

Helen Gilmore

From: Russell Bowles
Sent: Friday, 30 October 2020 12:23 PM
To: Nicola Busch (Nicola.Busch@ambulance.qld.gov.au)
Subject: FW: DRAFT Commissioner's Update - Edition 25

From: Nicola Busch <Nicola.Busch@ambulance.qld.gov.au>
Sent: Friday, 30 October 2020 10:27 AM
To: Russell Bowles <Russell.Bowles@ambulance.qld.gov.au>; Nicola Busch <Nicola.Busch@ambulance.qld.gov.au>
Subject: DRAFT Commissioner's Update - Edition 25



Welcome to the latest edition of the Commissioner's Update.

Through the introduction of the Fair and Inclusive Practice Network (FIPN) and the subsequent rollout of QASRESPECT, the QAS reaffirmed our commitment to ensuring our workplace culture is safe, respectful, fair and inclusive, and supports the full participation of all of our diverse employees. We have now enhanced FIPN with an additional recruitment to augment diversity with 39 officers now available to support their colleagues and the QAS (see attached contact list). Congratulations to these officers and I encourage you all to please reach out to them for support or to increase your understanding of the FIPN role

I am also happy to announce some improvements designed to further strengthen our culture, workplace fairness, flexibility and inclusion:

- **45 Critical Care Paramedic (CCP) Program places for next year which will be able to be undertaken in a fulltime, flexible or part-time capacity to afford opportunity to a broader cross section of our staff**
- **Centralisation into my office of the Flexible Work Application Process to enhance consistency and provide additional support to both our workforce and our LASNs in implementing these agreements**

Further information on both of these exciting initiatives will be provided soon and I would like to take this opportunity to reiterate my expectation that all employees are valued and treated equally.

I would also again like to express my thanks to all members of staff for their continued commitment throughout what has been a very challenging year. As you would be aware, there continues to be an increase in workload across the State. This increase in demand reflects a return to the demand levels experienced prior to the commencement of the COVID-19 event and it is expected that our workload will continue to remain high during the upcoming summer season. It is therefore timely to remember the importance of taking appropriate precautions during this summer season to ensure that you remain safe in both your personal and professional endeavours. I encourage you to visit the [Get Ready Queensland](#) website which provides advice and resources to assist in preparing for extreme weather events.

There has also been several significant incidents across the state over the past week which showcased the importance of emergency services working together and the streamlined health system response. These included a patient who fell a significant distance from an amusement ride in Cairns and a shark bite incident off the coast of Townsville. In both of these cases, the patients were in critical conditions due to their injuries and the care provided to them by our officers and the teamwork involved to extricate the patients from their respective scenes was enormous and a great example of how well our emergency services and health system works for the people who need it most. Thank you to everyone involved in those incidents **and all the others**, your professionalism is second to none.



I hope you have enjoyed this edition of the Commissioner's Update.

Russell Bowles ASM

Commissioner | Queensland Ambulance Service | Department of Health



Helen Gilmore

From: Russell Bowles
Sent: Monday, 2 November 2020 8:43 PM
To: Nicola Busch; Kelly-Anne McGruer; Lisa Batt
Subject: Follow up to Friday

Hi Nick and Kell (not sure if it has one or 2 L,s)

I would like to follow up with an all staff email about CCP program and centralised FWA arrangement this week.

I'm not sure everyone that should be is getting FIPN and latest iteration. I would like a COSE update of our journey thus far.

Will chat tomorrow if we can arrange a time.

Russell;

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RTI RELEASE

Helen Gilmore

From: Russell Bowles
Sent: Wednesday, 4 November 2020 3:14 PM
To: Nicola Busch
Subject: RE: DRAFT All Staff Email - New Initiatives

Yep bundle the three up for feedback.

From: Nicola Busch <Nicola.Busch@ambulance.qld.gov.au>
Sent: Wednesday, 4 November 2020 3:09 PM
To: Russell Bowles <Russell.Bowles@ambulance.qld.gov.au>
Subject: DRAFT All Staff Email - New Initiatives



All QAS Staff

Further to my update last week, I would like to provide some additional detail in relation to our two new initiatives.

The QAS is fully committed to a flexible, empowered workforce with flexible work, available for all roles within our organisation. Looking to the wider health environment, flexible work is a day to day part of their business as it now is for QAS. Embracing flexibility and displaying the utmost level of respect for every member of our team, irrespective of their particular work arrangement, is vitally important as we define our future as a first class, professional health service.

Centralisation of flexible work application process

As announced last week to enhance our ability to implement flexible work, I have made the decision to centralise the application process. Through this system, there will be ongoing oversight and a consistent approach to flexible work approval throughout the state with increased flexibility for our workforce.

A new Flexible Work Procedure will be released shortly with the new centralised process commencing in December 2020, which will involve:

- All employees seeking to work flexibly will be encouraged to submit a flexible work application via a new electronic form lodged through the Fair and Inclusive Practice Network team in my office.
- My team will then provide oversight and assistance to the LASN for the decision making process of your request.
- All decision's where the request for flexible work is only partially approved, approved with conditions or refused, will be reviewed by a panel to ensure that they were based on very fair and reasonable grounds.

Your Fair and Inclusive Practice Network Officers, HR representatives and Management team will be available to assist you with this process.

Inclusive Critical Care Paramedic Program

The Critical Care Paramedic Program is one of many diverse career steps available for our operational paramedics and it is imperative that this program is accessible to all employees irrespective of work arrangements. As I also announced last week, we will be allocating 45 places for the Critical Care Paramedic Program for next year to be undertaken in a full-time, full-time flexible or part-time capacity to allow a broader cross-section of our staff to undertake the program. We will be encouraging all officers undertaking the program to consider what would be the best method for them personally to achieve the program milestones and, in conjunction with the education team, we will ensure the program is designed to cater to a diverse workforce. Ongoing flexible work will then continue to be supported in their work as a CCP after graduating with review of flexibility across CCP rosters to be undertaken to ensure support, ease of access and equal opportunities for all employees to undertake pod and other CCP growth opportunities.

Regards

Russell Bowles ASM

Commissioner | Queensland Ambulance Service | Department of Health



Helen Gilmore

From: Russell Bowles
Sent: Friday, 13 November 2020 7:45 PM
To: Gerard Lawler
Subject: Re: QASRESPECT New Initiatives

Agreed! Much appreciated. R

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From: Gerard Lawler <Gerard.Lawler@ambulance.qld.gov.au>
Sent: Friday, November 13, 2020 7:26:14 PM
To: Russell Bowles <Russell.Bowles@ambulance.qld.gov.au>
Subject: RE: QASRESPECT New Initiatives

On the money....feedback to date re over-all strategy well received given AV debacle.

Being ahead for the last 3-4 years is a significant plus to pivot from to where we are going.

G

From: Commissioner QAS <Commissioner.QAS@ambulance.qld.gov.au>
Sent: Friday, 13 November 2020 3:51 PM
To: All QAS Staff [DDG] <AllQASStaffDDG@ambulance.qld.gov.au>
Subject: QASRESPECT New Initiatives



All QAS staff

Further to my last update, I would like to provide some additional detail in relation to our two new initiatives.

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- Your LASN Manager or Director will maintain the local delegation to make decisions with respect to the request but oversight and assistance with the decision making process will be provided.
- All decisions where the request for flexible work is only partially approved, approved with conditions, or refused will be closely monitored to ensure local decisions are made lawfully, equitably and in keeping with the QAS expectations around respect, fairness and inclusiveness.

Your Fair and Inclusive Practice Network Officers, HR representatives and Management team will be available to assist you with this process.

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We will be encouraging all officers undertaking the program to consider what would be the best method for them personally to achieve the program milestones. In conjunction with the education team and the LASNs, we will ensure the program is designed to cater to a diverse workforce and that officers undertaking the program in a flexible or part-time capacity are provided the same opportunities and support as all others. Ongoing flexible work will then continue to be supported in your role as a CCP after graduating with equal opportunities for all employees to undertake growth opportunities.

Regards

Russell Bowles ASM

Commissioner | Queensland Ambulance Service | Department of Health



Helen Gilmore

From: Russell Bowles
Sent: Friday, 13 November 2020 7:46 PM
To: Nicola Busch; Kelly-Anne McGruer
Subject: Fwd: QASRESPECT New Initiatives

FYI

Get [Outlook for iOS](#)

From: Russell Bowles <Russell.Bowles@ambulance.qld.gov.au>
Sent: Friday, November 13, 2020 7:44 PM
To: Gerard Lawler
Subject: Re: QASRESPECT New Initiatives

Agreed! Much appreciated. R

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Regards

Russell Bowles ASM

Commissioner | Queensland Ambulance Service | Department of Health



Helen Gilmore

From: Russell Bowles
Sent: Friday, 13 November 2020 11:52 AM
To: Nicola Busch (Nicola.Busch@ambulance.qld.gov.au)
Subject: FW: DRAFT All Staff Email - QASRESPECT New Initiatives

From: Nicola Busch <Nicola.Busch@ambulance.qld.gov.au>
Sent: Friday, 13 November 2020 9:14 AM
To: Nicola Busch <Nicola.Busch@ambulance.qld.gov.au>; Russell Bowles <Russell.Bowles@ambulance.qld.gov.au>
Subject: DRAFT All Staff Email - QASRESPECT New Initiatives



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Regards

Russell Bowles ASM

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Sondra Vandeleur

From: Russell Bowles
Sent: Monday, 16 November 2020 1:56 PM
To: s.73



RTI RELEASE

To:

s.73

Subject:

FWA Officers

Hi

I'm writing to you as we have you recorded as a flexible worker. The QAS expects that all workers irrespective of their work arrangement (flexible or non-flexible) should feel equally valued and be treated as equitably and fairly as possible. I recently spoke with our LASN Management Team regarding my expectations for use of operational FWA staff and I would like to update you on some of these expectations.

In seeking to ensure all staff, whether flexible or non-flexible, work under similar conditions, these are the expectations I have laid out:

- Flexible workers should be provided a full roster projection, which includes an allocated station to start at for each shift, with the same consistency in station being provided as is provided to our non-flexible staff (i.e. You should still receive a 13 week projection and there should be no expectation that signing a flexible agreement means you must, by default, move from your usual station or sign an agreement to work at multiple stations);
- There should be equitable sharing of all types of shifts between all types of employees (both flexible and non) with the appropriate skill set where there is a need (i.e. filling of vacancies on PTS/LARU etc. should be equitably spread around both flexible and non-flexible staff).

I am also keen to ensure there is no impact on career progression, growth and development for flexible staff and believe that you should not see flexible work as a detriment to your ongoing career within the QAS. All roles within the QAS can be undertaken flexibly and I encourage you to apply for all opportunities for relief (such as LARU, CCP, OIC, CSO, OS, SCE, MCE, WPU etc, or permanently through the State Recruitment Campaign). Please feel confident that you will be considered on your merit for these positions irrespective of your type of work arrangement.

For more information on where we are headed in the flexible work space, please read the Update I sent out last Friday.

Finally, I am interested to hear any feedback you have in this space as I seek to improve and enhance flexibility within our organisation. I would encourage and, indeed, ask that you please reach out to the Fair and Inclusive Practice Network Officers, your LASN Manager or me if you feel that these expectations are not being met, you otherwise perceive a difference in how you are being treated compared to a non-flexible worker or if there is more we could be doing to support you. Also, please share with others who may be considering flexible work my expectations in this space so they feel empowered to apply also.

Thank you for your ongoing work and commitment to the QAS team.

Regards

Russell



Russell Bowles

Commissioner

Queensland Ambulance Service | Department of Health

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GPO Box 1425 Brisbane Q 4001

T: 07 3635 3268

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Helen Gilmore

From: Russell Bowles
Sent: Monday, 16 November 2020 2:01 PM
Subject: FWA Employees

Hi

I'm writing to you as we have you recorded as a flexible worker. I recently spoke with our Management Team regarding my expectations regarding treatment of staff on flexible arrangements. The QAS expects that all workers, irrespective of their work arrangement (flexible or non-flexible), should be equally valued and be treated as equitably and fairly as possible. I have expectations that undertaking a flexible work arrangement should result in as minimal change as possible to your conditions of work other than those for which the arrangement is being requested (location, work environment, duties within your role etc).

Furthermore, I am keen to ensure there is no impact on career progression, growth and development for flexible staff and believe that you should not see flexible work as a detriment to your ongoing career within the QAS. All roles within the QAS can be undertaken flexibly and I encourage you to apply for all opportunities for relief. Please feel confident that you will be considered on your merit for positions irrespective of your type of work arrangement.

For more information on where we are headed in regards to flexible work, please read the Update I sent out last Friday.

Finally, I am interested to hear any feedback you have in this space as I seek to improve and enhance flexibility within our organisation. I would encourage and, indeed, ask that you please reach out to the Fair and Inclusive Practice Network Officers, your LASN / Business Unit Manager or me if you feel that these expectations are not being met, you otherwise perceive a difference in how you are being treated compared to a non-flexible worker or if there is more we could be doing to support you. Also, please share with others who may be considering flexible work my expectations in this space so they feel empowered to apply also.

Thank you for your ongoing work and commitment to the QAS team.

Regards

Russell



Russell Bowles

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Helen Gilmore

From: Russell Bowles
Sent: Monday, 16 November 2020 2:50 PM
To: QAS LASN Managers; QAS Directors
Cc: QAS COSE
Subject: Emails sent to staff who work flexibly
Attachments: FWA Employees; FWA Officers

Hi QAS COSE, LASN Managers and Directors

Please see attached emails which have been sent to all staff who work on a flexible arrangement within the QAS.

Regards

Russell

**Russell Bowles**

Commissioner
Queensland Ambulance Service | Department of Health
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