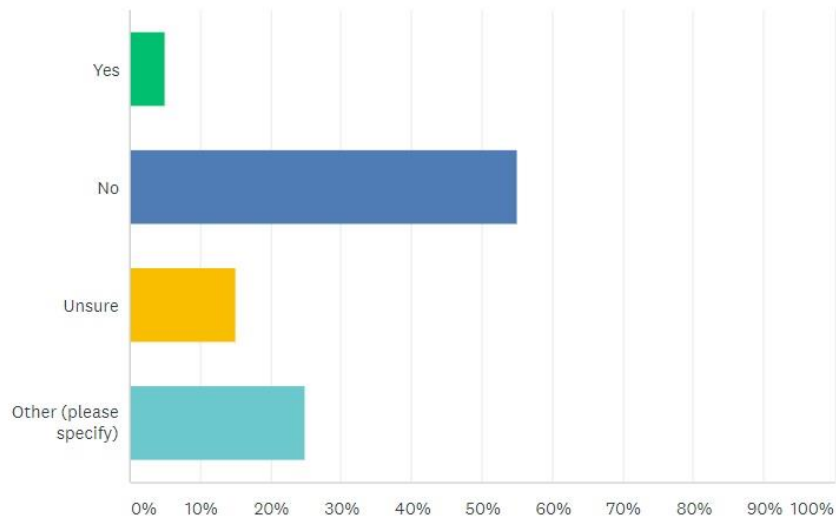
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Yes	3.45% 1
▼ No	20.69% 6
▼ Unsure	0.00% 0
▼ I did not apply for workers compensation	27.59% 8
▼ I have not had an acoustic shock event	48.28% 14
<b>TOTAL</b>	<b>29</b>

### Q7 Did you feel supported by St John Ambulance through the process?

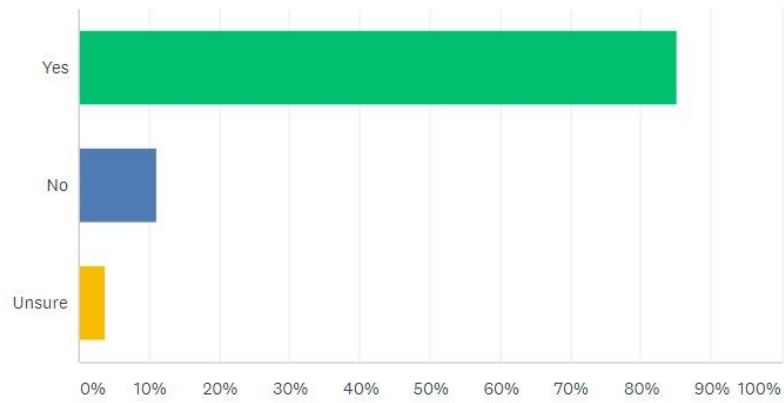
Answered: 20 Skipped: 10



ANSWER CHOICES	RESPONSES
▼ Yes	5.00% 1
▼ No	55.00% 11
▼ Unsure	15.00% 3
▼ Other (please specify)	25.00% 5

### Q8 Do you feel the equipment you are using is unsafe?

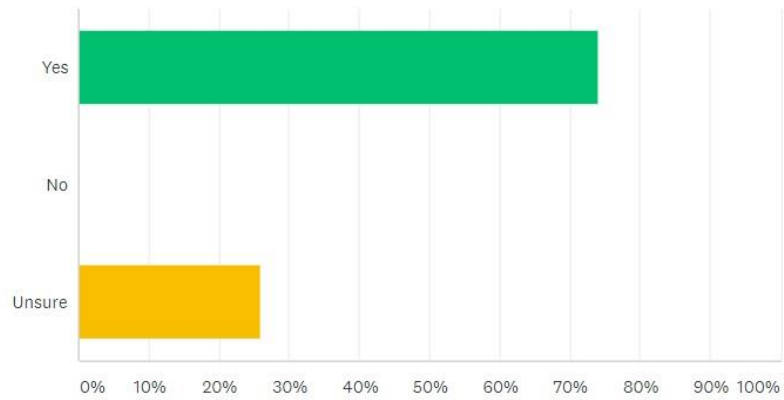
Answered: 27 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	85.19% 23
No	11.11% 3
Unsure	3.70% 1
<b>TOTAL</b>	<b>27</b>

### Q9 Would you be prepared to take action to resolve these issues?

Answered: 27 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	74.07% 20
No	0.00% 0
Unsure	25.93% 7
<b>TOTAL</b>	<b>27</b>

## Some of the survey response

This report was compiled by the AEAWA Committee after multiple members contacted the association regarding multiple acoustic shock injuries within the communications centre. Many of our members have stated that the equipment within the SOC is unsafe, and now employees are being injured on sanctioned workplace equipment, during work time and ARE NOT covered by workers compensations claims.

Below are the results of the survey.

*“There is a big bullying culture in SOC which makes it hard to bring complaints forward. The risk of ongoing unfair treatment is a massive concern. Its disgusting that the State Operations Manager was made a part of the order while behaving like this to staff and with so many staff having a difficult time with him, to hear of him being celebrated doesn't give much faith that we will be looked after or listened to.”*

*“I have not received an acoustic shock injury; however, I do feel our equipment is unsafe due to the fact that headsets continuously buzz for your entire shift, the phones do not ring and so in order to hear a call drop in you have to have the headset volume up very loud, which then means when people are screaming down the phone it is extremely loud.”*

*“Its been very upsetting watching colleagues continually get acoustic shocks and then get treated like a criminal. This is even when the shocks are so loud, I have heard them from a distance. Managers dont believe staff and disregard you when you report them. We are made to feel like its fake when its not. Our health has suffered time and time again and SJA really dont care about us. They seem to just hope we leave or move on or be quiet. It's just not fair and so sad.”*

*“I have not received an acoustic shock; however, I feel the equipment we currently use is cheap and not up to standard. There is not adequate time during shift change over to test your equipment as it is common to have 000 banked up. I will support the union and my colleagues who have experienced a shock if further action is required.”*

*“It is shocking that this is still happening and St. John's allowing their workers comp insurance Allianz to refuse to cover acoustic shock with no repercussions. I put a claim and was advice it was denied WRA and St. John not caring for this outcome. I was explained by the geriatric doctor that it's like a headache and can't be proved!”*



### Contact Us

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