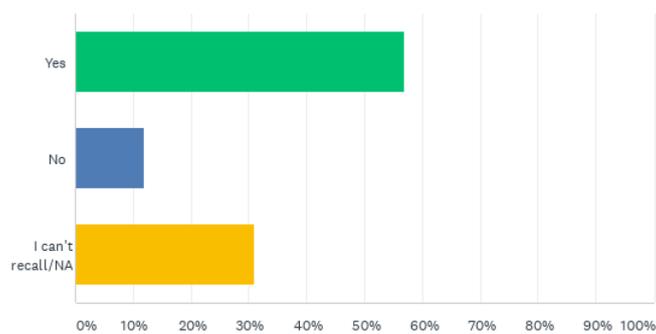




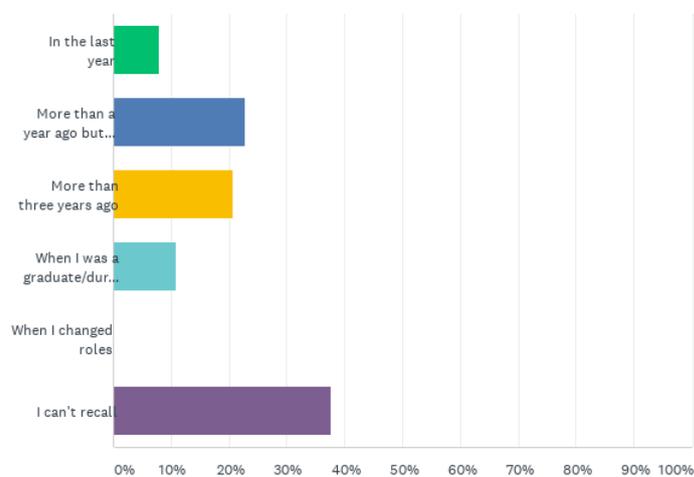
WORKPLACE BEHAVIOURS SURVEY RESULTS

FEBRUARY 2021

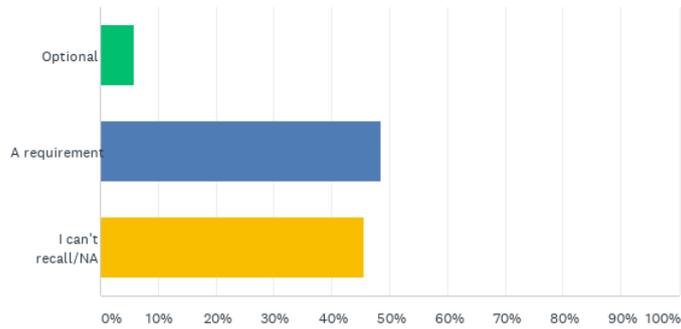
Q1 Have you received workplace behaviours training while working for Ambulance Victoria?



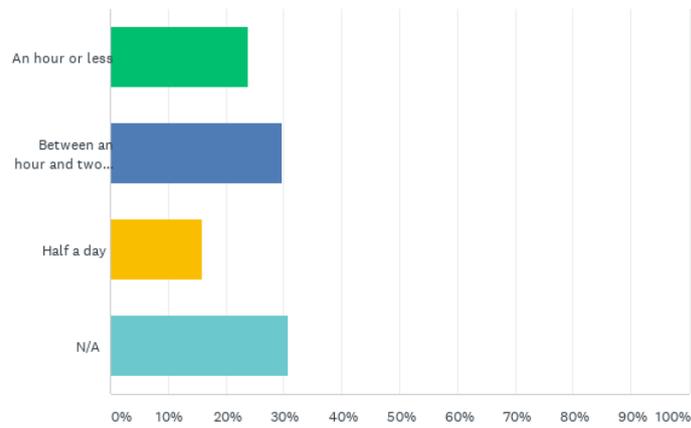
Q2 When was the last time you received training about Workplace Behaviours at Ambulance Victoria?



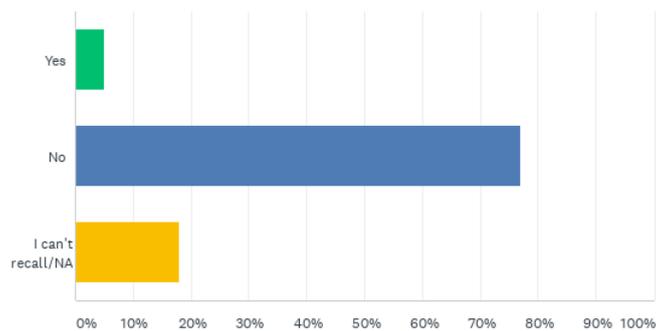
Q3 Was workplace behaviours training optional or a requirement?



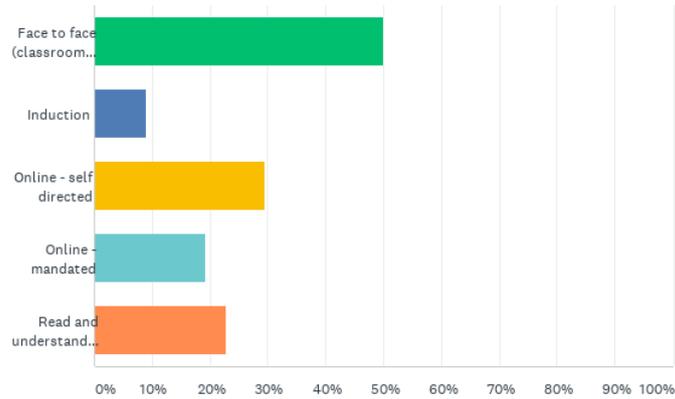
Q4 What was the duration of the training?



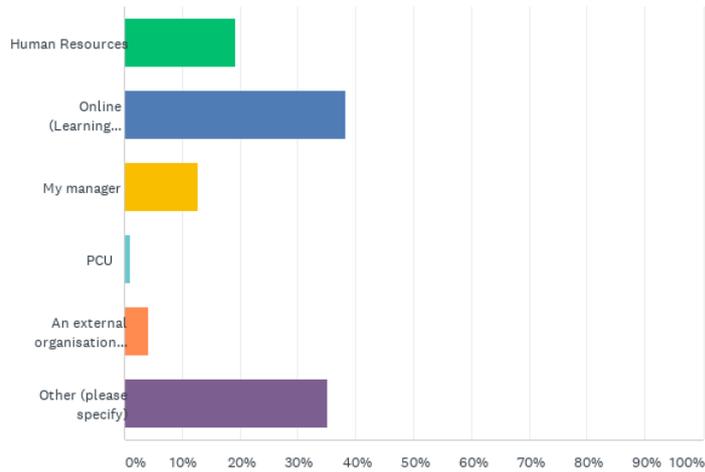
Q5 Have you been offered refresher training on workplace behaviours?



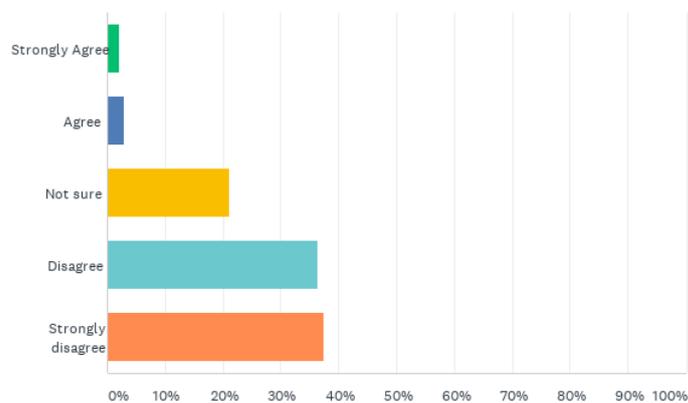
Q6 How has training about workplace behaviours been offered? (select all that apply)



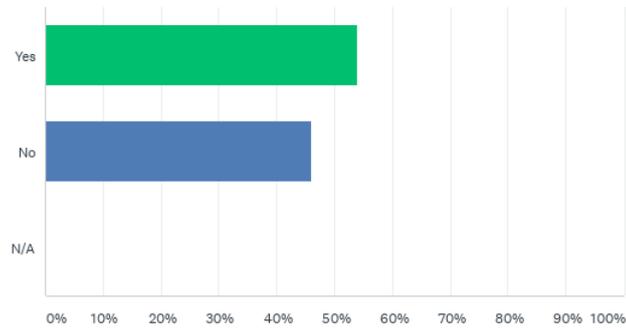
Q7 Who has delivered training on workplace behaviours?



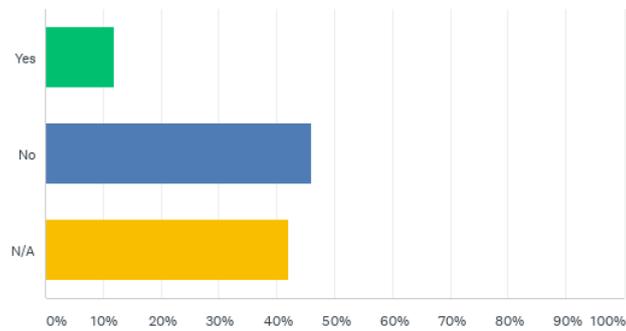
Q8 Do you believe the training has had a positive effect on the way staff are treated at Ambulance Victoria?



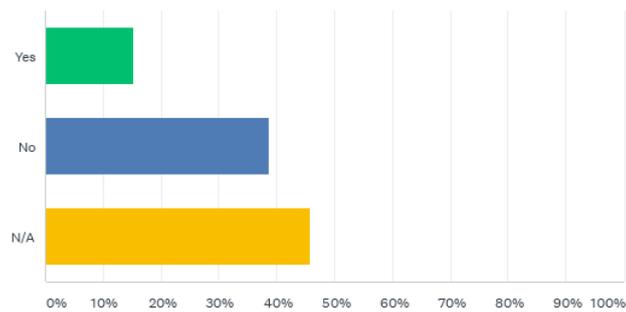
Q9 Have you changed roles in your time at Ambulance Victoria?



Q10 If yes, were you offered workplace behaviours training that was relevant to the role?



Q11 If you are in a position of authority at Ambulance Victoria (TM, STM, CI etc), did you receive workplace behaviours training specific to the role? eg training about setting expectations, dealing with complaints, providing feedback



COMMENTS

- *AV has not invested in manager training and left managers who display bully types of behaviour in roles of power making it impossible for staff to speak up. There is no support or independent means of support for staff within AV. Staff are worried to speak up because they know they will be targeted.*
- *This issue has been around for over 20 years during my service. It is endemic and regardless of the training provided nothing has really changed. It is extremely disheartening.*
- *I've retired after 33 years at AV. Left as a Senior MICA T/Mgr. Subjected to bullying and harassment from senior managers - most also retired now.*
- *Paramedics are as disposable as the mediocre PPE they are given. AV has no need to protect what is easier to replace. I expect AV will expend more effort protecting their managers than protecting their staff. And the more senior the manager, the more protection they are afforded.*
- *Management of staff is crucial, yet training for these roles is poorly lacking. Leadership and management training should be a non negotiable requirement for these positions.*
- *Both Subtle and threatening bullying by management of all levels is still a problem at Ambulance Victoria. Just in the last two years I was in a friendly group conversation about subject unrelated to work when I was angrily assaulted by a manager I trusted, The manager became upset with me because I did not agree with their own opinion and I had suggested we agree to disagree. I genuinely thought I was about to be injured as I was seated when the manager rushed at me and was standing over me yelling only centimetres from my face and warning me about my attitude.*
- *Acting Tm no training for acting staff*
- *You can do all the training you like but if the culture isn't changed the training is just ignored because they don't see their behavior as wrong.*
- *The only training I can recall was through the introduction of 'AV values'. There is an expectation from Regional Management Teams that on-road staff adhere to AV Values and incompetent managers constantly use AV Values to threaten and intimidate staff into compliance without adhering to those values themselves.*
- *TM's have no real authority in AV. It would be unwise to make or resolve any issues and refer this to the STM in the first instance.*
- *The CPD session on bullying was meant to be 30 min duration. The facilitator **Matt Johnson** was disparaging of the short video by **Susan Haslam** and the need to cover the topic so it was brushed over. Just because AV say there has been CPD offered and attended doesn't mean the content was even delivered and, if so, that the integrity of the content was maintained.*
- *There is a culture of not needing to bother with the 'fuzzy stuff' . Online content cant be overridden or influenced by the attitude of the facilitator or responses by staff in the room so I would prefer this kind of content to be online.*

- *It would appear that in typical AV fashion, creating the illusion that they want change is more important than actually affecting change. ie a colour poster and power point presentation is all that is required.*
- *LOF program*
- *I do not believe that the training I have received in this area is adequate. In addition, I do not believe staff feel empowered about what to do when faced with these behaviours, particularly from management. Staff have no faith in PCU which is seen as completely useless. People who bully and victimise end up promoted or moved to another area to hurt new people. I have completely zero faith in AV to protect me from workplace behaviours.*
- *Terrible culture of bullying, ppl afraid to speak out, bully's protected and promoted.*
- *AV do poor training on every thing.*
- *It's an issue glossed over continuously. For AV to deal with this issue properly, one would need to remove 'HR' from the equation, as they are some of the worst offenders.*
- *The training just showed you how to get away with bad behaviour*
- *Managing non performing GAPS is part of the CI qualification now. However it doesn't look at legislative requirements or HR processes. Simply tells you how to tell someone they need to improve, everything else is handed to the manager. The managers are not taught what natural justice is, how to conduct core root analysis and do investigations. Where there are incidents they blame the individual rather than looking at the likelihood of processes, poor equipment or inadequate training etc are to blame. Is it foreseeable that it could happen to someone else? Also when complaints occur they never conduct due process and speak to all parties, the conclusion is often based on their beliefs and bias - there is no objectivity, and you are in trouble especially when the manager does not like you!*
- *Respect for all employees is noticeably absent*
- *During the training one of the group managers made comments about poofters and pansies. This seemed somewhat incongruous...*
- *My boss, who offered the training was actually the one who was the bully. She did NOT practice anything she preached.*
- *This type of training tends to be poorly received by AV as we don't see upper management and HR reflecting these values. Do as I say, not as I do.*
- *The workplace culture is deeply ingrained*
- *Training has been better however, these modules are often not mandated for managers. When they are, managers are often distracted and on their computer all day. I believe that behaviours of on road staff have somewhat improved, however from the top down, nothing has changed. From an area manager level and up to CEO, I feel that behaviours are extremely poor and managers protect each other to allow these behaviours to go unchecked. When reported, there*
- *do not appear to be consequences for managers who treat staff poorly.*

- *The ingrained culture at AV of overlooking and rewarding poor behaviours makes Workplace Training a reductive idealism. There is little impartiality. For example, in the Wimmera there is a STM who reports to her best friend who then reports to her husband. We have no hope of a just outcome*
- *I was a graduate paramedic and in the job for 2.5 years before leaving due to long term bullying in 2010.*
- *Inappropriate behaviour by many managers is concealed by sanitation of meeting documents, minimising email contacts and use of verbal behaviour often unwitnessed or accepted by others. Ghosting and detrimental comments or subjective behaviour based on department priorities occurs across middle management.*
- *AV is **fucked***
- *I vaguely remember handout material that is all. There has been lots of mention on the "workplace bullying " but nothing that I recall making an impression*
- *There is a significant culture of upward bullying towards front line managers. AV has created a culture of disempowerment of its front line managers, were personal connecting regularly circumvent policy and procedure. The open door policy of the CEO and executives has eroded the trust in the frontline managers (pro prac email **Tony** is a common statement). The weaponisation of branch culture, pack mentality, weaponising of PCU, APRAH, toward other paramedic to settle grudges all contribute to the culture and the unionisation of the industry has supported this occurring. The workforce operates in a completely unsupervised workplace from their first shift, mentoring, guiding, and support are all secondary. Unfortunately, frontline managers are often dealing with poor repeated behaviours as a direct result of the autonomous unsupported workplace. One of the most under-reported bullying behaviours are experienced by the frontline manager and occurs from those within their teams, and aided by the regional management team and senior leadership teams and encouraged by the union's.*
- *I personally have not experienced any of this behaviour. I have felt very supported by the numerous managers I have had. I also have not experienced this from colleagues.*
- *I left in part due to bullying by **Mick Stephenson***
- *AV did teach 'work place behaviours'. But upper management (executive) don't display them and repeatedly promote people who display poor behaviours.*
- *You have failed to include gaslighting, this is something that's used often and is endemic within Ambulance Victoria. this is a balloon technique which is insidious and is extremely widespread within Ambulance Victoria. I'm happy to contribute anonymously to this survey and I am happy to be contacted provided i remain anonymous to Ambulance Victoria. this would be for fear of retribution which I believe is commonplace.*
- *Training should be done by external providers to an Australian standard but AV continue to do internal non-standardised training in many areas (managers are*

trained internally not to a recognised certificate 3 or 4 level) - They are not equipped to deal with issues that arise

- *The train taught them how to get away with it*
- *This has been a systemic problem for a very long time and encompasses all levels of*
- *Left AV 2years ago as new job. They were great*
- *As an ALS paramedic I feel a huge divide between head office/ coms and on-road ambos, as well as a poor culture at MICA. I don't recall ever receiving training about how to treat other staff, besides not discriminating.*
- *PCU wasn't interested said it was a personal matter*
- *Further training js needed*
- *I do not recall such training taking place. What needs to occur is that managers and persons in positions of power need to know when to ask for professional guidance when dealing with certain matters. Unfortunately AV's HR department is understaffed and also is not in touch with the realities of the job of a paramedic. I would like to see paramedic managers working with HR and even be sponsored to undertake HR training themselves to assist the HR department with recruitment and all other HR matters. Junior paramedics also need to be more receptive to feedback and scrutiny.*
- *The training is pointless if executives and managers aren't held to account by hr. I quit AV because of the toxic environment in the Insights Centre, willfully created by a bully of an ED.*
- *Being held back from other roles based on clearing times especially when provided with a notebook that often takes 25 minutes to open is bullying of sorts IMO.*
- *Training does not stop management bullying when there are no consequences for their behaviour.*
- *Training only teaches the bullies at AV how to be sneaky. It's attitudes that are the problem, managers feel they should be allowed to coerce staff with abuse of power.*
- *There needs to be a focus on training how those in a position of authority deal with breeches in workplace behaviour. We're bashed with how we should be acting but never anything about how to address bad behaviours.*
- *Several Years ago it was provided by a HR person who attempted to give us an update on AV's biased organisational definition of bullying and harassment which was so far outside the statutory regulations in Victoria it was laughable. AV has a bullying culture it's roots are firmly entrenched in its middle management and its organisational structure. The biggest stress I face at work is this toxic culture not what I actually see or do out on the streets. This culture is so perverse it destroys Paramedics Careers well before PTSD or physical injury. Accumulative stress from this toxic culture is an ever present issue if you stay in the job long enough.*
- *The focus is always placed on the staff, a blame game if you will, that poor behaviour comes from on road staff. The reality is that poor workplace behaviour is rife at management level. The old saying "a fish rots from the head" couldn't be more true.*

Management level employees are not held accountable for poor behaviour and therefore allowed to run rampant in checked and without consequence