



Newsletter: 508/2018  
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Distribution: All ambulance members  
Contact: Your HSU Organiser



## Bans on Auto Answer

ADHSU appeared in the Industrial Relations Commission regarding the Auto Answer bans placed on by our members and the USU on Monday.

Despite the serious safety concerns advanced by the HSU about the system of 'auto answer' for call takers, the Commission saw fit to order that the HSU and its members cease industrial action.

The Commission ordered that all industrial action cease being undertaken by members in control centres. This means members are, when directed, to use the Auto Answer system on a compulsory basis.

The Commission has also ordered that members do not encourage or otherwise incite members in control centres to take industrial action.

The ADHSU recommends that its members comply with the orders. The orders take effect from 5pm today.

Despite this, we intend to discuss with members ways to mitigate the safety concerns of 'auto answer' and if possible to seek compensation for its impact on their work.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', written in a cursive style.

Gerard Hayes  
Secretary, HSU NSW/ACT/QLD