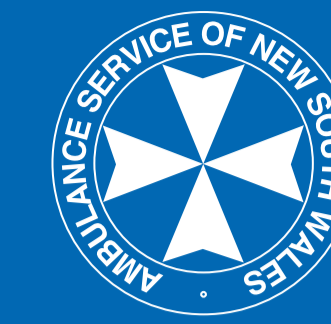


# Raising Workplace Concerns Flowchart



**Ambulance Service  
of New South Wales**

## Respectful Workplace

This guide has been developed to assist you with raising workplace concerns

If you would like more information after familiarising yourself with the types of concerns and how they are handled please feel free to send your query to: [concernshelp@ambulance.nsw.gov.au](mailto:concernshelp@ambulance.nsw.gov.au)

### 4 types of workplace concerns

1. Consumer or patient complaints
2. Staff grievances about a work concern/problem
3. Clinical incidents involving patients
4. Conduct of a staff member

### How are workplace concerns handled?

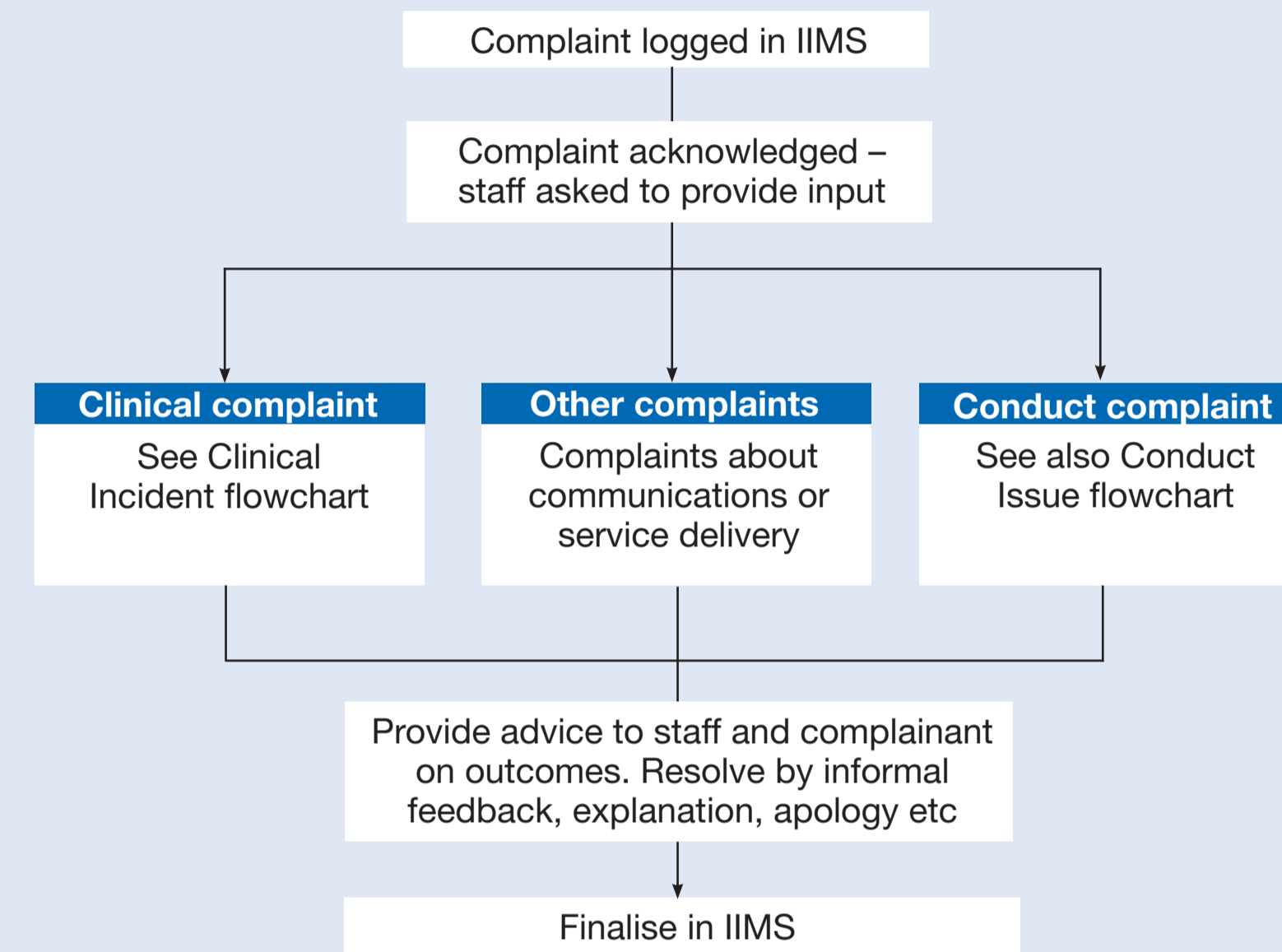
- > **Consumer or Patient Complaints** are discussed with the complainants and the staff and are usually resolved with an explanation or an apology from Ambulance. These are recorded on the Incident Information Management System (IIMS).
  - > **Staff Grievances** are generally worked out between the staff who are directly involved. A manager or mediator can provide assistance if required. More serious/complex issues should be referred to a senior manager. The outcomes are recorded in the Workforce Unit.
  - > **Clinical Incidents** are usually discussed locally or with clinical educators before being logged in IIMS. Incidents can also be logged anonymously in IIMS. The incident is managed according to the category of clinical issue.
  - > **Conduct Issues** may be managed locally or in the division. If the allegation is very serious an investigation is carried out and disciplinary action may be taken. Misconduct matters are managed by the Professional Standards and Conduct Unit (PSCU).
- It is important to remember that:**
- > All workplace concerns must be treated confidentially and actioned promptly
  - > It is important not to pre-judge or speculate about who is right or wrong
  - > If you are acting on someone else's concern think about what support they may need
  - > Follow through to make sure the concern has been heard and is being actioned
  - > Complaints or concerns may be re-classified as we learn more about them

### Further information

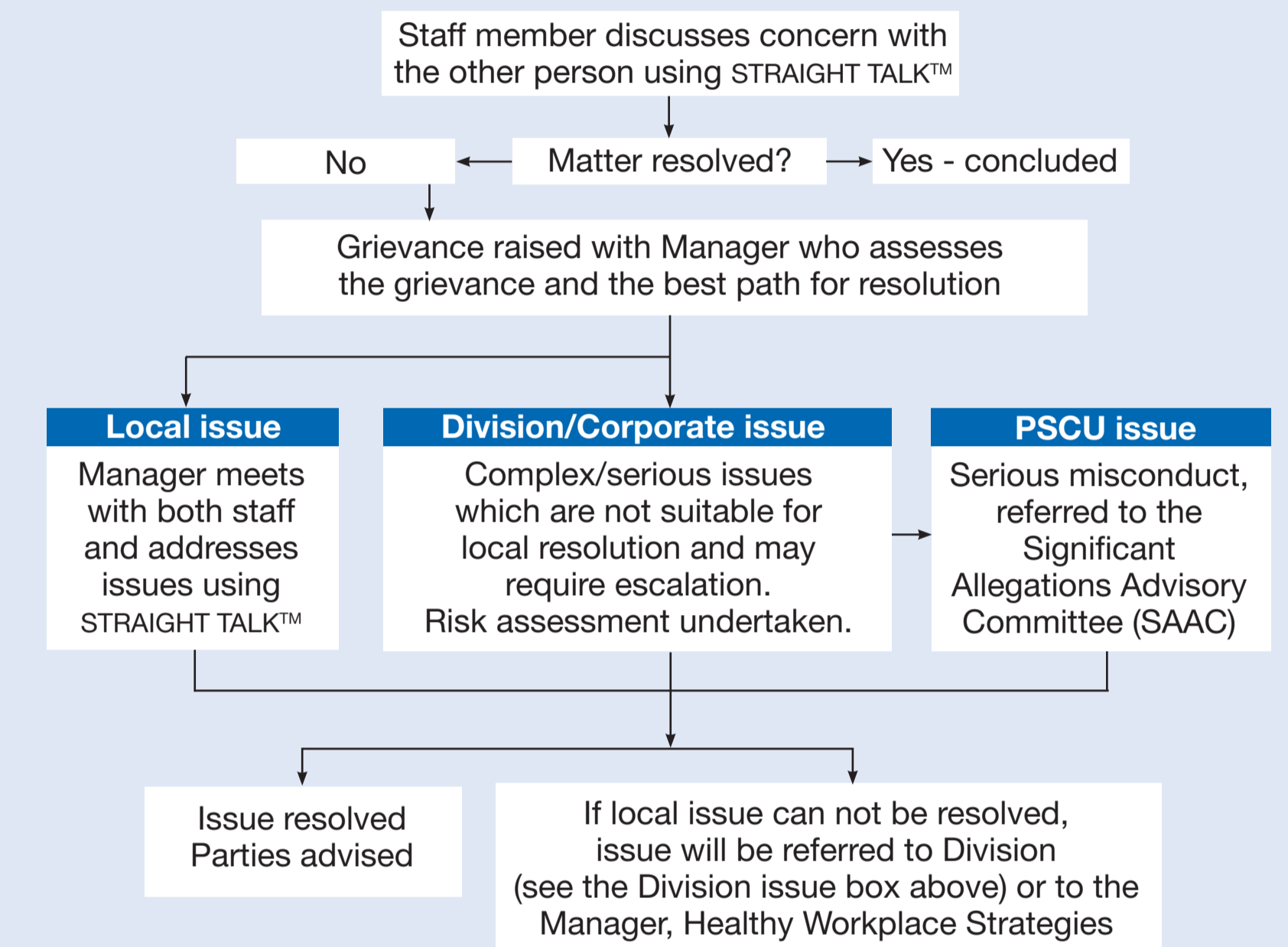
For confidential advice and information about dealing with workplace concerns email: [concernshelp@ambulance.nsw.gov.au](mailto:concernshelp@ambulance.nsw.gov.au) or contact:

- > The Operations Support Manager in your Division
- > Manager, Healthy Workplace Strategies: 9320 7648
- > IIMS Support: 9779 3818
- > Clinical incidents: 0428 238 423
- > Professional Standards and Conduct Unit: 9320 7785
- > Or find more information on the Ambulance intranet / SOPs

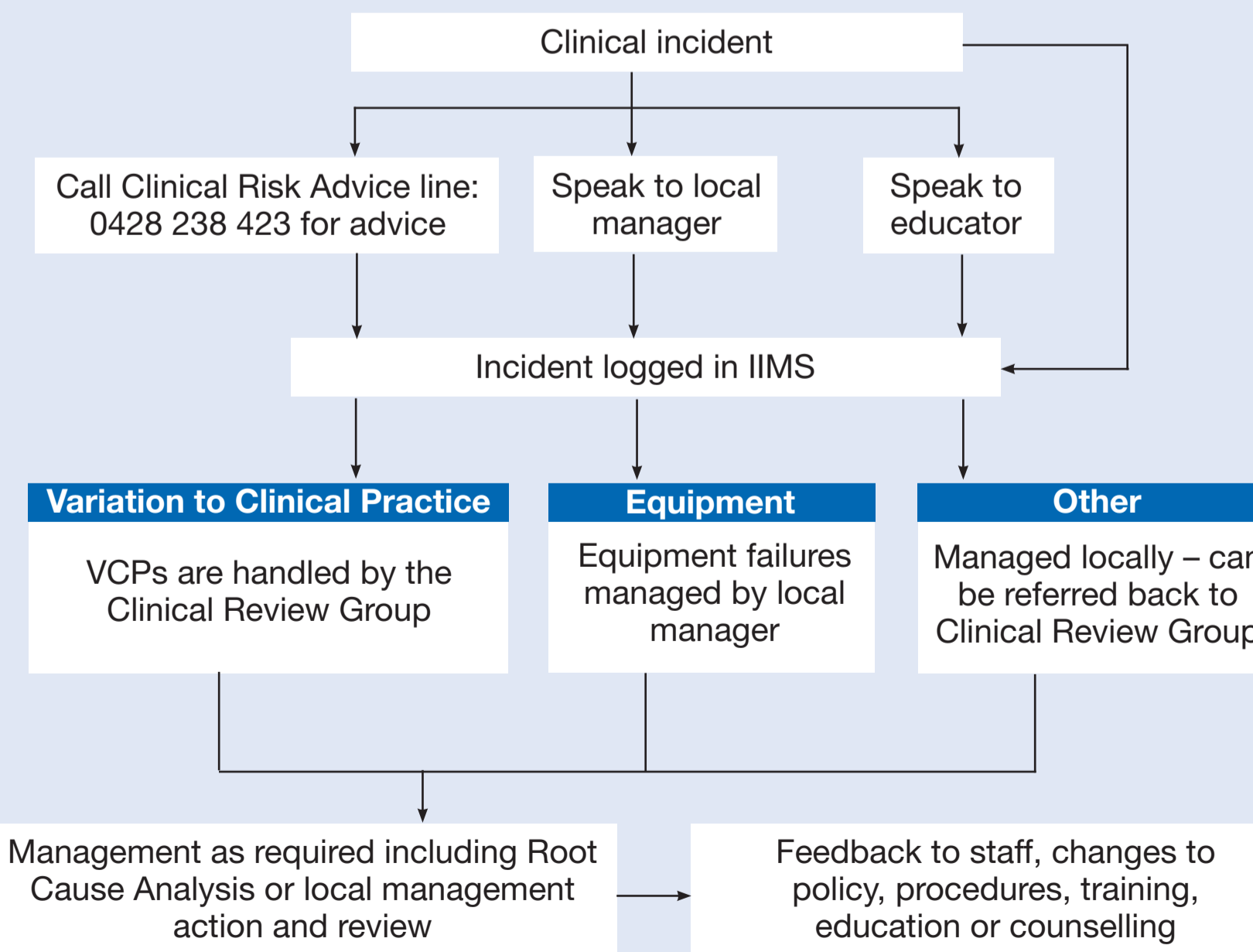
## 1. Consumer or Patient Complaints



## 2. Staff Grievances \*



## 3. Clinical Incidents



## 4. Conduct Issues

