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AMBULANCE EVENTS (CHAPTER 9)

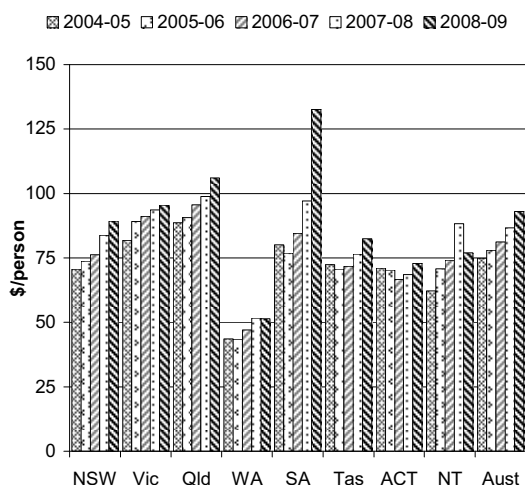
- Reporting in the emergency management chapter focuses on emergency management services provided for fire, road rescue, and ambulance events — which are the focus of this factsheet.
- Ambulance events include: emergency and non-emergency pre-hospital and out-of-hospital patient care; transport; inter-hospital patient transport; specialised rescue services; ambulance services to multi-casualty events; and capacity building for emergencies (p. 9.44). Nationally, 2.93 million events resulted in demand for ambulance services in 2008-09 (p. 9.46).
- Performance reporting for ambulance events includes information on ambulance services organisations (ASOs) as the primary agencies involved in providing services for ambulance events. Recurrent expenditure on ASOs across Australia was approximately \$1.98 billion (or \$93 per person) in 2008-09 (pp. 9.45 and 9.66). Nationally, there were 13 283 full time equivalent paid personnel and 5542 volunteers in ASOs in 2008-09 (pp. 9.8 and 9.49).

Objectives of emergency management

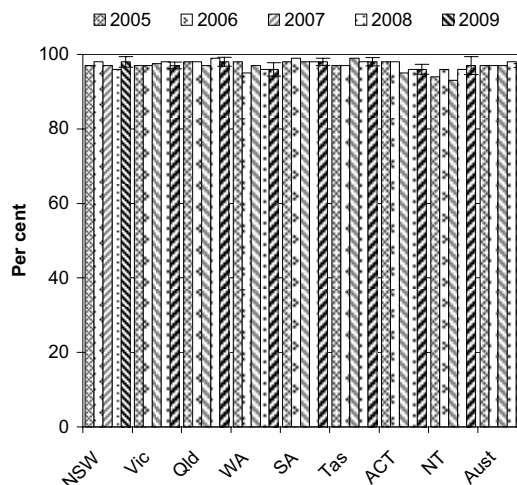
- To reduce the adverse effects of emergencies and disasters on the Australian community (including people, property, infrastructure, economy and environment).
- To contribute to the management of risks to the Australian community.
- To enhance public safety (p. 9.10).

Selection of results

Ambulance service organisations expenditure per person
(2008-09 dollars)^a (p. 9.67)

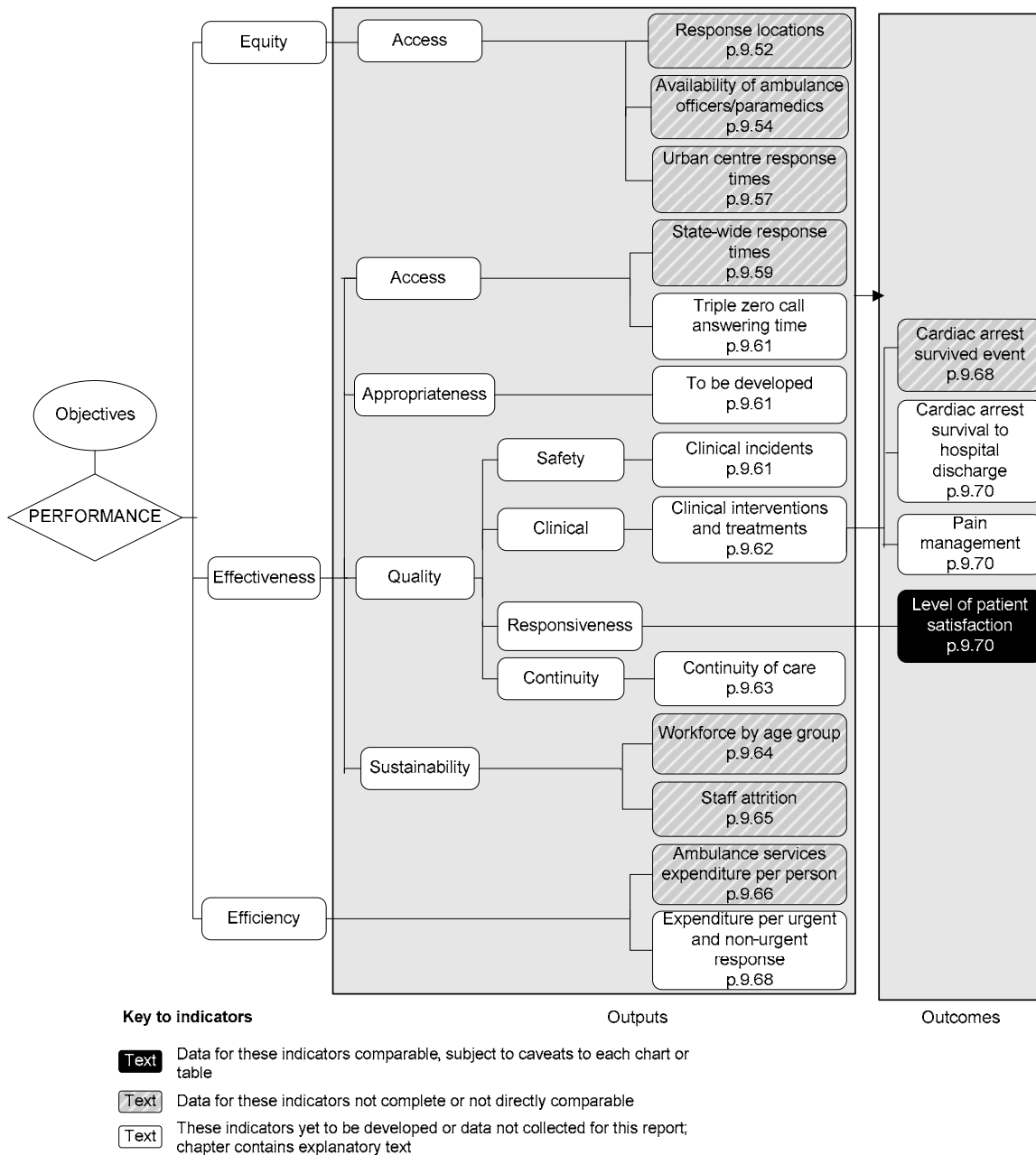


Proportion of ambulance users who were satisfied or very satisfied with the ambulance service^a (p. 9.71)



^a Data and caveats for these figures are available electronically on the CD-ROM enclosed with the Report and from the website for the Review of Government Service Provision (www.pc.gov.au/gsp/reports/rogs/2010). Data may be subject to revision. The most recent data will be available on the Review website.

Performance indicators for Ambulance events (figure 9.21, p. 9.51)



Developments in reporting since the 2009 Report

- Extension of time series for recently introduced indicators.
- Inclusion of the 95 per cent confidence intervals for 2009 patient satisfaction data.

[END]

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Tables with an 'A' suffix (eg table 9A.5) are in the attachments on the CD-ROM or on the Review website.