



Ambulance Victoria responds to over 1,000 cases every day.

The location of each ambulance branch is carefully selected to ensure the best coverage of ambulance services for the community.

When introducing a new branch we are sensitive to its effects on the neighbourhood and take into account a number of factors to minimise any disturbance to the community.

This brochure answers common questions regarding the introduction of an ambulance branch into your community.



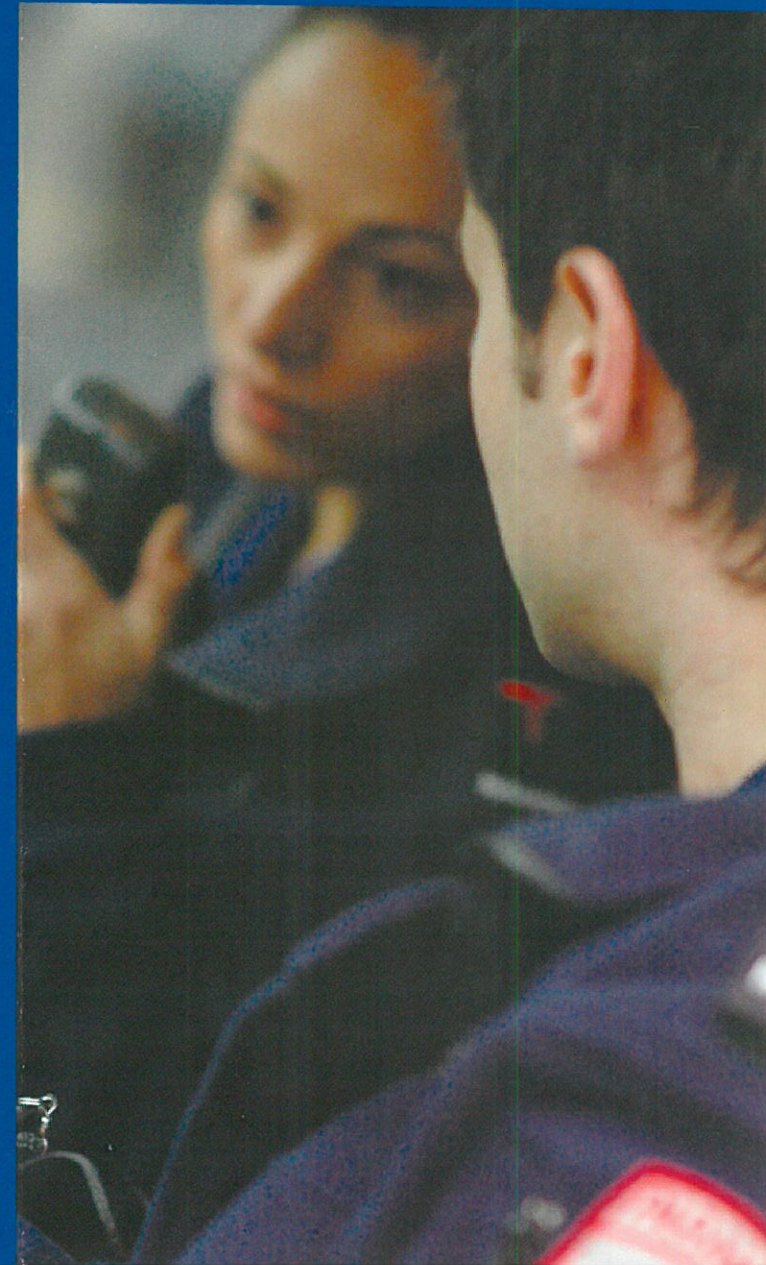
## *Partners for life*

If you have any further questions please call 9840 3500  
or visit our website at [www.ambulance.vic.gov.au](http://www.ambulance.vic.gov.au)

Ambulance Membership 1800 64 84 84

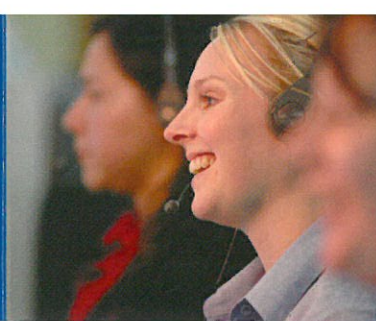
## Ambulance Victoria

Frequently Asked Questions  
about your ambulance service



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## PARAMEDICS

### Q. How many people will work at the branch?

- A. There are two paramedics per ambulance vehicle. There are two shift changes a day which occur at 7am and 5pm. Additionally there may be a visiting supervisor in attendance, mainly during business hours.

### Q. How many other (staff) vehicles will be attending the branch?

- A. Up to six staff vehicles may be present at any one time.

### Q. Will there be many visitors?

- A. Visitors to any ambulance branch are minimal in number and will generally only be ambulance personnel. We do not permit tours or school groups to visit the branch.

## VEHICLES

### Q. How many ambulance vehicles will be stationed at the branch?

- A. There will be one or two ambulance vehicles working from the branch.

### Q. Will the vehicles impact on the surrounding car parking facilities?

- A. No, all vehicles attending the branch will be parked on the branch grounds or in designated parking areas.

### Q. What vehicle movements will there be?

- A. This varies from day to day dependent upon how many cases the paramedics are called to attend.

Very often paramedics do not return to the branch in between call outs but go directly to the next case.

### Q. Will vehicles be driving at high speed in the street?

- A. Even in urgent situations, paramedics are trained to approach all situations with caution and in a safe manner and as such will take all appropriate care while driving.

## NOISE

### Q. Why do ambulances have to drive at speed with lights and sirens?

- A. Every minute that goes by not only decreases the chances of surviving a major medical emergency such as a cardiac arrest but also affects a patient's quality of recovery. It is therefore essential that paramedics, who are highly trained in helping to save lives, reach patients as quickly as possible.

The lights and sirens on ambulance vehicles are used for approximately half of all cases. The sirens are generally turned on only when necessary to warn other road users, once the vehicle has left the branch. Sirens are generally not used in residential streets especially at night. Ambulance lights can be used independently of the sirens.

### Q. How often will I hear the sirens at the branch?

- A. Unlike fire stations, ambulance branches do not have a continuous siren. No other activities at the branch will have a major noise impact on the surrounding area. Only normal household noise will be generated by activities at an ambulance branch eg washing machines, television, telephone.

### Q. Is there a public address (PA) system which will be heard in the surrounding area?

- A. No, ambulance branches do not have PA systems. Paramedics are contacted by hand-held radios and pagers.

### Q. What will happen at night?

- A. There will be less activity at the branch during the night as the call out rate decreases. Paramedics at the branch during the night are waiting until they get called to a new case.

## FACILITIES / BRANCH

### Q. Will patients be brought to the branch?

- A. No, patients are transported directly to hospital. Only paramedics and other ambulance personnel will be present at the branch.

### Q. How will the environment be affected?

- A. Medical waste is mostly left at hospitals with a designated medical waste bin at the branch for small amounts of waste. These bins are regularly emptied.

Ambulance vehicles may be washed down at the branch when necessary but no contaminants will be washed into drains.

## FURTHER ENQUIRIES

### Q. Who can I speak to if I have any further questions?

- A. Please call our head office in Doncaster on 9840 3500 and ask for the Property Services Manager.

Please do not contact paramedics directly at the branch as this can hinder their ability to respond to call outs.

### Q. Can I go to the branch if I have an emergency?

- A. No, you must contact triple zero (000) in an emergency.

### Q. Who do I speak to about planning permit issues?

- A. You will need to contact your local council who deal with all planning permit issues.