



Australian Government

HLTOUT003 Assign and coordinate ambulance service resources

Release: 2

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Modification History

Release	Comments
Release 2	Release 2. HLTOUT003 Assign and coordinate ambulance service resources supersedes and is equivalent to Release 1. HLTOUT003 Assign and coordinate ambulance service resources. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB006 Assign and coordinate ambulance service resources.
Release 1	Release 1. HLTOUT003 Assign and coordinate ambulance service resources supersedes and is not equivalent to HLTAMB006 Assign and coordinate ambulance service resources.

Application

This unit describes the skills and knowledge required to allocate a coordinated response to requests for ambulance service resources to ensure service delivery.

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 organisational policies and procedures for operations.

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

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes.

1. Allocate ambulance service resources.

2. Dispatch resources.

PERFORMANCE CRITERIA

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

- 1.1. Assign resources to incidents in accordance with service delivery model and local industrial agreements.
- 1.2. Respond to an emergency or non-emergency routine case.
- 1.3. Identify location and commitment of service resources.

- 2.1. Provide clear, timely and accurate situation information to assigned ambulance crew.
- 2.2. Use communication equipment and systems to locate and dispatch resources within set timeframes as determined by local deployment plans.

ELEMENT

Elements define the essential outcomes.

PERFORMANCE CRITERIA

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

3. Monitor progress of assigned resources.

- 3.1. Monitor progress of ambulance crew at the scene of an incident or situation or at the receiving facility.
- 3.2. Establish the need for additional resources provided by the assigned resource worker at the 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 and ensuring safety at the scene.

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 the provision of additional resource availability to assigned ambulance crew.
- 4.3. Implement on scene communication chain of command when several resources are on scene.
- 4.4. Determine the need for other service involvement, ensuring that the other service is contacted and adequately briefed and that correct assistance is requested when dealing with multi-agency incidents.
- 4.5. Document activation of supplementary resources and external agencies.
- 4.6. Record information pertaining to dispatch records of ambulance resources in accordance with organisational policies and procedures.

Foundation Skills

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

Unit Mapping Information

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Release 1	Release 1. HLTOUT003 Assign and coordinate ambulance service resources supersedes and is not equivalent to HLTAMB006 Assign and coordinate ambulance service resources.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTOUT003 Assign and coordinate ambulance service resources

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role.

There must be evidence that the candidate has problem solved to analyse information and make decisions that ensure the most efficient and effective use of resources, in order to:

- coordinate and manage ambulance resources according to organisational policies and procedures for the following four situations:
 - urgent
 - non-urgent
 - incidents when the involvement of other emergency services is needed
 - incident involving multiple casualties
- use digital technology for three different situations including:
 - using communication equipment and systems
 - assigning and coordinating resources
 - ensuring communication with staff
- meeting organisational requirements for speed and accuracy when updating and maintaining records.

Knowledge Evidence

Demonstrated knowledge to complete the tasks outlined in elements and performance criteria of this unit:

- local standard emergency operation procedures and organisational communication protocols
- basic knowledge of the geographical area
- basic knowledge of ambulance service resources available for assignment
- incident debriefing and support techniques as per organisational policies and procedures
- methods of using communications equipment and systems in line with communication protocols including:
 - phones
 - radios
 - a computer system
- available resources and their application:
 - road
 - aviation
 - maritime
 - other emergency services and their role:
 - fire brigade
 - police
 - State Emergency Services (SES)
 - other non- emergency services and their function:
 - voluntary organisations
 - utilities
 - community services departments
- organisational policies and procedures for coordination of multiple ambulance resources responding to a single incident
- business continuity plans that must be implemented in event of system failure or emergency evacuation.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

- Assessment must ensure access to:
- suitable facilities, resources and equipment as per local governing body including:
 - communication protocols, equipment and systems
 - agency dispatch protocols and procedures.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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