

August 2018

RAAV Ravings



Volume 5, Issue 3

ABN: 77 829 511 359

Registered No: A00214235

Patient-focused triage leads to better outcomes

Further details about how Ambulance Victoria prioritises emergency ambulances to patients in most urgent need through changes to the way Triple Zero (000) calls are triaged and ambulances are dispatched have been released.

These changes, which have been in operation since October 2016 as part of revisions made to Ambulance Victoria's Clinical Response Model, are published [here](#) on the Ambulance Victoria website.

The publication follows a Freedom of Information (FOI) request for information relating to the dispatch grid changes. Ambulance Victoria was concerned that the complex data used to inform how cases are coded and ambulances are dispatched could be easily misinterpreted by the public.

The Office of the Victorian Information Commissioner advised that it was in the public interest for Ambulance Victoria to detail the changes made and help the community un-

derstand the complexity of how cases are coded, how urgent needs are prioritised and how ambulances are dispatched.

Ambulance Victoria CEO Tony Walker said it was important for the public to be confident that Triple Zero (000) calls were being appropriately assessed and decisions made based on individual patient needs.

"Ambulance Victoria respects the decision of the Office of the Victorian Information Commissioner and understands the importance of informing the community about changes to how we dispatch ambulances," Associate Professor Walker said.

"Victorians can be assured that when they call Triple Zero (000) and they need an emergency ambulance they will get one and they will get it more quickly, especially those people who are in a time-critical and life-threatening emergency."

"Changes we have made to our triage system have been independently assessed, over-

Inside this issue:

Presidents Report	2
Message from Tony	2
District Reports	3 & 6
Historical Society News	4
New AV Branches	4
New Members	4
Birthday Greetings	5
Peer Support	5
District Meeting Dates	7
ID Cards	7
The Back Page	8

sighted and examined by medical experts. The changes have now been in place for 16 months and are leading to better patient outcomes and more lives being saved, even with an increase in calls to Triple Zero (000)."

"We have had the best patient outcomes ever. Our history tells us that fewer Victorians who suffered a cardiac arrest, stroke or other serious illness would be alive today had we not made these changes."

Associate Professor Walker said the complex case code classifications being released was designed for a computer aided dispatch system used by 3000 ambulance services worldwide.

"The case code classification is part of a proprietary system and reflects the most severe injuries in that category. The names it uses do not always reflect the broad range of case types within that category."

"We know that people who call Triple Zero (000) don't always need an immediate lights and sirens response," he said.

Experienced paramedics or registered nurses now ask a series of questions of less-urgent Triple Zero (000) callers to find out more information about an individual's health issue and explore alternative options to emergency ambulance. This can include sending non-emergency transport, connecting patients with a doctor or pharmacist, or providing health advice to treat conditions safely at home.

"What is important to know is that in more than 90 per cent of calls to Triple Zero (000), an ambulance is dispatched," Associate Professor Walker said.

In 2015, Ambulance Victoria undertook a comprehensive review of its dispatch grid – a database of more than 1000 classifications assigned to patients during Triple Zero (000) calls.

Presidents Report



Here we are once again with another RAAV Ravings and it is almost time for the Annual General Meeting when we hope to

see many of our Members.

I have to start this report with a note of sadness in as much as Darrell Rintoule, our valuable Treasurer, has decided to resign from the position he has held for the past 7 years. He has done an exemplary job during that time and will be sadly missed by all Members of the Committee. We wish him well with his future endeavours. This means of course we are now looking for a new Treasurer. If you are interested please contact our Secretary, Ian Cameron, to state your interest.

Foresters has made it very clear that they are not interested in Retired staff being part of their Fund. This was done by sending out notices to those who paid by invoice and explaining, if you were not working for a Service, you could no longer be a paid up Member. While they are technically correct, I wonder why we had so many meetings with the Management of Foresters. I apologise to all our Members who were still paying into the Funeral Fund.

On another note our Peer Support Program is operating and can be accessed by going to our web site and clicking on the RAFF link. This is a twelve month trial program and we need to make it work for the betterment of our Members who are suffering from psychological problems. If you know someone who would benefit from this Service, please let the RAFF Coordinator know the details.

Hope to see as many Members as possible at the AGM.

Ray Loughheed

President RAAV Inc.

Website

Following the disruption to our website as it was being transferred to another provider we are now well on the way to fully restoring all content.

We will also be reviewing all content and upgrading the site where necessary.

More information to follow as we upgrade.

A Message from AV CEO Assoc. Prof. Tony Walker



Hi everyone

Thank you again for the opportunity to share some of the work underway at the moment. I have just returned from 4 weeks annual leave – enjoying some sunshine up north and some valuable family time. J. Mick Stephenson was the Acting CEO whilst I was away and has done a great job in what has been a busy time.

Many of you may have seen some of the recent media coverage regarding occupational violence and the risk it poses to our workforce. Like so many of you, I was extremely disappointed at the recent County Court decision regarding the assault of our Paramedics Paul and Chenaye. Currently, every 50 hours in this state, one of our paramedics is subject to either physical or verbal assault and this is absolutely unacceptable.

I was, however, extremely heartened by the outpouring of support provided by the community which sent a very strong message about this abhorrent behaviour. I was pleased with the Government's quick response with a commitment to strengthen the laws associated with violence against emergency service workers and we, together with the AEA and other emergency service leaders, will continue to contribute to the reform of these laws. As we celebrated 'Thank a Paramedic day' on Thursday 19th July, recognising the contributions of our Paramedics, corporate and support staff and volunteers for the service we provide, we also took the opportunity to thank the community for their continued support of their Ambulance service and their strong stance on this important issue.

I would also like to make mention of the Retired and Former Employee (RAFE) Peer Support Program, the pilot of which is now up and running after considerable work by many. This is a great opportunity to provide support to all former staff and I would encourage you to share the details of the program with friends and former colleagues. One of the greatest challenges we face is identifying former officers that may need some support, and your assistance in looking out for each other is very much appreciated. You can contact the RAFF either by email at RAFFpeersupport@ambulance.vic.gov.au or on mobile 0428 332 418.

Finally, the 13th June 2018 marked the 135th anniversary of the origin of Ambulance services in Victoria. On this date, a public meeting was held to begin the work in establishing an Ambulance service. The community raised funds to buy the first six Ashford Litters which were kept at the MFB Head Quarters in East Melbourne and police stations around Melbourne. The first service was set up by St John's Ambulance soon thereafter, which then became the civil Ambulance service, and of course the AV that we know today.

A lot has changed over the past 135 years, though our mission of supporting the community in times of need has remained steadfast over this time, and is ultimately why so many of us have chosen to work in the various iterations of Ambulance services Victoria has seen over the years. We can all be very proud of the services we have delivered and the spirit in which we have done it.

Thanks again and stay safe
Tony

District Reports

South West Victoria

The SW Branch of RAAV Inc had its second meeting of the year on Monday 4th June at the Warrnambool Football Club rooms commencing at 1200hrs.

There were 15 members in attendance, with one guest, one spouse and there were 7 apologies. All in all it was a good response to the meeting, so congratulations to all members who replied.

Members attending the meeting were advised of the new Peer Support Program for Retired Employees and were told of the volunteers who will be assisting with the day to day operations of the new service. This has been a very successful outcome for the RAAV Committee.

Other matters of an administrative nature were discussed and we were then addressed by a guest speaker from the Victorian Police Force.

Senior Constable Tanya Cook gave a very interesting insight into the operations of the Family Violence Unit and general Policing in the SW of Victoria. Many robust questions followed the talk so thank you Tanya.

Good meals were enjoyed by everyone present with much discussion taking place over the meals and a few drinks.

The next meeting of the SW Branch will take place in Hamilton on Monday 3rd September at Alexandra House, commencing at 1200hrs.

Ray Lougheed
SW Convenor.

Patient-focused triage - Contd.

The review found 255 classifications that previously resulted in a Code 1 "lights and sirens" response were more suitable for a less-urgent ambulance response or more comprehensive triage by paramedics or registered nurses. A further 71 case types that previously automatically led to a Code 2 response (not lights and sirens) were suitable for further triage to provide patients the most appropriate response.

The revised Clinical Response Model was introduced over 12 months from October 2015, with each stage subjected to stringent assessment, trial, evaluation and rigorous clinical oversight.

As a result:

More Victorians are surviving cardiac arrest than ever before with ambulances reaching them in record time – an average response time of 7.7 minutes. Paramedics attended 6,034 cardiac arrest patients in 2016/17 – the most ever – and survival for patients in a shockable rhythm to hospital discharge was the highest ever at 34 per cent. In 2016/17, a record 379 patients were discharged alive from hospital – 21 more than the previous year.

The percentage of suspected stroke patients transported within an hour to specialist stroke facilities has climbed to 97.8 per cent in the final three months of 2017 compared with 87.9 per cent in the three months to September 2015.

81.4 per cent of Code 1 ambulances are arriving within 15 minutes, compared with 74.6 per cent before the introduction of the new clinical response model.

Average response times for Code 2 patients have also improved to 26 minutes and 20 seconds compared with 30 minutes and 45 seconds.

"By not sending emergency ambulances Code 1 to patients who don't need it, we have been able to improve our Code 1 response to the patients who do, and these patients are getting faster responses and better health outcomes," Associate Professor Walker said.

The safety and wellbeing of patients is our priority and when people call Triple Zero (000) there are multiple safeguards built into how we assess individual requirements and prioritise urgent health needs.

"Victorians can be assured that they are getting a better response from their ambulance service as a result of these changes."

Badges, Caps & Jackets

Please support us by making a purchase of any item of our merchandise. We will send them through the normal postage system or you may order them to be brought to a meeting in which ever area you reside.

We have a full range of shirts in sizes from small to 5XL at \$25.00 ea.

Our caps are one size fits all

Caps \$15.00 each

Car Badges are \$2.00 each and are either inside looking out or outside looking out.

Lapel Badges \$5.00 each

Bumper Stickers \$2.00 each

Jackets \$25.00 Sizes M to 5XL

All orders are to be placed through

Les Wood either via
Mobile : 0418 457 104 or
Email: thewoodies16@bigpond.com

Alternatively orders can be given to any Committee Member or District Co-ordinator and the order will be processed as soon as possible.

Order Forms are available via the website or by contacting Les or Secretary, Ian Cameron.

Improved response performance as we prepare for flu season

In the first three months of 2018, Ambulance Victoria paramedics treated more time-critical patients faster and are well-prepared for the upcoming flu season, [latest performance data](#) shows.

Paramedics responded to 66,225 Code 1 patients in the first three months of 2018 – an extra 4,104 patients than the same period in 2017.

Even with the increased demand, paramedics reached 83.0 per cent of Code 1 patients across the state within the critical target of 15 minutes in the first three months of 2018 – an improvement of 3.0 percentage points on same period last year.

In major population centres where more than 80 per cent of Victorians live, paramedics reached 88.5 per cent of Code 1 patients within 15 minutes – compared with 87.5 per cent for the same period last year.

The average Code 1 response time for Urban Centres and Localities, where the population exceeds 7500, improved by 38 seconds to 10 minutes and 20 seconds.

Paramedics were also dispatched to 51,713 Code 2 patients in the first three months of 2018 – 936 more than the same period in 2017.

The average response time to these less-urgent patients was 24 minutes and 31 seconds – one minute and 16 seconds faster than the same period last year.

Ambulance Victoria CEO Tony Walker said Ambulance Victoria was well-prepared for the upcoming flu season with more paramedics and ambulances than ever before.

“While last year’s heavy flu season had a significant impact on the health of Victorians, we were able to not only meet demand but improve our response performance,” Associate Professor Walker said.

“We have continued that improvement in the recent summer months and are now well placed to enter the next winter peak with more ambulances and paramedics on the road than ever before.

Associate Professor Walker said substantial government investment, that included funding for extra paramedics and ambulances, was helping Ambulance Victoria deliver outstanding emergency healthcare to patients.

“Our patient-focused reforms to the way Triple Zero calls are triaged and ambulances dispatched are also having

a positive impact,” Associate Professor Walker said.

“By better assessing the individual needs of our patients we are able to provide those patients the most appropriate response and ensure ambulances are available for emergencies.



Steve McGhee - AEA Secretary, Tony Walker - CEO AV, Ray Lougheed - President RAAV with Steve Mulligan Peer Support Co-ordinator at the official Launch of the RAFE Program

23rd May 2018 at AV Headquarters

Bruce – Ambulance Victoria Peer Support Dog

Meet ‘Bruce’ Ambulance Victoria’s newest recruit and one of the first ever peer support dogs in an Australian ambulance service. Bruce’s job is to visit paramedics and staff as part of a six month peer support pilot program to improve and strengthen the mental health and wellbeing of our workforce.

Research indicates the suicide rate for paramedics is four times higher than the Victorian average and three times the rate of other emergency services. People who work in emergency services also have reported higher levels of depression, anxiety, post-traumatic

stress disorder (PTSD), stress and fatigue.

Our aim is that by spending time with Bruce, we can break-down barriers and start conversations with our peer support staff that may not otherwise happen.

Bruce’s wellbeing is important to us and based on the advice of animal welfare experts, he’ll only ‘work’ for a few hours per day. When not working, Bruce will reside with his handler – paramedic and Peer Support Coordinator, Ken Whittle.



District Reports

Ballarat & Central West

The second meeting for the year of the Ballarat RAAV was held on Wednesday 30th May at the Golf House Hotel in Ballarat commencing at 1200hrs.

There were 6 members in attendance plus 3 partners along with myself and my wife, making a total of 11 people.

I bought everyone present up to date with the latest news on the Peer Support Program for Retired Employees as well as other information from the State Committee.

The Golf House Hotel is an excellent venue offering quality food and a very good

atmosphere and all present enjoyed the camaraderie.

The next meeting in Ballarat will take place at the Golf House Hotel on Wednesday 29th August at 1200hrs. Ray Lougheed.

South Metro District

Tuesday May 16th saw 22 Members and Guests attend the Staples Restaurant in Mornington for lunch and the ability of being able to catch up with our southern colleagues.

Following Lunch our Secretary, Ian Cameron, provided an update on the

Association and made a request for a Member to take on the role as Co-ordinator for this area. Brian Cass graciously accepted the role and has already been focusing on our continuing progress.

Central & Northern Victoria

No Report

North East Victoria

No report

Geelong & Surf Coast

No Report

North West Victoria

No Report

The above reports were not received prior to publication Ed.

Birthday Greetings

August:

Bill Harvey	1 st
Robert Rigby	3 rd
Geoffrey Coffey	7 th
John Clancy	8 th
Jeanette Williams	8 th
Daryl Knight	13 th
Paul Pardoe-Matthews	13 th
Darrell Rintoule	13 th
George Wait	13 th
Margaret Kerr	14 th
John O'Sullivan	18 th
Stanley Paley	18 th
David Calder	19 th
Robert Henderson	22 nd
Neville Hettick	24 th
Bill Middleton	25 th
Phillip Matthews	26 th
Rodney Poulson	26 th
Gary Thompson	26 th
Peter Cassidy	27 th
Christopher Coucill	30 th
Vaughan Murphy	30 th
Ross Robotham	30 th



September

Charles Johnson	4 th
Mal Peters	4 th
Alan Close	7 th
Ian Seaman	10 th
Ian Lewis	13 th
Robert Reilly	13 th
Don White	13 th
Bob Beggs	15 th
Warren Ashley	17 th
Sandy Jones	18 th
Neale Johnson	18 th
Bruce Slater	18 th
Peter Abery	19 th
Jim Ballard	19 th
Terry Baker	20 th
Sandy Kahn	20 th
Brian Trener	22 nd
Bernie Griffiths	23 rd
Mike Mc Manus	23 rd
William Sleep	23 rd
Bill McKnight	25 th

Don Rhodes	26 th
Frank Sammon	27 th
George Brown	29 th

October

Glen Dowlan	2 nd
John Perry	3 rd
Peter Whittle	5 th
Bill Jeffs	7 th
Brian Redfern	7 th
Les Hotchin	9 th
Geoff Elmes	10 th
Jim Spanswick	11 th
Andrew Fowler	13 th
Ray Lougheed	13 th
Richard Williams	22 nd
Brian Cass	24 th
Ian Dale	25 th
Ken Atkinson	26 th
Wal Mc Curdy	26 th
Ronald Callaway	27 th
Ken Holt	27 th
Col Evans	28 th
Ben Wright	30 th



Quick Quiz:

- Q 1: The great sandy desert is in which state?
 Q 2: A cow's stomach has how many compartments?
 Q 3: How many periods of play are there in an Ice Hockey match?
 Q 4: Which movie includes the phrase

"Tell him he's dreaming"?

- Q 5: Is a Magnifying Glass convex or concave?
 Q 6: T/F The radius is a muscle in your forearm.
 Q7: What is the average life span of a Clydesdale?
 Q 8: Puncheons, Butts, Hogsheads and Kilderkins all do what?

- Q 9: Which is the second largest French speaking city in the world?
 Q 10: By law which two Americans are forbidden to travel together?
 Q 11: In which town did the Flintstones live?
 Q 12: In Western Australia, how many ml in a middy?

PEER SUPPORT PROGRESS REPORT

RAFE Peer Support Program is a collaboration between the RAAV and Ambulance Victoria with the support of the AEA to provide peer support services to the retired and previous employees of Ambulance Victoria.

Following the appointment of Philip Wade and myself as RAFF Peer Support Responders, AV CEO Tony Walk announced that that RAFF Peer Support Pilot Program would commence providing this service from 24 May 2018 initially for a 12 month evaluation period.

I would like to acknowledge the efforts of the RAAV Committee and the staff of AV's Psychological and Support Services, in particular the efforts Paramedic Peer Support Co-ordinator Lisa Nixon, everyone's contribution has been invaluable to getting this program up and running.

Over the next few months we'll attempt to attend local RAAV Branch meetings to discuss the role of RAFF Peer Support and how the program is able to help the retired and previous employees of AV.

RAFF Peer Support can be contacted by;

email: RAFF.PeerSupport@ambulance.vic.gov.au

mobile phone 0428 332 418

RAAV website at

<http://retiredambulancevictoria.org.au/> and follow the links to RAFF Peer Support

AV website at

<https://www.ambulance.vic.gov.au/resources/>

RAFF Peer Support are supported by AV Psychological and Support Services which includes access to AV Peer Support Co-ordinators and Responders, AV Chaplains and AV appointed Psychologists.

RAFF Peer Support have participated in the same programs as the AV Peer Support Responders and it is expected that we attend regular Peer Support training programs.

RAFF Peer Support will respond to any request for assistance be that from a concerned relative, partner or friend. We will listen and together with you organise a referral to get the best support to suit the individual concerned.

To date we have responded to a very small number of requests and in each incidence that contact was well received.

If you have any questions or concerns please do hesitate to contact an RAAV Committee member or you can contact me personally via the RAFF Peer Support email address or at Steve.Mulligan@ambulance.vic.gov.au or via RAFF Peer Support mobile on 0418 332 418.

Steve Mulligan

RAFF Peer Support Co-ordinator

Breaking News - President Resignation.

The Association has come a long way in the past 3 years under the present Administration and I feel it is time for a change at the top.

With this thought in mind I have decided to tender my resignation as President of the Association as from the Annual General Meeting in September. This will give a new President the opportunity to lead a very good team to the next era of the RAAV Inc. I ask that all members give consideration to applying for the positions of President and Treasurer at the forth coming AGM. I thank all members for the chance of leading the organization over the past 3 years and I wish the Executive all the best for the future.

Ray Lougheed President RAAV

Our Next Caravan Club Getaway - October 2018



Halls Gap Gardens Caravan Park.

[2223 Grampians Road, Halls Gap Victoria.](#)

Date: October Friday 26th, 27th, 28th & 29th.

The cost. Normally \$140 for the 4 days.
Special Group RAAV Price members only: \$105 for the 4 days or \$26.50 per night.

There are cabins at the park: Cost - Budget: \$100 & Double: \$125

The park is dog friendly so you can bring your pooch as well.

Contact details are as follows: Phone: 0353564244

Website bookings: www.hallsgapgardenscaravanpark.com.au

Please note: I don't make bookings. If you are going to attend you must make your own booking.

When making a booking don't forget to

mention that you are with RAAV in order to get the site at the group price.

If you make a booking please email me so I can amend site numbers if required.

My email address is:

noelmir1@yahoo.com.au

Noel Mirtschin
Co-ordinator

Submission to Senate Inquiry

Our Association has made a submission to the Senate Inquiry into the Mental Health of First Responders.

I am pleased to report that the submission has been accepted and with a hearing being held in Melbourne early September it is hoped that we may be able to give further evidence to the Inquiry.

We will provide updates as and when they are available.



Payments to the Association

Please be aware that any payment made to the Association MUST have either your NAME, INVOICE NUMBER or MEMBER NUMBER for us to allocate the received amount. Failure to do so may render the sender to receive a reminder invoice which could be an embarrassment to both yourself and our accounts department.

Quick Quiz Answers

- A 1: W A
- A 2: Four
- A 3: Three
- A 4: The Castle
- A 5: Convex
- A 6: False (Bone)
- A 7: 20 - 25 years
- A 8: They all hold beer
- A 9: Montreal, Canada
- A 10: President & Vice President
- A; 11: Bedrock
- A 12: 285ml

New Members

We welcome the following New Members to our Association and look forward to seeing you at a meeting near you soon.

Anna Murphy - Kinglake
 Karen Young - Croydon North
 Tom Reakes - Devon North
 David Shugg - Ivanhoe
 Leo Cartwright - Traralgon
 Tom Witte - Whittlesea
 David Johnson - Strathdale



ID Cards

With the continuing rollout of our ID Cards we are now looking at stage 2 whereby we will be making ID Cards available to the wives, husbands, Partners and our Honorary Members.

We still have quite a number of Members who are yet to provide a photo or have attended a meeting where we are able to take a photo.

Photos should be sent to our Secretary who will print the cards and distribute them.

Please remember to wear your ID Card when attending any functions organised by our Association.

Members not in good health

Mark Middleton
 Mal Peters

We wish all Members a speedy recovery

With sadness we record the passing of:

Brian Bechwith
 Ralph McKelvie
 George Smith
 Robert (Bob) Reeves
 Alan Neicho

District Meetings

Our next District Meetings for the 2018 year are:

Central & Northern Victoria - Tuesday 7th August at the Bendigo RSL commencing at 12 noon.

Metro - South District - Tuesday 14th August 12noon at Steeples Restaurant,

Geelong & Surf Coast on Wednesday 15th August commencing 12noon Geelong RSL Belmont

Gippsland Region - Thursday 16th August 12noon at Morwell Club

North East Victoria - Saturday 25th August noon at Benalla Bowls Club

Ballarat & Central West - Wednesday 29th August 12noon at the Golf House Hotel

South West Victoria - Monday 3rd September at Hamilton

North West Victoria - Tuesday 4th September 12noon Mildura RSL

Metro (General Meeting) - Wednesday 12th September (AGM) - 10.30am at AV Headquarters, Doncaster

Geelong & Surf Coast on Wednesday 17th October commencing 12noon Geelong RSL Belmont



The Back Page

Retired Ambulance Association of Victoria Inc.



Committee of Management

President: Ray Loughheed

Vice President: Ian Donaldson

Secretary: Ian Cameron

Treasurer:

Committee Members:

Bill McKnight

Peter Leek

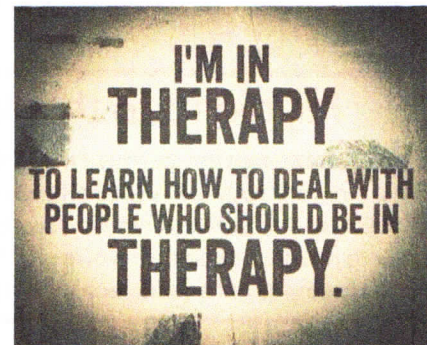
Dennis Meek

Les Wood

John Clancy

Steve Mulligan

Eric Schanssema



Be the reason someone smiles
today.
Or the reason they drink.
Whatever works

All Correspondence to:
The Secretary
Unit 2 / 20 Brooks Street
Bentleigh East

Phone: 03 8503 7945

Mobile: 0435 010 943

Email: raav.secretary@gmail.com

www.retiredambulancevictoria.org.au

I got called 'pretty'
today!
Well actually the full
statement was
'you're pretty
annoying'
But I only focus on
positive things

Facebook: Retired Ambulance
Association of Victoria Inc.