

FIRST RESPONSE



Volunteer Ambulance Officers Association of Tasmania Incorporated
Vol 16 No 2 - November 2011

Ambulance Service is not immune to Budget Cuts!



For Emergency cases, four cows can be used!

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Phil's Thoughts... "E-Health"

E-Health is the federal government's scheme to turn paper medical records into electronic records. The plan, called The National E-Health Transition Authority was formed in 2005, costing an estimated \$467 million, it may succeed where others have failed.

Doctors in the scheme will be compelled to add all updates to patient's records by typing on a keyboard, saying goodbye to the handwritten notes that have stood them in good stead for generations. Even the remaining items that continue to arrive on paper such as specialist's reports, results of laboratory tests, etc will be needed to be typed or scanned in and added to the electronic records, as it very important that historical details from the patient's paper files are kept up to date.

With the present system when a patient visits the doctor someone, usually the receptionist, has to get the files out ready for the doctor, after reading them the doctor puts them away at the end of the day. If a file goes missing it can take a long time to find it, and with appointments nearly always late this plays havoc with the system.

There is also less chance of a mix up with medication when viewing the records that other doctors have provided, and we all know what some doctors' handwriting is like. Less chance of prescribing a medication that may interact with other pills that the patient is taking. So the benefits of putting all records on file are obvious.

Another major benefit, known as Telehealth, has been welcomed by doctors and several patient groups. Instead of travelling long distances patients will be able to consult a specialist in a distant city from a suitably equipped studio in their town, this is expected to be particularly useful for rural patients. Imagine the scenario of a person who is touring around the country and is involved in an accident? Even if the patient was unconscious the hospital staff could access the person's health records if they had their personal details from their Medicare card and driving license. Knowing if the patient had any allergies might well be lifesaving. It will also assist greatly when patients move around the system and around the country. At present there is very little communication between hospitals and doctors via the web, but after everything is up and running, patients will be given just one identifying number instead of up to 20 that are in use now.

The government has stated there will be increased safety and decreased waste by cutting out duplication of tests, but some patients are already unsure that the new system will protect their private details from prying eyes. Their chief concerns are that what they tell their doctor should remain confidential, but under the E-Health system

their medical histories, showing all personal details, allergies, medications, operations and other treatments will be available to other authorised health workers.

Added to this is the doctors viewpoint. In busy medical practices with up to 20,000 patients on the books when is the doctor going to have time to update all the records, with no incentive with extra cash for the time taken? Maybe someone will come up with a simple back-up system. This still does not help some older doctors who are not keen on using computers.

One system that was used as a pilot scheme by the NSW government shut down computers, automatically creating a headache for the staff. There have also been instances of power surges which burned out the server, with the result that the doctor had to stop seeing patients and find a way of getting IT support. As with the patients, many doctors also have mixed feelings regarding the scheme. Some patients treat their doctor as they would a priest and tell them very personal details, such as they have AIDS or Gonorrhoea. If this was put on the E-Health file it is possible for a relation at a hospital to read this material.

"Knowing if the patient had any allergies might well be lifesaving."

Federal Health Minister Nicola Roxon says patients "will control the settings about access to their E-Health records, and there will be audit logs so people can see who has accessed their record, and when".

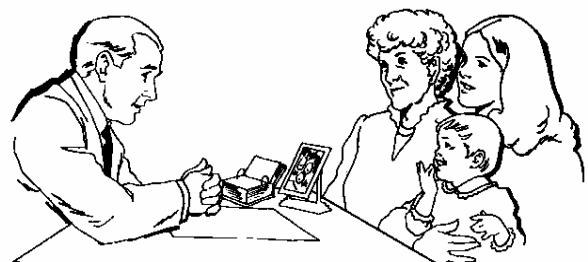
In Britain, the House of Commons public accounts committee recently found the Department of Health had been "unable to demonstrate" any benefits from a disastrous £11 billion (\$16.6bn) national health IT program, despite £2.7bn already having been spent on the scheme designed to deliver electronic records for all 55 million National Health Service patients.

Hopefully our scheme will be an improvement on the British experience. The scheme will be launched July 1st 2012. It will be interesting to see if it works out as planned, but with luck the system will be vastly improved.

Cheers and good health.

Phil Dennis

Source : *The Weekend Australian*, Sept. 10 2011



ON MY SOAPROX

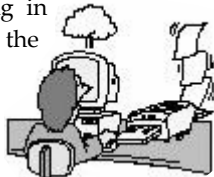
Every day our news is all doom & gloom about the financial state of various countries around the world, including Australia. So, with this in mind, welcome to this Budget Cuts edition of First Response; we have several ideas to save money!

Last edition I reported on the Avoca community's efforts to save the local primary school and the resulting reprieve for a couple of years. Although we have won this battle, we will probably lose the war. Now we have another blow for the community, with the closure of the Avoca Police Station. Again everyone rallied to organise meetings with Tasmania Police but to no avail. Among the concerns raised was that of our vollies attending possible violent situations and the extra time we will have to wait for police backup. I just hope our patients will understand!

At the time of writing this there are still a few places left for the Queenstown Gathering. The special offers from local accommodation and tourism businesses ensure good value for those who can spend a bit longer over on the West coast. It's good to see many new names on the list of attendees, for those going to their first Gathering as well as the regulars, I'm sure we will all receive a real welcome from the Queenstown VAOs and the local community. Don't forget your costume for the Theme Dinner - Q.

Like most of you, I am involved with numerous other activities, one of which is the setting up of a museum in our community centre at Rossarden, the former primary school. We are working under the guidance of the Roving Curators (thanks to an Arts Tasmania grant) and learning that there is far more involved than just throwing together a few historical items. We now know about cataloguing, handling objects and selecting exhibits for display. We are aiming for an official opening in May 2012, to mark 30 years since the closure of the Rossarden tin mine.

Bye for now, **MARGARET**



Dick Adams MP
Federal Member for Lyons

WORKING WITH YOU FOR A STRONG COMMUNITY

Newsletters like this one help to keep the community informed and strong, I'm proud to be able to assist with the production of this newsletter.

Please contact my office if I can assist you in any way.



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P.O. Box 50,
Perth 7300
Phone: 6398 1115
Fax: 6398 1120

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New Norfolk 7140
Phone: 6261 3366
Fax: 6261 1030

Toll Free Call: 1300 132 689

Email: D.Adams.MP@aph.gov.au

Written and Authorised by Dick Adams, 53B Main Road, Perth, Tas. 7300



Promote Volunteer Ambulance Officers VAOAT Polar Fleece Vests & Polo Shirts ~ now available

(For social functions only, **not** to be worn on cases or when representing TAS)

- **Polo Shirt** (short sleeves) with VAOAT logo, range of colours, S to 5XL ~ \$25.00
- **Polo Shirt** (long sleeves) with VAOAT logo, in navy, black or white, plus a limited range of other colours (contact Marg & we'll try to accommodate you), S to 3XL ~ \$30.00
- **Navy Blue Vest** with VAOAT logo, sizes from XS to 3XL ~ \$30.00
- **Windcheater** with VAOAT logo, various colours, sizes from S to 5XL ~ \$40.00

To order, contact - Marg Dennis 4 Nevin Street, Rossarden 7213

Tel/Fax: (03) 6385 2147 Email: mldennis@skymesh.com.au

OR go to our website Online Shop: www.tasmanianambulancevolunteers.asn.au/online_shop.php



EMS in Tasmania

For 10 years, Rotor lift Aviation has been providing helicopter EMS services and airborne law enforcement support to the people of Tasmania under contract to the Tasmanian Police Force



Consider for a moment our island state. While Tasmania is relatively small in area, it is characterised by its regions of spectacular wilderness, mountainous landscapes and rugged coastline. These natural features have made it a favoured destination for a host of outdoor activities, from bushwalking and mountain climbing to canyoning and kayaking. Throughout the year, locals and tourists alike set forth to explore the countryside via its remote mountain roads, trails, bush tracks and rivers.

While it may sound a little bleak, the fact is that Tasmania presents both locals and visitors with many opportunities for mishap and many situations where helicopter EMS (emergency medical services) may prove invaluable. It's interesting in this light, that the state's (multi-engine, IFR [instrument flight rules] equipped) EMS service was launched as recently as August 2000, making it one of the newest services in the country.

Rotor Lift Aviation was awarded the contract to establish and run the helicopter EMS service for Tasmania and today operates two dedicated aircraft for the purpose, a BK117 and an AS355. The service is located at Hobart's main airport and the base comprises several hangars, office space, training, and residential facilities and helipads. While the EMS service is Rotor Lift's main activity, the company also operates an advanced flying school specialising in IFR and NVG (night vision goggles) training, a thriving charter service and extensive maintenance and overhaul facilities.

Susan Stanley is Rotor Lift's operations manager for the EMS services and also provides management support for its other activities. Her role encompasses aircraft coordination, client liaison and coordination of the flying school and its students. "The service is contracted to and coordinated by the Tasmanian Police Force and operates on a 24/7 basis," she says. "Under the contract, we are required to provide one aircraft and the BK117 is our primary helicopter for the SAR (search and rescue) and EMS role. We also have a fully equipped AS355, which we operate as a back-up aircraft to ensure that we can provide an ongoing service when our primary aircraft is offline." The service operates on a 20-minute call-out basis during daylight hours and 30 minutes at night.

The range of operational duties in which the service is involved includes primary or on-scene EMS missions, search and rescue, police surveillance and drug spotting. The helicopter can also be tasked by the Australian Maritime Safety Authority (AMSA) through the police for maritime search and rescue tasks around Tasmania's coastline. "Our rescue crews are provided by the local police and ambulance services depending on the nature of each call-out," says Stanley. "All crew members have been trained by Rotor Lift and are skilled in all aspects of EMS and SAR work, including winching, refuelling, ground operations and using NVGs." Interestingly, Rotor Lift was the first EMS service provider to use NVGs in Australia and its advanced flying school has trained most other EMS services in the country in the use of NVG equipment.

Rotor Lift's EMS operation is well-staffed with six pilots online and two back-up pilots when required. The roster sees duty pilots working four days on and two off, with two pilots on duty at all times. The service's flying operations are also supported by engineers, a crew instructor and administrative staff. Annual flying hours have grown steadily since operations commenced, currently averaging around 400 hours per year.

HELiNEWS, ASIA-PACIFIC
July 2011



Hi from K.I.



Since I last wrote I have been holidaying overseas and one of the places visited was the Channel Islands comprising Jersey, Guernsey, Alderney, Herm & Sark, located in the English Channel between England & France.

The Channel Islands are not part of the British Isles as such, being self-governed, but have had a "pledge of allegiance" with the English Monarch since Elizabeth the First in the 15th Century. They pay no tax, and there is no free medical service, costs for all medical & ambulance services are billed to the patient.

Herm (population 60-120) & Sark (population 600-800) are quite small, about 1/4 the size of King Island and have strict No Motorised Transport Rules.

The large population centres of Jersey & Guernsey have fully salaried staffed Ambulance Services whereas Herm & Sark are staffed with Volunteers.

Each Island has a St John "Volunteer Only" Ambulance Service 24/7 with a solitary resident doctor on Sark, while Herm doesn't have a doctor. Emergency retrievals are by a Paramedic staffed Marine Ambulance from Guernsey "the flying Christine" taking approximately 45 minutes to arrive.



The Volunteers receive training twice yearly and are trained to use oxygen, entonox, cervical collars, defibrillator, splints, bandages and dressings leading to the qualification of FPOS (First Person On Scene). They also receive occasional training days with the fire & rescue service Volunteers.

The main Tourist Season increases the population by many day trippers as well as visitors staying overnight plus the extra tourism related workforce. The Islands are quite rugged and isolated with high cliffs and as there is no transport sightseeing is along narrow cliff paths, by foot!

I assumed that emergency services would be exempt from the "no motorised vehicle rules" but this is not the case. The only motorised equipment allowed are diesel powered tractors.

So the ambulances are modified caravans pulled by a farmer's tractor, and all retrievals are carried out on foot.

I'm so glad we have the luxury of fully fitted Road & Off Road Vehicles and our comprehensive training system and health service!

See you in Queenstown.....

Kind regards,

Pam Fanning

President VAOAT



Coordinator Volunteer Strategy

Regional Volunteer Activities

All three regions have now held their regional volunteer activity days for 2011, and these sessions have proved very popular with the volunteers who have attended.

The North West day was held on Saturday July 23rd in Wynyard and the Northern Region day was held on Saturday July 30th at the Tailrace Centre in Launceston. Presentations included forensics, urban search and rescue (USAR) and an overview of the new bariatric vehicles and associated equipment.



North West volunteers look at some old ambulance equipment.

Northern volunteers are introduced to Kevin Bate, AT's Director of Emergency and Medical Services and Deputy CEO.



Southern volunteers learn how to operate new stretchers.

The Southern Region day was held on Sunday October 9th at the Lea Scout Camp, just south of Hobart and 18 volunteers were inducted to operate the Volunteer Recruitment Vehicle, practiced operating the new stretchers being rolled out into the region in the next few weeks, listened to detailed and informative presentations from TasPol Search & Rescue and from AT USAR paramedic Adrian Abel about his experiences in the aftermath of the Christchurch earthquake, and had a chance to learn about using the bariatric vehicle and the specialist equipment it carries. Despite the torrential downpours throughout the afternoon, everyone managed to stay reasonably dry!



Coordinator Volunteer Strategy

Volunteer Update 2011

Thank you to all the Volunteer Ambulance Officers who have completed the information update either online using SurveyMonkey or by filling out the paper version. We have updates now of 275 volunteers, which is excellent but this leaves us with over 200 volunteers without current information on file.

The **2011 Information Update** was launched in June with an August 30th deadline, and many reminders have been sent out through Branch Station Officers, Volunteer Coordinators and through vGate, the VAOAT website and in the last issue of "First Response".

If you haven't yet completed your **2011 Information Update** please go to SurveyMonkey https://www.surveymonkey.com/s/VAO_2011 and use the password "ambulance" to complete the update online.

Please encourage your colleagues who haven't done the survey to do so and if you know any volunteers at your station who might have problems accessing or using computers, why not offer to give them a hand to get it done.

A paper version available on vGate for colleagues without computer access, but please – if at all possible – complete the update online using SurveyMonkey.

(Note: Ambulance Tasmania requires updated information on all volunteers to meet its statutory obligations and to assist with work-force planning, budget submissions and preparing business cases for education, professional development and volunteer support. It may be necessary to place temporary restrictions on the activities of volunteers who fail to provide current information required by the service, so please make sure you have completed the SurveyMonkey update or the paper equivalent.)

Uniform Delays

Ambulance Tasmania has been experiencing lengthy delays with obtaining uniform items for its supplier. These delays have, for the most part, been resolved and volunteers who have requested additional uniform items in recent months should begin receiving these items shortly.

One exception is the equipment pouch. Ambulance Tasmania is currently researching alternate suppliers and should be in a position to supply this item shortly.

Ambulance Tasmania only supplies uniform to current active volunteers who have updated their personnel records. If you have not completed the **2011 Information Update**, either on SurveyMonkey or using the paper version, any uniform requests will be delayed until this information is received.

Dealing With Non-English Speaking Patients (Take 2)

In the last issue of "First Response" we reported on the cue cards for non-English speaking patients published a couple of years ago by Eastern Health in NSW.

A new version, tailored specifically for Culturally and Linguistically Diverse (CALD) and Non-Verbal patients in an ambulance setting, has been developed by Ambulance Tasmania and is available for download on vGate under Other Documents on the Protocols tab or go to www.vgate.net.au/downloads/CALD_Symbols.pdf

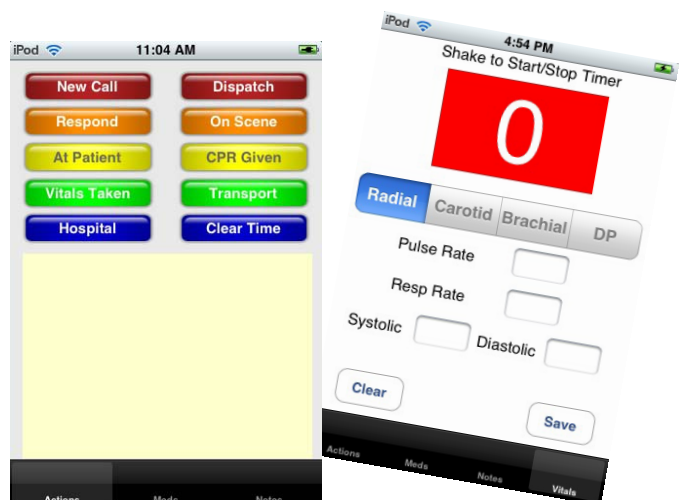
The new version prints on A4 paper that can then be cut to A5 size.

Another Excellent iPhone App

EMS Logger was written for EMTs and Paramedics and saves you from writing times and obs on the back of your glove!

It allows you to record critical events and times with a single touch and then view a "log" of events and times, from dispatch, arrival and at-patient to times for obs and drugs given through to times at destination and patient handover. The log can be viewed on screen or send by email.

Well worth the \$2.99 if you have an iPhone!



Coordinator Volunteer Strategy

Volunteer Recruitment Vehicle Update



The new Volunteer Recruitment Vehicle has been out and about and is creating lots of attention at local events around the state. Upcoming events include an “emergency services day” at Swansea, the Gem and Mineral Fair in Zeehan and the VAOAT Gathering in Queenstown.

Vehicle bookings are managed by State Headquarters. Ambulance Tasmania will also be using the vehicle for Agfest, and other similar major state events.

Booking request forms and vehicle guidelines can be downloaded from the “recruitment” tab on vGate.

For questions about the new Volunteer Recruitment Vehicle and to check on bookings or availability, contact David Godfrey-Smith (Coordinator Volunteer Strategy) email david.godfrey-smith@dhhs.tas.gov.au or phone (03) 6230-8010.

Follow Ambulance Tasmania on Facebook

Just a reminder, you can now follow Ambulance Tasmania via Facebook.

www.facebook.com/pages/Ambulance-Tasmania/216210475076963

... or click on the “like” Ambulance Tasmania link on vGate or log into your Facebook account and search for “Ambulance Tasmania”.

The AT Facebook page is used to publish information of interest to salaried and volunteer staff, with particular emphasis on keeping volunteers informed of news and opportunities.

To receive updates from Ambulance Tasmania, all you need to do is “Like” the Ambulance Tasmania page and any new announcements posted will be automatically copied to your Facebook news feed.

DHHS Email - Another Reminder

Quite a few volunteers are still not using their DHHS email accounts.

If you don’t know your DHHS login details, or have forgotten your username or password, please contact the Operational Support Officer in your regional office.

If you are unable to check your DHHS email regularly, either at the station or via the Outlook Web interface at <https://mail.dhhs.tas.gov.au/> you should set up automatic mail forwarding so that all mail to your DHHS account goes directly to your personal email address. Instructions for setting up mail-forwarding are in the February issue of First Response

(http://www.tasmanianambulancevolunteers.asn.au/downloads/FR_Vol15_No3.pdf) or can be downloaded from the “protocols” tab on vGate.

You must access your email for the first time on a DHHS computer before you can use the web interface or set up automatic mail forwarding.





Queenstown Gathering

18-20th November 2011

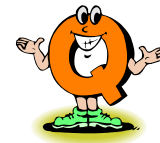


Our 7th VAO Gathering will include:

- a look at ambulance work in some unique West Coast locations
- fun, laughter & stories
- sessions from expert practitioners in subjects which affect both our private lives and our VAO work
- a chance to get hands on experience with new ambulance equipment, including a patient-centred view of the Bariatric vehicle
- accommodation at Silver Hills Motel, and all meals. You just need to buy drinks
- Saturday night 'Theme Dinner' - the theme is **Q**
- opportunities to influence the policy and procedures of the VAOAT at our AGM & Members meeting - this is your chance to tell us what you think
- opportunities to meet with senior managers and discuss issues, ideas and problems relating to your ambulance volunteering
- opportunities to look at our VAOAT merchandise for sale - bring some cash or a cheque book (sorry, we do not have EFTPOS facilities)
- Travel reimbursement of \$25.00 per active VAO will be paid, so car pooling is recommended - please keep your fuel receipt.

What do you need to bring?

- toiletries
- money - we hope you will purchase from the local businesses, many of which have supported this event
- there are a couple of ATMs in Queenstown, but it will be helpful if you bring cash to the dinner if you intend to buy drinks, as access to the hotel's EFTPOS machine is difficult
- sturdy shoes and a jacket, as there are likely to be outdoor activities
- your VAO uniform if you have one
- enthusiasm, sense of humour, curiosity and a willingness to share



**** Please note - as per our registration page, due to catering and accommodation restrictions any VAO FREE TICKET cancelled after November 4th 2011 without a medical certificate or extenuating circumstances will incur a Cancellation Fee of \$160. Fees for partners or Saturday Night Dinner cannot be refunded after November 4th 2011.**

Stay Longer on the West Coast

Don't forget, the aim of the Queenstown Organising Committee is to show off their community and its environment. We would love you to **Stay Longer on the West Coast** and have negotiated a range of special discounts and deals to encourage you to arrive early or stay longer.

Go to our website - www.tasmanianambulancevolunteers.asn.au - and follow the link for details and availability.



Silver Hills Motel



The Importance of the Patient's Story

The patient's story is often the best place to find (clues). It is our oldest diagnostic tool. And, as it turns out, it is one of our most reliable as well. Indeed, the great majority of medical diagnoses - anywhere from 70 to 90 percent - are made on the basis of the patient's story alone.

Although this is well established, far too often neither the doctor nor the patient seems to appreciate the importance of what the patient has to say in the making of a diagnosis. None of our high-tech tests has such a high batting average. Neither does the physical exam. Nor is there any other way to obtain the information. Talking to the patient more often than not provides the essential clues to making a diagnosis.

from "Every Patient Tells a Story" by Lisa Sanders, M.D.
(technical advisor to the television series House M.D.)
Published 2009 Penguin Group (Australia)

from David Godfrey-Smith

Wanted: Surplus Ambulance Equipment

My name is Dale Fitch, I am an ambulance historian & restorer of ambulance vehicles. I am searching for old Ambulance stretchers, equipment and fittings to suit the vehicles my friend Nigel and I are restoring and were wondering if you may have anything hidden away in a store room or back shed that is no longer required.

Later on Nigel and I plan to open an Ambulance Museum displaying vehicles and related medical memorabilia. Any assistance you can give would be greatly appreciated.

Please contact me at: fitchfactory@iprimus.com.au

Regards,
Dale Fitch



*Avoca's first ambulance, now lovingly restored by Dale Fitch.
On show at the official opening of Avoca's Fire & Ambulance Station, March 6th 1999.*

VAOAT Memberships 20011/12

Yearly subscriptions were due on October 1st and all current members should have received a Reminder Notice - individually or via your VAO unit.

Think about joining up the whole unit - membership is just \$10 per year, per VAO.

Thank you to the units and individuals who have already paid.

Payment may be made by Cheque payable to VAOAT or by Direct Debit to VAOAT - BSB number - 807 009; Account number - 51397872; Transaction reference - your full name or VAOAT membership number.

Please return your reminder notice to the Treasurer - Lesley Green, 74 Hookey St., Rokeby 7019.

Doctor: I'm sorry to have to tell you that you may have rabies, and it could prove fatal.

Patient: Well, doctor, please give me pencil and paper.

Doctor: To make your will?

Patient: No, to make a list of people I want to bite.

FOR SALE

Insulated Coffee Mugs ~ Torches

- Insulated Coffee mug - blue, with VAOAT logo, generous 16oz, ideal to keep your drink secure & hot while traveling.
- Torch - 'silver', with carabiner clip & batteries included. ****Not for use when checking pupil reaction.**



Coffee mug: \$10.00

Torch: \$7.50



* Please add \$8.00 per set if you would like it posted to you.

To order, contact:

Marg Dennis 4 Nevin Street, Rossarden 7213

Tel/Fax: (03) 6385 2147 Email: mldennis@skymesh.com.au

OR go to our website Online Shop:

www.tasmanianambulancevolunteers.asn.au/online_shop.php



Workplace Diversity Information

Diversity Officers are a network of staff around the State, who have been trained to spread the message of the principles of diversity, and who act as a point of contact for staff and managers regarding diversity issues.

I would like to make everyone aware of where information on this subject may be sourced. This includes definitions, department policies and appropriate forms to fill out, also where/who to submit the form depending on the type of grievance and who it involves.

This information can be found on the intranet by typing in the search box 'workplace diversity'. This will bring up a list of topics, you can then choose what you wish to clarify or print.

Alternatively, for information, you can access any of the Health Department Workplace Diversity Officers (WDO) on the list on the intranet, pinned on the diversity board at the top of the stairs at HQ or contact Jill Stott or myself. We can obtain further info from our WDO coordinator should you require it.

Rebecca Dudman
AT Paramedic – Northern Region
Workplace Diversity Officer
Emergency and Medical Services
450 Wellington Street, LAUNCESTON TAS 7250
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E rebecca.dudman@dhhs.tas.gov.au

Diversity Officers ~ How They Can Help You

The Department of Health and Human Services is one of the largest organisations in Tasmania employing 10,000 people and deploying 2300 volunteers in over 450 worksites.

The workforce comes from a diverse range of people who all contribute to the health and well being of the Tasmanian Community. Working together in harmony is directly related to the benefits or otherwise that we achieve for the State Community.

The role of the Diversity Officer in the workplace is significant in the achievement of a harmonious and productive work environment.

Who is a Diversity Officer?

- Diversity Officers are a significant point of contact for employees who have a query or complaint in relation to the diversity principles outlined in the State service Act 2000 or under the Commissioners Direction No 3 Workplace Diversity.
- Diversity Officers act as a source of information on the DHHS Grievance Resolution Process.
- They provide information to employees of the Agency, in matters relating to managing Workplace Diversity, including harassment, bullying, and discrimination.
- They act as a source of information on workplace diversity strategies, reporting requirements and role modelling.
- They ensure confidentiality and impartiality regarding all aspects of their role.
- They provide information for staff on relevant Agency policy.

Diversity Officers are unable to:

- Conduct or be involved in any investigations
- Support two parties to a complaint
- Make judgements or blame
- Solve Problems
- Represent 'your interests' in a grievance
- Undertake mediation or counselling

Other Areas of Assistance

- Managers and Supervisors
- Human Resource Services
- Relationship Management Teams
- Human Resource Development.
- Employee Assistance Program
- Unions and Professional Associations
- Anti-Discrimination Commission
- Commonwealth Human Rights and Equal Opportunities Commission

DHHS Grievance Procedure

The Grievance Resolution Procedure can be used for any type of problem, concern, or complaint where an employee believes they have received **unreasonable treatment** from the Department or another staff member and wishes to bring the grievance to the Department's attention and requires an action or response from the Department.

Overview

Work-related grievances may include, but are not limited to, interpersonal conflict, the way work is allocated

or managed, the interpretation of people management policies or a perceived unfairness in the workplace.

The Grievance Procedure can be used by all staff members to resolve any grievance/issue of concern effectively, quickly and at workplace level. The Grievance Procedure places emphasis on mutual cooperation between the employees and their supervisors/managers to resolve issues as they arise.

The procedure aims to help maintain effective working

(Continued on page 12)



(Continued from page 11)

relationships by ensuring that grievances are responded to as quickly and effectively as possible.

Consider

Before discussing your grievance with your manager ask yourself the following questions:

- What is the problem, your complaint or the concern that aggrieves you?
- If your grievance relates to a person can you resolve the grievance by talking to the person?
- What do you hope to achieve by making a grievance and what particular outcomes are you seeking?

Lodging a Grievance

In most cases your grievance will need to be formalised in writing.

There is a form which may be used to lodge a grievance. You can submit this form to your supervisor/manager or the person to whom your supervisor/manager reports.

On the form you will need to describe the events that you want to report, explain what happened, where it happened, who did it and to whom it happened.

If you require assistance to complete a grievance form you may wish to consult your manager. If the grievance is about your manager you may lodge it with your manager's senior in your area.

You can contact your Human Resources Management Team if you need advice on how to lodge a grievance, or who to lodge your grievance with. You may also like to speak to a Workplace Diversity Officer.

The Resolution Process

When a manager receives your grievance they should meet with you and discuss the grievance to ensure that they have sufficient information about your grievance.

The next step is to explore options for resolving the grievance. While this will normally be in consultation with the aggrieved person, the person assessing the grievance will determine the appropriate resolution option.

Options for Resolution

Resolution options to be considered include:

- Self-resolution - the complainant is encouraged to approach the other person directly.
- Facilitated discussion - the two parties attempt to resolve the issue with the presence of third party.
- Mediation using an external provider.
- Providing training, education, and information to staff involved.

If the above options are not appropriate then an investigation may be conducted. The investigation may be conducted by the manager assessing the grievance, or

sometimes a person other than the manager may be appointed. The parties to the investigation will be treated with procedural fairness.

Responsibilities

All supervisors, managers and staff have a responsibility to contribute to the achievement of a productive and safe work environment.

All employees are responsible for participating in the grievance resolution process in good faith and using the process to genuinely attempt to resolve the issue.

Front-line supervisors and managers are responsible for treating grievances seriously, responding appropriately and managing the process according to the procedure.

Support

Employees when acting in the course of State Service employment must treat everyone with respect, without harassment, victimisation or discrimination.

Employees who raise a grievance should not be subject to retaliation amounting to harassment, victimisation, or discrimination.

Staff raising a grievance, as well as respondents may be accompanied by a support person, such as a colleague or Union representative, during discussions related to the grievance.

Employee Assistance Program

The Department has an Employee Assistance Program (EAP) which provides access to free counseling sessions. Talking to an EAP counsellor may be of benefit to any of the parties to a grievance.

Limited free counselling may be arranged by calling 1300 360 364. Ask about the terms of the counseling offered to Department of Health and Human Services Employees.

Still not happy?...request reconsideration

An aggrieved person or respondent to a grievance who is not satisfied with the outcome of the grievance process may seek an internal review and reconsideration of all actions taken in an effort to resolve the grievance.

More Information

The full grievance procedure including attachments like the grievance lodgement form is available on the Intranet

<http://intra.dhhs.tas.gov.au/dhhs-online/page.php?id=15606>



EMERGENCY SERVICES VOLUNTEER AWARDS 2011

Nominations for the Emergency Services Volunteer Award 2011 are now open!

If you know someone or a group within your volunteer emergency service who is the quiet achiever, dedicated, committed to their service. They may not be on the front line all the time, they may work behind the scene or involved in a particular incident, show courage and comfort in a time of need, providing welfare services or in an affiliated support role.
NOMINATE THEM NOW!!

No entry forms are needed, all the judges require is a summary of the nominees achievements and a brief explanation as to why they should win this prestigious award.
Please include your contact details along with your nomination.

LAST YEARS WINNERS WERE:

7AD / SeaFM Devonport – Graeme Brown – Latrobe Fire Brigade
7BU / SeaFM Burnie – Frank Lawes – SES Wynyard
7XS West Coast – Greg Whittington – T.A.S Queenstown

All winners of the Radio Awards will automatically be nominated for the State Award, the Australian Institute of Emergency Services “PJ Parssey Memorial Award” – Tasmanian Branch.

Last years winner of the “PJ Parssey Award” – Greg Whittington T.A.S Queenstown

NOMINATIONS CAN BE SENT TO:

Burnie Region – West of Heybridge
7BU / SeaFM Burnie
PO Box 120, Burnie Tas 7310
Phone: 6431 2555 / Fax: 6431 3188
Email: 7bu@7bu.com.au

Devonport Region – East of Heybridge
7AD / SeaFM Devonport
PO BOX 262, Devonport Tas 7310
Phone: 6424 1919 / Fax: 6424 9613
Email: 7ad@7ad.com.au

West Coast Region
7XS Radio
PO BOX 315, Queenstown Tas 7469
Phone: 6471 1711 / Fax 6471 1783
Email: studio@7xs.com.au

North Coast Region
LAFM / Chilli FM
PO Box 7635, Lton 7250
Phone: 6331 4844/ Fax: 6334 3795
Email: reception@lafm.com.au

South Region
7HOFM
PO BOX 320 North Hobart Tas 7000
Phone: 6216 1000/ Fax: 6234 5366
Email: reception@7ho.com.au

NOMINATIONS CLOSE ON THE 24TH NOVEMBER 2011

For more information please contact the above radio stations or Ron Jones, State President,
Australian Institute of Emergency Services

PHONE: 6429 3224 MOB: 0427 008 705 or Email: president.tas@aies.net.au

Proudly Supported by the Australian Institute of Emergency Services, Tasmanian Division www.aies.net.au



Sing Australia

Connecting Australians in Singing

A NATIONAL NETWORK of SINGING GROUPS for MEN & WOMEN

Sing Australia is a national network of some 150 non-auditioned singing groups that focuses on fun, friendship and providing support to their local communities by “*Connecting Australians in Singing*”.

- *Nine groups in Tasmania* - Hobart, Sorell, Kingston, Launceston, Devonport, Scottsdale, Bridport, Flinders Island and Campbell Town
- *New groups can be created wherever a core number of people are interested.*

We welcome everyone to sing with us regardless of age, singing experience or voice type. We believe the health and social benefits of singing together should be available to all who want it. Sing Australia is great fun and it's easy to join.

- Friendly and encouraging – all welcome
- No auditions OR requirements to read music
- No compulsory attendance
- Large range of songs and styles
- Regular national gatherings
- Fun performances & events
- Unique experiences
- Tours – Australia & overseas
- Moderate membership costs

Come along and discover the fun of Sing Australia!

Want to know more?

CONTACT: Jill North (State Coordinator) 6267 4659 / 0427 807 779
jnorth@clearmail.com.au

1300 552 296 / www.singaustralia.com.au



Australian Institute of Emergency Services Young Volunteers Award

The AIES Young Volunteer's Award, proudly supported by the Emergency Response Division of the Australian Maritime Safety Authority, aims to reward one young person for outstanding and ongoing contributions and commitment to the community through his or her membership of the emergency services as a volunteer.

The award winner will receive a fully sponsored voyage in the sail training ship Young Endeavour where he or she can develop skills in teamwork, leadership and communication.



STS Young Endeavour

Runners up will receive a certificate of commendation from the AIES.

Nominations

Nominations can be made by a member of the public, the young volunteer's supervisor, manager or another emergency service member. Nominations can be made as an individual or as a representative of an organisation.

All nominations must be seconded by at least 2 referees who have known the nominee for a minimum of 12 months and who can attest to the nominee's volunteer service.

Nomination Criteria

The nominee will be assessed on:

- commitment to his or her chosen volunteer emergency service including continuity and length of service
- demonstrated willingness to learn and progress within his or her emergency service
- current or future leadership potential within his or her emergency service

The nominee must:

- be currently a volunteer member of an Australian Emergency Service organisation with a minimum of 2 years continual service
- be aged between 18 and 23 years of age

- be available to undertake the voyage on the date nominated by the award committee

In addition nominees must meet all of Young Endeavour's mandatory selection criteria including:

- be an Australian citizen or permanent resident
- be able to swim 50 metres and be in good health
- weigh less than 120kg
- complete a medical examination to the required standard
- not having completed a voyage in Young Endeavour previously.

Nomination Form

Visit the AIES website - www.aies.net.au - to download a copy of the Nomination Form. Nominations should be sent to the Division of the Institute in which the nominee resides.

Completed nominations can also be sent by email.

**Nominations must be received by
4pm 3rd February 2012.**

Selection

The selection committee will select the award winner by assessing each nomination against the nomination criteria. The authenticity of all claims in the winning submission will be verified.

The selection committee's decision on the winner of the AIES Young Volunteer's Award is final and no correspondence will be entered into. Conduct of this Award is governed by the Award Terms and Conditions, set out on the AIES website.

Presentation

Within 3 months of completion of the voyage the awardee will provide a written report on their voyage and make a presentation at an AIES Division meeting. The written report will be published in the Institute's journal National Emergency Response and by the Award sponsor the Australian Maritime Safety Authority.

More Information

For further information, general enquiries or to download the Award brochure, please visit the AIES website at: www.aies.net.au



MEMORANDUM

TO: All Staff

FROM: The Management

RE: NEW SICK LEAVE POLICY

Frequent absenteeism has forced introduction of the following changes, effective immediately.

Sickness

No excuse for absence. We will not accept your doctors certificate as proof, if you are able to go to the doctor you are able to come to work. If you unable to visit your doctor, you will have to be prepared to submit to a thorough examination by your department Branch Manager at your home on the day you report sick.

Death

(other than your own)

This is no excuse. There is nothing you can do for the deceased and we are sure that someone in a lesser position can attend to the arrangements. However, if the funeral can be held late in the afternoon we will be glad to let you off 10 minutes early - provided your work is sufficiently advanced to keep the job going in your absence.

Leave for an Operation

This is no excuse. We will no longer allow this practice. We wish to discourage any thought you may have about needing an operation. We believe as long as you are employed here, you will need all of whatever organs you have and you should not consider having anything removed. We employed you for what you were and to have anything removed would certainly be less than we bargained for. This does not include brain surgery as we feel that many members of our staff function well without this commodity. (Note: an exception will be made for warts).

Death

(Your own)

This will be accepted as an excuse. But we would like two weeks notice as we feel it is your duty to teach someone your job.

Toilet Visits

Entirely too much time is being spent in the toilet. In future we will go in alphabetical order. For example, those whose surnames begin with "A" will go from 9.00am to 9.05am, "B" will go from 9.10am to 9.15am and so on. If you unable to go at the allocated time it will be necessary to wait until the next day when your turn comes again.



Tasmanian Winter Blood Challenge

FINAL RESULTS

AT did really well in the Red Cross Winter Blood Challenge. We ended up in sixth place, (which was only one place and 4 donations behind the prize winners!). We made 41 donations and came in well in front of the 7th place-getters, who made 29. This is a fabulous effort when you consider that we started the Challenge 3 weeks after it commenced. We also recruited 6 new donors.

There were 1,093 donations and the winners are:

- 1) Hutchins School in Hobart with 101 donations (including an amazing 47 new donors).
- 2) Hillwood Community in Launceston with 68 donations
- 3) Australian Taxation Office with 49 donations

Thanks to all those who donated. Hopefully we can recruit some more people if we enter again next year.

David Godfrey-Smith

WHY DO WE SAY?

***** prima donna *****

It's funny how words have changed their meaning. Prima Donna is Italian for First Lady, related to the principal singer in an opera. The meaning today, for someone who is temperamental and self important, was first recorded in Charlotte Bronte's *Works* in 1834.

Phil Dennis

THE ONLY DIFFERENCE BETWEEN TRY AND TRIUMPH IS A LITTLE 'UMPH'.



MARK THIS DATE

**Closing Date for next
edition of
First Response
- 16th January 2012
(but please send a.s.a.p.)**





KWIK KWIZ

Musicals by The Busybodies

Identify the musicals from the following clues. Solutions are in alphabetical order.

- 1) Row of dancing girls or boys (1,6,4)
- 2) A diminutive dark melody (1,6,5,5)
- 3) All behaviour is tolerated (8,4)
- 4) Merry-go-round (8)
- 5) Amusing young miss (5,4)
- 6) Boys and girls? (4,3,5)
- 7) Hi Barbie! (5,5)
- 8) Office worker's manual to achieve without effort (3,2,7,2,8,6,6)
- 9) Destiny (6)
- 10) Smack me, Katherine (4,2,4)
- 11) Rise blameless anyhow (Fr, Anagram) (3,10)
- 12) Italian mother of mine (5,3)
- 13) He was Don Quixote (3,2,2,6)
- 14) Pine for old city in S Vietnam (4,6)
- 15) Blond Woman belonging to me (2,4,4)
- 16) Ghost at the musical drama (7,2,3,5)
- 17) Exhibit craft (4,4)
- 18) An ocean (5,7)
- 19) Twilight promenade (6,9)
- 20) The demon barber (7,4)
- 21) Sugary donation (5,7)
- 22) Royalty and me (3,4,3,1)
- 23) Jungle royalty (3,4,4)
- 24) Hear the orchestra play (3,5,2,5)
- 25) Sorcerer from Australia? (3,6,2,2)

The Australian Crossword Club

Solution - The Back Page

WORD SEARCH

How many words of 4 letters or more can you make from the given letters?

In making a word, each letter may be used once only. Each word must contain the centre letter & there must be at least one 9-letter word in the list. No plurals or verb forms ending in "s", no words with initial capitals and no words with a hyphen or apostrophe are permitted.

The first word of a phrase is permitted (eg inkjet in inkjet printer).

| | | |
|---|----------|---|
| R | U | E |
| M | F | S |
| H | A | O |

Target - 33 words

Solution - The Back Page

Will I live to see 80?

Here's something to think about - I recently picked a new GP. After two visits and exhaustive lab tests, he said I was doing "fairly well" for my age (I just turned sixty-something).

A little concerned about that comment, I couldn't resist asking him, "Do you think I'll live to be 80?"

He asked, "Do you smoke tobacco, or drink beer, wine or spirits?"

"Oh no," I replied. "I'm not doing drugs, either!"

Then he asked, "Do you eat rib-eye steaks and barbecued ribs?"

I said, "Not much, my former doctor said that all red meat is very unhealthy!"

"Do you spend a lot of time in the sun, like playing golf, boating, sailing, hiking, or bicycling?"

"No, I don't," I said.

He asked, "Do you gamble, drive fast cars, or have lots of sex?"

"No," I said.

He looked at me & said, "Then, why do you even care?"

MORE COST CUTTING MEASURES

Ambulance Service introduces trained dogs

"Come on.....BREATHE !"



A noted heart surgeon was having a formal party. Shortly before the guests were to begin arriving he was told that all the bathrooms were backed up and not flushing. Quickly he called a 24 hour plumber listed in the phone book. The plumber arrived quickly and within 15 minutes told the surgeon that all was well.

He gave his bill to the heart surgeon and the surgeon exclaimed, "\$900! You were only here 15 minutes! I'm a heart surgeon and even I can't charge that much!"

The plumber quietly replied, "Neither could I when I was a heart surgeon."

NOTHING IS FOOLPROOF TO A SUFFICIENTLY TALENTED FOOL.



The Back Page

VAOAT Online - <http://www.tasmanianambulancevolunteers.asn.au>

I'M ALWAYS SLIGHTLY TERRIFIED WHEN I EXIT 'WORD' AND IT ASKS ME IF I WANT TO SAVE ANY CHANGES TO MY TEN-PAGE TECHNICAL REPORT THAT I SWEAR I DID NOT MAKE ANY CHANGES TO.

Who's Who?

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Publicity Officer }

TAS COMMITTEE REPS

Fleet, Equipment & Uniform:
George Hudson Ph: 6375 1560

Any concerns? - we're here to help, but before approaching the Association please try to resolve problems first, via the correct chain of command in your region.

Solution to KWIK KWIZ

- | | |
|---|--------------------------|
| 1) A Chorus Line | 13) Man of La Mancha |
| 2) A Little Night Music | 14) Miss Saigon |
| 3) Anything Goes | 15) My Fair Lady |
| 4) Carousel | 16) Phantom of the Opera |
| 5) Funny Girl | 17) Show Boat |
| 6) Guys and Dolls | 18) South Pacific |
| 7) Hello Dolly | 19) Sunset Boulevard |
| 8) How to Succeed in Business Without Really Trying | 20) Sweeney Todd |
| 9) Kismet | 21) Sweet Charity |
| 10) Kiss Me Kate | 22) The King and I |
| 11) Les Miserables | 23) The Lion King |
| 12) Mamma Mia | 24) The Sound of Music |
| | 25) The Wizard of Oz |

Solution to WORD SEARCH

afresh, fame, famous, fare, farm, FARMHOUSE, faro, fear, femora, femur, foam, fomes, fora, fore, form, forme, forum, four, frame, fresh, froe, from, fume, fuse, orfe, safe, safer, serf, sheaf, shofar, sofa, sofar, surf.

HE WHO HESITATES IS PROBABLY RIGHT.

VAOAT Newsletter Policy

All contributors must ensure that material for inclusion in the newsletter or on the website has the approval of any persons mentioned in the article.

Marg Dennis
Editor, First Response

ADVERTISING RATES

Commercial advertising is accepted, subject to available space; rates are:

- ¼ Page (8.55x12.5 cm) - \$5 per edition
- ½ Page (17.5x12.5 cm) - \$10 per edition
- Full Page (17.5x25.25 cm) - \$15 per edition

No charge for VAOs & non-profit organisations.

VAOAT reserves the right to refuse or alter ads at our discretion; we do not endorse any product advertised.

Opinions expressed in the newsletter are not necessarily those of the editor.

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