



SUBJECT Hato Hone St John Withdrawal of Labour Industrial Action

DATE 16 August 2024

TO Operational personnel only

FROM Steph Rotarangi, Deputy National Commander

STATUS Information only

Action

- Fire and Emergency medical first and co-responders to note that Hato Hone St John (HHSJ) has advised of industrial action to be taken by members of their staff for the first four hours at the commencement of shifts starting on Tuesday 20 August and again on Saturday 24 August.
- The action does not impact Wellington Free Ambulance staff or response areas.

Communications Centre Personnel

- ComCen personnel will dispatch FENZ Co-response and First Response appliances as normal.
 - ComCen personnel will continue to request Ambulance attendance as normal in accordance with ComCen Standard Operating Procedures
 - Should ComCen personnel receive a 111 or other call for a medical event, normal procedures apply. When transferring the caller to an Ambulance call handler, if the call has not been answered within 30 seconds, the call will be cold transferred.
 - If ComCen personnel are asked about Ambulance ETAs, ComCen staff will advise crews to call the Clinical Desk on 0800 111 HELP (08001114357) and seek advice.
 - Should any issues arise, Shift Managers are reminded to contact the ComCen On Call Manager.
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Situation

- HHSJ will be answering all 111 calls as per normal during the periods of industrial action, and these should not be diverted to our ComCen. If significant 111 calls are waiting to be answered and meet the standard thresholds for the Spark ICAP (Initial Call Answer Point) to activate the Automatic Transfer Protocol (ATP) or Interactive Voice Recording (IVR), then this system will prompt callers to choose the emergency service they require. This may increase the chance callers will select FENZ.
 - Life preserving service (LPS) arrangements that have been agreed between HHSJ and their unions will allow HHSJ to provide emergency ambulance services to patients with immediately life-threatening conditions (PURPLE and RED incidents) and enable urgent patient transfer services during each strike.
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- There is no change to our Co-Response to PURPLE incidents. The LPS arrangements mean that ambulances will respond as normal to PURPLE incidents.
 - HHSJ will continue to request our MEDFR brigades as normal, noting that there may be a long delay in HHSJ sending backup to patients with non-urgent conditions. Once on scene and patient assessment undertaken, crews should call the Clinical Desk on 0800 111 HELP (08001114357) and seek advice or ETAs.
 - The Clinical Desk will support the FENZ crew with treatment and transport options for the patient. This may include advice for the patient to be transported to hospital by private vehicle – this does not include FENZ vehicles and should not include FENZ personnel driving a private vehicle.
 - Motor vehicle crashes with known injuries or entrapment are triaged by HHSJ, so we can still expect ambulance attendance at MVCs where injuries have occurred.
 - HHSJ will not be able to guarantee an ambulance to standby at third alarm (or greater) structure fires during the strike action. If an ambulance is needed on scene during periods of strike action, it will need to be requested as per normal, but may be delayed in attending.
 - Fire and Emergency are not making personnel or resources available to operate outside of what we have agreed in our MOU with HHSJ during industrial action.
 - We will keep you updated as more information becomes available.

Contact

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End of Notice.
