

February 2020

RAAV Ravings



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Ambulances are for emergencies: shifting attitudes through a research-informed behaviour change campaign

Ambulance Victoria (AV) provides emergency ambulance coverage across the state of Victoria – Australia's second-most populous state. AV responds to over 840,000 emergency and non-emergency cases, transporting over 660,000 patients via road or air each year. Triple Zero (000) is the emergency services number throughout Australia for ambulance, fire and police, with 40% of calls to Triple Zero being from individuals requesting an ambulance.

In recent years, demand for ambulances in Victoria has been increasing faster than the rate of population growth, and many of those calls are not associated with a genuine emergency. A large number of Triple Zero calls are managed without dispatching an emergency ambulance, for example, by utilising non-emergency transport options, referring the caller to alternative health services, recommending self-presentation to a hospital Emergency Department, or providing self-care advice. However, the use of limited Triple Zero and AV resources to deal with non-emergency calls reduces availability of ambulances to quickly respond to patients experiencing life-threatening emergencies. Reducing the number of calls or attendance cases that do not require emergency attention would therefore relieve pressure on emergency medical services. Therefore, a major review of Victoria's ambulance services (released in December 2015) identified the need to improve public awareness of the role of ambulance services and when it is appropriate to dial Triple Zero.

Changes to ambulance services in Victoria

In 2015, changes were made to the Victorian ambulance system including how AV is funded, how paramedics are supported through their careers, and how Triple Zero calls are triaged and ambulances dispatched. A revised Clinical Response Model was implemented, which focused on the individual needs of patients and the most appropriate response for those patients to ensure ambulances are available for emergencies. Under the revised Clinical Response Model, some events are now being assessed more thoroughly through a secondary triage process by expert paramedics and registered nurses in the AV Referral Service. This service ensures that genuine emergencies are identified and get an emergency response, and that non-emergencies can be safely and appropriately referred to alternative transport options and health services to better meet their needs. As a result of this strategy, an estimated 7000 additional emergency patients now receive paramedic care within the 15-min response target each year.

In 2016, the Victorian Government's Department of Health and Human Services allocated funding for additional paramedics and associated infrastructure to further improve ambulance response times. To further address demand, they also announced a new initiative to establish 20 community pharmacies open over 24 h by mid-2018. These 'Supercare pharmacies' are staffed by registered nurses in the evening and provide additional healthcare options. The Department of Health and Human Services also commissioned a

communications campaign to ultimately reduce inappropriate calls to Triple Zero for ambulances and increase the use of other appropriate health services.

The aim of this research was to evaluate the effectiveness of applying a behaviour change approach to this challenge by first shifting attitudes and increasing awareness and knowledge regarding ambulance use in the state of Victoria. Specifically, this research sought to evaluate the extent to which the Victorian community viewed ambulances as an emergency service before and after the campaign.

The current study

This study comprised two research phases, namely a formative phase and a campaign development and evaluation phase. Ethics approval was obtained from Monash University's Human Research Ethics

A Message from AV CEO Assoc. Prof. Tony Walker ASM



Hello everyone,

We have all welcomed 2021 with the hope that this will be a better year for all. I am immensely proud of the way our organisation

has been able to respond and adapt throughout 2020 and we continue to stay the course.

While 2020 was far from a normal year, and many of the challenges facing our community continue, it has highlighted the importance of the wellbeing of you and your retired colleagues. In addition to the RAFE Peer Support program, the recent launch of a Fortem Australia initiative providing a mental fitness toolkit for Australia's first responders and their families to help equip them with information and practical tools to promote mental fitness and improve wellbeing may be of interest to our retired cohort. The online toolkit is free and accessible at www.peakfortem.org.au. The tool asks you to *Check in with yourself*, *Challenge* your thoughts, feelings or actions, make a *Change* to improve performance.

At AV, we are getting ready to open up our corporate and regional offices to more people. It will be great to see our colleagues in person again, but before that happens, we're busy putting plans in place to ensure our workspaces are as safe as possible for everyone. Signs are going up, we are preparing workstations, and installing hand sanitiser throughout our buildings.

At the time of writing there has been no community transmission or locally acquired cases for over two weeks and subsequently a reduced number of COVID suspected cases requiring crews to don full PPE, welcome news in light of the current heat. As a state we are COVID Normal across all regions including metropolitan Melbourne.

Media reports suggest Victorians are not as prepared for summer heat when compared to previous years. During periods of hot weather, we should all look out for vulnerable community members and pay attention to our own health, avoiding hot places in the peak of the day. Consider checking in with elderly or vulnerable neighbours and family members to make sure they are keeping well hydrated and cool.

There is great interest in the pending introduction of a COVID-19 vaccine to Australia and how this will be rolled out within AV. Our H&S team are working with DHHS and our medical advisors to ensure this occurs as soon as it is available. The Therapeutic Goods Administration recently announced that it has provisionally approved Pfizer's COVID-19 vaccine for use in Australia. It is the first COVID-19 vaccine to be approved for use in Australia.

During the past month, it was wonderful to have the opportunity to welcome 20 new paramedics to the AV family. 11 of these new paramedics have been serving their communities as Ambulance Community Officers.

The 40th anniversary of the Victorian Police and Emergency Services Games will be held between March 17-20, 2021. Retired members of an agency must have had 10 or more years' service to that agency prior to resignation to be eligible to participate.

<https://www.emergencyservicesgames.org.au> If interested, entries close on Monday 15th March 2021. Please contact Chief of Staff, Kerry Douglas for further information

Presidents Report



Welcome to our members and to a new year. As I write the government is getting ready to make further changes and is foreshadowing a return to the COVID Safe Summer Regime. Our situation remains fluid. It does seem likely that some more "normal things" will soon be possible.

Our committee has worked diligently to ensure that we have been safe in our environments and have constantly checked with our members as to their welfare.

We are hopeful of a much better year and that we can resume our planned social gatherings etc.

On a personal level I look forward to connect again with all our members, I'm sure you all will have stories to tell when our luncheons resume.

The last twelve months have been a sad and stressful time for our world but our relationships with the people dear to us are so important we need to make sure that they are o.k.

A special thanks to all our front-line medical personnel who have helped us get through this difficult period.

Stay well all

Ian Donaldson
President

kerryn.douglas@ambulance.vic.gov.au

Last, but not least- Ambulance Victoria is proud to recognise five of our paramedics and two Ambulance Community Officers (ACOs) who have made the Annual Honours List on January 26th, through their incredible contributions to us and our community. Each recipient will be awarded with an Ambulance Service Medal (ASM) to commend their outstanding achievements as leaders and mentors that make our organisation so special.

Congratulations to:

Joanne Algie, Senior Team Manager

Graham Mummary, Senior Reserve Paramedic

Michael Ray, Manager First Responder & Community Programs

Jemima Tawse, Ambulance Paramedic

Shaun Whitmore, MICA Flight Paramedic

Gregory Fithall, Ambulance Community Officer

Kathleen Poulton, Ambulance Community Officer

Keep well and take care.

Tony

District Meeting Dates

Our first District Meetings for 2021 are:

Geelong & Surf Coast - Wednesday 10th February 12 noon at Geelong RSL Belmont

Central & Northern Victoria - Tuesday 16th February at Bendigo Club 22 Park Street Strathdale commencing at 12 noon.

Metro North & East - Thursday 18th February 12noon at Wheeler's Hill Hotel, 871 Ferntree Gully Road Wheelers Hill

Gippsland Region - Thursday 25th February 12noon at The Esplanade Hotel, 1 A'Beckett Street Inverloch

North East Victoria - Saturday 27nd February 12noon at Benalla Bowls Club

South West Victoria - Monday 1st March 12noon at Portland?

Metro - West District - Friday 5th March 12noon at Kealba Hotel

Ballarat & Central West - Wednesday 10th March 12noon at the Golf House Hotel

North West Victoria - Tuesday 15th March 12noon at Mildura RSL

Metro - South District - Tuesday 30th March 12noon at Steeple's Restaurant Mornington



Birthday Greetings

February:

Peter Dent	1 st
Colin Hicks	3 rd
Alfred Monk	3 rd
Bruce Hyatt	4 th
Colin Gaskell	5 th
Linton Johnstone	6 th
Lindsay Mc Coy	8 th
Peter Gregory	12 th
Danny Lumby	13 th
Alison Campbell	14 th
Terry Taylor	14 th
Neil Hall	15 th
Rhonda Oliver	16 th
Roger Vidler	16 th
Graham McRae	17 th
Ian Martin	19 th
Warren Moulton	20 th
Malcolm Zadow	20 th
Arthur Manning	21 st
Anthony O'Sullivan	21 st
Wendy Barry	22 nd
Gunther Moses	23 rd
Goffrey Cousins	24 th
Glenn Solomano	25 th
Les Wiles	25 th
John Ellerton	26 th



Ian Mc Phail	27 th
Joseph Spronken	27 th
Leanne Russell-Jones	28 th
Max Brooker	29 th

March:

John Bosfelds	1 st
Eddy Kay	1 st
Trevor Dennis	2 nd
Charles Mc Lean	2 nd
Ian Donaldson	4 th
John Parkinson	5 th
Stephen Mc Fadyen	6 th
Stephen Hutchins	8 th
Anthony Deenen	13 th
Bernie Morrellini	13 th
Daniel O'Connor	15 th
Kevin Poole	15 th
Stan Sandford	18 th
Tony Davis	19 th

Howard Smith	19 th
Ray Neil	20 th
Len Starkey	20 th
Paul Chase	23 rd
Maureen King	23 rd
Eric Schanessma	23 rd
Ray Tringham	23 rd
Jon Edwards	24 th
Ross Eastwood	25 th
Ted Giddings	25 th
Graham Ryan	25 th
Glenn Solomano	25 th
Chris Varley	25 th
John C Clancy	26 th
Robert Hood	27 th
George Hood	28 th
Charles Martin	28 th
Jim Yandle	29 th
John Brown	30 th
David Cooper	30 th
David Gawne	30 th
Stewart Blackburn	31 st

April:

Paul O'Toole	3 rd
Karen Young	4 th

Peter Croker	5 th
Bob Curzon-Siggers	5 th
Ian Cameron	7 th
Tim Kay	10 th
Pauline Leask	11 th
Frank Bonser	12 th
Gavin Hall	12 th
Keith Lloyd	12 th
Ted Mawby	14 th
Peter Moroney	15 th
Allan Jackson	16 th
Michael Mc Grath	16 th
Neil Barrett	17 th
Neale Johnson	19 th
Gregory Taylor	19 th
Merilyn Raft	20 th
John Allen	22 nd
Keith Humptrey	24 th
Pat Kelly	24 th
James Osmotherly	26 th
Alf Greeves	27 th
Robert Gosden	28 th
Paul Lodder	28 th
Frank Abela	30 th
Laurie Campbell	30 th

With sadness we record the passing of:

Enid Sleep (Wife of Jim)
George Prolongeau
Charles McLean
Ron Batten
Brian Kinsella

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.

Several payments have been made to our account with no idea who sent them To the Members who sent these payments please contact our Secretary to ensure the correct details are recorded and you are correctly credited with the payment.

District Reports

South West Victoria

The first meeting for the year of the SW RAAV Members was held on Monday 7th December at Rafferty's Hotel Warrnambool and what a relief it was to finally get together as a group. The meeting started at 1300hrs and, due to Hotel restrictions, concluded for most about 1500hrs.

The meeting was attended by 21 Members and wives with 14 apologies and was a very good lead up to the Christmas season. And of course, due to the fact many of the Members had not seen each other all year, there were many hearty conversations throughout the day.

All Members attending stated they are looking forward to a better 2021.

Ray Loughheed
Convenor

Gippsland District

Neil Hall
Convenor

Ballarat & Central West

Tuesday 24th November saw 22 Members and partners attend the Golf House Hotel for a final lunch for 2020. It was great to catch up with so many members after the Covid-19 restrictions and also to welcome several new Members to our lunch.

We were a little disappointed with the Hotel as during ordering we suffered a "Blackout" and many Members did not get their lunch. However the hotel provided free drinks and coffee to all who were able to stay until the end of the time period.

Before we settled into our normal catchup we stood and honoured George Pronlogneau who recently passed away suddenly.

We were also honoured to host Mat McCrohan from Ambulance Victoria who presented the Life Membership awards to Joy Mayhew and John Parkinson.

We are looking forward to 2021 for what is hoped a much better year for us all.

South Metro District

No Lunch Gathering due to inability to find a venue that would host more than 20 Members.

We look forward to a better year in 2021

Bryan Cass Metro – South, Convener

West Metro District

Due to restrictions caused by Covid-19 we held our lunch on the 4/12/2020 at the Kealba Hotel and we had 13 Members and partners in attendance.

We welcomed 2 new members come and they were Dee Walker & Danny McGennissen.

It was lovely day and everyone found it easy to get to so we will be going there in the future.

Georgie Hall
Convenor

Central & Northern Victoria

With our usual venue (the Bendigo RSL) unable to accommodate our needs for the final lunch of the year we relocated to the Tysons Reef Hotel on Tuesday 17th November where we enjoyed a very pleasant outdoor location and many great stories and companionship.

We were delighted with 20 Members and partners attending and with plenty of good food and light drinks a great day past quickly.

Peter Briscoe
Convenor

North East Victoria

On a day of 40+ degrees we were lucky to get anyone to turn out for a luncheon. So there were 4 of us. This meant we got to know a lot more about one another. Am I going to share, nope.

Are we glad to see the back of 2020, YES. This "meeting" is good for all parties who come along so please ensure future dates are entered in your diaries, or on calen-

dars, and encourage those other Ambulance retirees you're close to to come along. Please send them Ian's details to join.

Leanne Russell-Jones
Convenor

Geelong and Surf Coast District

We could not conduct a lunch meeting due to continuing restrictions and although disappointed we are hoping that 2021 will be a better year for us all.

Ben Wright
Coordinator G&SC Branch.

East & North Metro District

North West Victoria

Although our lunch was on a day of rather high temperature we endured the pleasant surroundings of the Mildura RSL on Tuesday 15th December.

We were very surprised to host 22 Members and partners and welcomed Colin Hicks from Robinvale who has become a Member of our Association.

The usual banter and stories flowed like the much needed beverages and, as usual, great food.

With the year almost finished and optimistic hopes for next year we are now hoping that 2021 will give us a year to be much more positive and many great lunches and company from all Members.

Alan Cooksley
Covenor



Members at the AGM - 29th January 2021

Committee Matters

Welcome all to the new year and let's hope that with the virus being somewhat controlled we can resume most of our normal gatherings and functions that we have sadly missed for most of last year.

Your Committee has continued to function with a rather reduced capacity but we have been able to fulfil all of our requirements and hope that we can assist and grow our Association during this year.

Although the virus curtailed most of our function, we continued to attract many new Members and are glad to have these new Members on board.

Finally on the 29th January we manage to hold our AGM at the Ambulance Museum, which was very well attended with 40+ Members and partners in attendance. As this year was not an election year we received all the usual reports and, despite the weather, enjoyed the catch up with so many Members we missed throughout last year. Many thanks to Chas and staff for hosting us and we look forward to a continuing great relationship.

All our Districts have finalized their lunch dates for this year and depending on the virus behaving we will resume mostly the same venues but some changes may have to be made depending on hosting facilities availability.

Take care and see you at a lunch soon.

Ian Cameron

New Members

We are pleased to welcome the following New Members to our Association.

Raymond Harris - Horsham
David Pederick - Ringwood
Daniel McGenniskien - Essendon
Colin Hicks - Robinvale
Rona Halliwell - Rowville

We look forward to welcoming all of you, our new Members, to a luncheon meet-



RAAV Caravan & Motor Home Club



Hi Everyone,

I trust that everyone had a Happy and Safe Christmas and New Year. Anne and I had a very quiet Christmas at home with family and then visited family in Western Victoria camping with two of our grand children for 10 days over the New Year. Like most know doubt this was only the second time we've had the caravan out since early in the new year. It was great to get back into the swing of things.

The trip to Bright is still on the go arriving at the Bright Pine Valley Tourist Park from April 26th and departing on May the 3rd.

I understand that a number of people have already booked which is great to see as I look forward to seeing all of the club regulars and a few newbie's as well making the trip. To make a booking contact the park on (03) 57551010

The normal procedure for booking still applies so when contacting the park please inform the office that you are from the RAAV Caravan & Motor Home Club and mention my name so you can be placed in the same area as the rest of the members. Send me a text when you have made your booking. If you wish to book a cabin please do sooner rather than later. The park is dog friendly so mention that you have a dog when booking. Also please remember that if you booked into the park earlier in the year which was cancelled and paid a deposit that deposit still is there and you can redeem it when you rebook.

Things to do in and around Bright

Bright has lots of things to see and do. From Bush Walking or cycling along the Murray to Mountain's Rail, Cooling off at the Splash Park, Day Trips to Harrierville, Mount Hotham, Hotham Heights, Dinner Plain and Myrtleford. Enjoying a movie at the cinema enjoying a meal at one of the many cafes and restaurants in Bright. We will also be in Bright at the height of the Bright Autumn Festival. (If it still being held due to Covid restrictions)

Other attractions include;

The Canyon Walk

Howitt park

The Bright Brewery – highly recommend

Abseiling

Gold Detecting

Lots of Walking Trail

If you are into bike riding bring your bike. Half day rides can be arranged if required and if gold detecting or prospecting is your thing bring your gold detector along as I'll be bringing mine you never know you might strike if rich.

Anne and I look forward to seeing you all in April so until then stay healthy and safe.

Cheers, Noel



South West Victoria Members enjoying lunch on Monday 7th December

Retired and Former Employee Peer Support Program

Although your direction has changed, we still share the same journey.

The Retired and Former Employee (RAFE) Peer Support Program is a new program available to all former employees of Ambulance Victoria.

The program allows volunteers to provide confidential support to previous employees who have retired or resigned and assist in linking them into appropriate support if requiring counselling or experiencing mental health issues.

RAFE volunteers are *not* qualified counsellors and are unable to make psychological assessments, but they do have great listening and communication skills that allow them to assist those who are seeking help.

Ambulance Victoria encourages all former employees to engage with this service – which is free – if they feel they require help. To contact the AV Retired and Former Employee Peer Support Program

Email: RAFEpeersupport@ambulance.vic.gov.au

Available 9am – 5pm daily.

Access FAQ'S [here](#)

The RAFE Program is not a crisis service. If you are in crisis please contact Lifeline on 13 11 14 or if there is an immediate risk, dial Triple Zero (000).

Feedback forms have been developed to collect information to assess the effectiveness and level of client satisfaction with AV's RAFE peer support services or to services you may be referred. The information you provide will be used to ensure that procedures, protocols and training are meeting the needs of previous AV employees and will help us to continue improving our services. The surveys are designed to be anonymous and individuals will not be identifiable through the responses they provide. Please select the relevant link below and tell us your latest experience with the services provided by the RAFE team OR other service you may have been referred to via RAFE peer support.

[2018/19 RAFE Peer Support Satisfaction Survey](#)

[2018/19 VACU Session Feedback Form](#)

[2018/19 Chaplaincy Satisfaction Survey](#)

Editors Note: The links may not work in this document - Please go to AV website or contact RAFE Co-Ordinator for assistance

Life Members Awards - 2020



Joy Mayhew receiving her Life Membership from Mat McCrohan, Team Manager AV



John Parkinson Receiving his Life Membership from Mat

Several more Members are eligible for their Life Membership awards but due to time and our "dear friend" COVID-19, we were not able to present them in a timely manor at the end of 2020.

We will be honoring these Members with their awards as soon as possible this year.

Members not in good health

Peter Whittle
Howard Smith

We wish all Members a speedy recovery

Both Joy & John received their Life Membership awards on 24th November 2020 following our Lunch Gathering.



West Gate Bridge Disaster 1970

The Spring edition of The Beacon featured the **50th Anniversary of the tragic West Gate Bridge disaster**, October 15, 1970. This feature noted Victorian Civil Ambulance Service personnel who attended.

The Beacon was most interested to learn of any other **V.C.A.S.** attendees to this disaster. Subsequently, courtesy of the Spring **R.A.A.V. newsletter**, we were able to establish the names of other colleagues who saw duty at West Gate Bridge that day.

The below provisional list to date will form the basis of an official '**West Gate Bridge Attendance Roll**' to be displayed at our Ambulance Victoria Museum, within this publication, and also the pending 32-page print publication '**West Gate**' in 2021, therefore this information must be as accurate and complete as can reasonably be achieved.

If there are any remaining V.C.A.S. members, or known members, living, or deceased, that attended West Gate, please contact me with confirming details **prior to February 10, 2021**:

Email – vintambos@bigpond.com or Phone – 0427 508 888 – **Peter Dent**, Editor

<i>Adams, Robert</i>	16	<i>H.Q.</i>	<i>Martin, Charles (Chas)</i>	136	<i>H.Q.</i>
<i>Burnette, H. (Jock) – Dec.</i>	160	<i>H.Q.</i>	<i>McMurtrie, Peter</i>	246	<i>H.Q.</i>
<i>Dent, Peter</i>	149	<i>H.Q.</i>	<i>McNally, William (Bill)</i>	153	<i>Footscray</i>
<i>Doenson, A. (Tony). – Dec *</i>	49	<i>Ringwood</i>	<i>Mills, Norman – Dec.</i>	<i>D/O</i>	<i>H.Q.</i>
<i>Donald, R. (Bob) – Dec.</i>	<i>D/Sup</i>	<i>H.Q.</i>	<i>O'Gorman, Fred – Dec.</i>	232	<i>Footscray</i>
<i>Eastwood, Ross *</i>	148	<i>H.Q.</i>	<i>Pink, Garry – Dec.</i>	83	<i>H.Q.</i>
<i>Harvey, Peter *</i>	80	<i>H.Q.</i>	<i>Rintoule, Darrell</i>	221	<i>H.Q.</i>
<i>King, Russell</i>	176	<i>H.Q.</i>	<i>Sharp, W. (Bill) – Dec.</i>	130	<i>H.Q.</i>
<i>Walsh, Peter – Dec.</i>	<i>D/O</i>	<i>H.Q.</i>			

*** 1** - The first responding V.C.A.S. ambulance to attend the West Gate Bridge disaster scene was crewed by **S/O Ross Eastwood** S/No 148 and **C.A/O Peter Harvey** S/No 80. This crew reported the magnitude and devastation of the disaster to V.C.A.S. headquarters radio control room. Their radio call mobilised the V.C.A.S. response to the disaster.

*** 2** - Ambulance Officer, **Tony Doenson** (D), Ringwood, is reported to have attended by member Ambulance Officer, **Keith Lloyd**, Ringwood.

Can any reader further confirm this, and/or who Tony's running mate may have been that day?

*** 3** – Dec. denotes deceased person.



The Back Page

Retired Ambulance Association of Victoria Inc.



Committee of Management

President: Ian Donaldson
Vice President: Mike Williams
Secretary: Ian Cameron
Assistant Secretary: Jim Ballard
Treasurer: Ben Ellis

Committee Members:

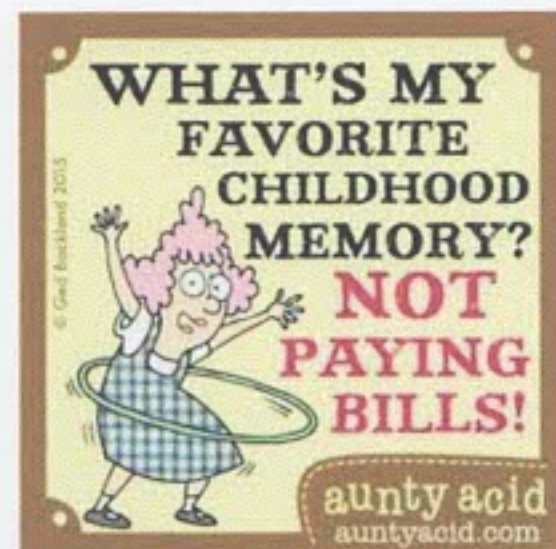
Les Wood
John Clancy
Steve Mulligan
Greg Wood
John Head



www.retiredambulacevictoria.org.au

All Correspondence to:
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Bentleigh East
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Mobile: 0435 010 943
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Facebook: Retired Ambulance
Association of Victoria Inc.