



# Health & Safety Action Plan

## MESSAGE FROM THE CHIEF EXECUTIVE

and clearly defines our priorities and areas of focus for the next five years.

The Plan was developed after an extensive period of consultation and collaboration across the organisation, and with input from external health and safety experts. It builds on and embeds learnings and outcomes from the previous two plans.

This collaborative approach has resulted in a refreshing and contemporary roadmap for improvement and success, one that truly reflects the needs and

Our goal is a workforce engaged and empowered to drive health and safety improvement, and a culture in which health and safety is clearly visible and valued.

We will increase health and safety knowledge and provide dedicated support for all AV's people, as well as a safety mature environment.

For example, by 2026, we will see workplace health and safety OHS systems ISO45001 standard. We will observe fewer injuries, with targeted interventions to with the information they need to proactively monitor and effectively manage

Flexibility and adaptability are key components of this Plan. While our purpose and priorities are set, we will adapt how we achieve them as required, taking into account our current and forecast strategic and operational environment.

To achieve and support this, we will regularly monitor, evaluate and report on

supports delivery of our Strategic Plan 2023-2028, which lays out our vision for fostering a collective sense of purpose and commitment to health and safety,

Achieving a safe environment requires the collective effort and engagement of every individual – all our people, our community and our partners.

I look forward to seeing this Plan come to life over the coming years and achieving our goal of creating a healthy, safe and productive work





**OUR GUIDING PRINCIPLES UNDERPIN THE DELIVERY OF THIS  
ACTION PLAN AND OUR APPROACH TO HEALTH AND SAFETY  
ACROSS AMBULANCE VICTORIA**

### **Innovative**

We find unique and proactive ways to discover new value and improve the safety of our colleagues.

### **Simplified**

We make the complex simple and more manageable to better serve our colleagues. We streamline our processes and communication for better efficiency, effectiveness and

### **Collaborative**

We co-design solutions with our colleagues and stakeholders. We listen and consider the perspectives of others, communicate openly and work cooperatively to achieve the best outcomes.

### **Consistent**

We drive best practice across the organisation and work to deliver reliably to maintain standards and continually improve.

### **Adaptable**

We are risk based and responsive to change. We adjust our approach as needed to effectively respond to changing

### **System focused**

We are integrated and accessible. We take a holistic view and

### **Inclusive**

We actively seek out and amplify diverse perspectives and voices to create a working environment where everyone feels heard and valued.

### **Verified**

We apply effective monitoring to reliable data and are transparent

OUR GOAL

# A healthy, safe and productive workplace

Priority 01  
**SYSTEMS DESIGNED FOR OUR PEOPLE**

Focus Area — Working together for an effective safety system

Priority 02  
**BUILDING CAPACITY AND CAPABILITY**

Focus Area — Resourced to respond

Priority 03  
**OVERSIGHT THAT ENABLES PERFORMANCE**

Priority 04  
**MANAGING CRITICAL RISKS**

SYSTEMS DESIGNED FOR OUR PEOPLE

## Working together for an effective safety system

Embracing a collaborative and inclusive approach, we will enhance our health and safety system to achieve a high functioning, fully integrated system built to ensure best practice, reduce risks and optimise people and patient safety. We will innovate the way we think and act when it comes to safety, evolving our approach to align with best practice standards and evidence-based research.

In 2023-26 our focus includes

## Resourced to respond

### BUILDING CAPACITY AND CAPABILITY

## Moving beyond safety competency to safety capability

We strive to create a capable and empowered workforce where health and safety is visible and valued. Through dedicated safety development at every level, our people will be equipped with the capability and confidence to manage the increasing complexity of our environment. Our senior leaders will build on their safety ownership and work towards creating a positive safety climate within their teams where safety is valued and owned by everyone.

In 2022-26 our focus includes:  
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### Progress Indicators

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OVERSIGHT THAT ENABLES PERFORMANCE

## Evaluating performance with safety metrics that matter

Introducing clearly defined, quantifiable key performance measures will simplify decisions and help us better understand how to safeguard our workforce. These contemporary measures will facilitate comparative monitoring across all departments and will embed informative feedback mechanisms to provide opportunities for targeted intervention and sharing of better practice. Leading indicators will help bring focus to the prevention and mitigation of incidents rather than responding to them as they happen.

In 2023-26 our focus includes

Progress Indicators

OVERSIGHT THAT ENABLES PERFORMANCE

## Strengthen oversight to support decision making

Leveraging digital insights will offer the ability through data to make informed and validated decisions. By increasing the access to health and safety data across the organisation, we will connect our teams with the information they need to proactively monitor and effectively manage emerging risk.

In 2023-26 our focus includes

Maximise efficiencies in work flows and disseminate best practice

Progress Indicators



MANAGING CRITICAL RISKS

# Manual Handling

Lifting, lowering, pushing and pulling are synonymous with our efforts to provide the best care and safe transport to our patients. We must continue our strong focus on safe manual handling practices not only for positive patient outcomes, but to minimise the risk of injuries that can be career ending for our people. The momentum of our successful three-day manual handling program, Smart Moves, will be preserved by continuing the application of task orientated manual handling training, competency centered instruction, and in field manual handling support through the development of our Manual Handling Facilitators. We will continue to collaborate and develop our inter-agency operability with other emergency services to share capabilities and work better together in field.

### Progress Indicators

In 2023-26 our focus includes



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MANAGING CRITICAL RISKS

## Psychosocial and psychological support

By enabling well-timed and appropriately delivered psychosocial interventions, we will help our people to adapt, cope and recover with holistic, caring and connected support

## MANAGING CRITICAL RISKS

## Injury management, return to work and recovery

A successful return to work outcome is the result of a multifaceted, coordinated effort of many dedicated individuals to guarantee that our employees are completely supported throughout the rehabilitation and return to work process. We will strive to continue to be the leader in successful return to

**ADOPTING AN ADAPTIVE APPROACH AND RESPONDING TO CHANGE**

healthcare. Even the most informed and best laid plans will need to adapt and

## Success Measures



**Ambulance  
Victoria**