



Australian Government

HLTAMB006 Assign and coordinate ambulance service resources

Release: 1

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Modification History

Not applicable.Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Merged HLTAMBC402C/HLTAMBC403C</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Removal of pre-requisites</p>

Application

This unit describes the skills and knowledge required to allocate a coordinated response to requests for ambulance service resources to ensure availability and effectiveness of vehicles and worker.

This unit applies to individuals working in an ambulance communications centre. Workers have knowledge of communication equipment, systems and protocols for coordination of ambulance services in accordance with organisation operating policies and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes

1. Allocate ambulance service resources

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Match available resources to incidents for service capability and known factors that may impact on service demand

1.2 Identify appropriate response to an emergency situation or incident, and to a non-emergency routine case

1.3 Identify and record location and commitment of service resources at all times

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

2. Dispatch resources

2.1 Provide clear, timely and accurate situation briefing to assigned worker

2.2 Use communication equipment and systems to locate and dispatch resources within set timeframes

3. Monitor progress of assigned resources

3.1 Confirm arrival of assigned worker at the scene of incident or situation or at the receiving facility

3.2 Establish capacity of assigned worker to deal with the situation or incident at earliest opportunity

3.3 Monitor availability of worker and vehicles for re-assignment

3.4 Monitor and follow up on resources and service coordination including any supplementary resources

4. Coordinate resources and liaise with ambulance worker

4.1 Undertake and coordinate resource allocation within set timeframes

4.2 Identify and communicate factors affecting resource availability to assigned worker

4.3 Implement 'on scene' communication chain of command

4.4 Determine the need for other service involvement

4.5 Ensure other service is contacted and adequately briefed and that appropriate assistance is requested when dealing with multi-agency incidents

5. Maintain records of ambulance service coordination activity

5.1 Record accurately information pertaining to dispatch records of ambulance resources

5.2 Document activation of supplementary resources and external agencies

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and

employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>