

Under embargo until 1.00am on Friday, 30 January 2009

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AMBULANCE SERVICES (CHAPTER 9)

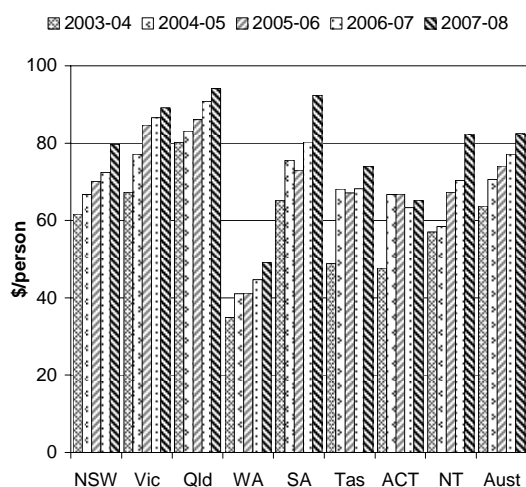
- Reporting in the emergency management chapter focuses on emergency management services provided for fire, ambulance, and road rescue, events. This factsheet focuses on ambulance services.
- Information is reported on the performance of ambulance services organisations (ASOs). These are the primary agencies involved in providing services for ambulance events — incidents that result in demand for ambulance services to respond. 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.
- Recurrent expenditure on ambulance services across Australia was approximately \$1.75 billion (or \$82.46 per person) in 2007-08 (pp. 9.43 and 65). Nationally, there were 12 344 full time equivalent paid personnel and 5836 volunteers in ASOs in 2007-08 (pp. 9.8 and 47).

Objectives of Emergency management

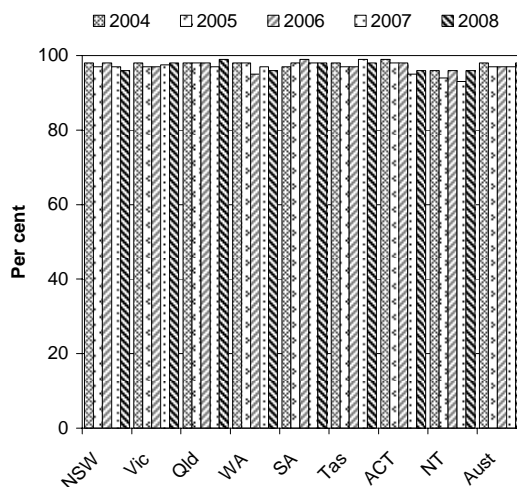
- To reduce the adverse effects of emergencies and disasters on the Australian community (including people, property, infrastructure, economy and environment).
- To contribute to the management of risks to the Australian community.
- To enhance public safety.

Selection of results

Ambulance service organisations expenditure per person
(2007-08 dollars)^a (p. 9.66)

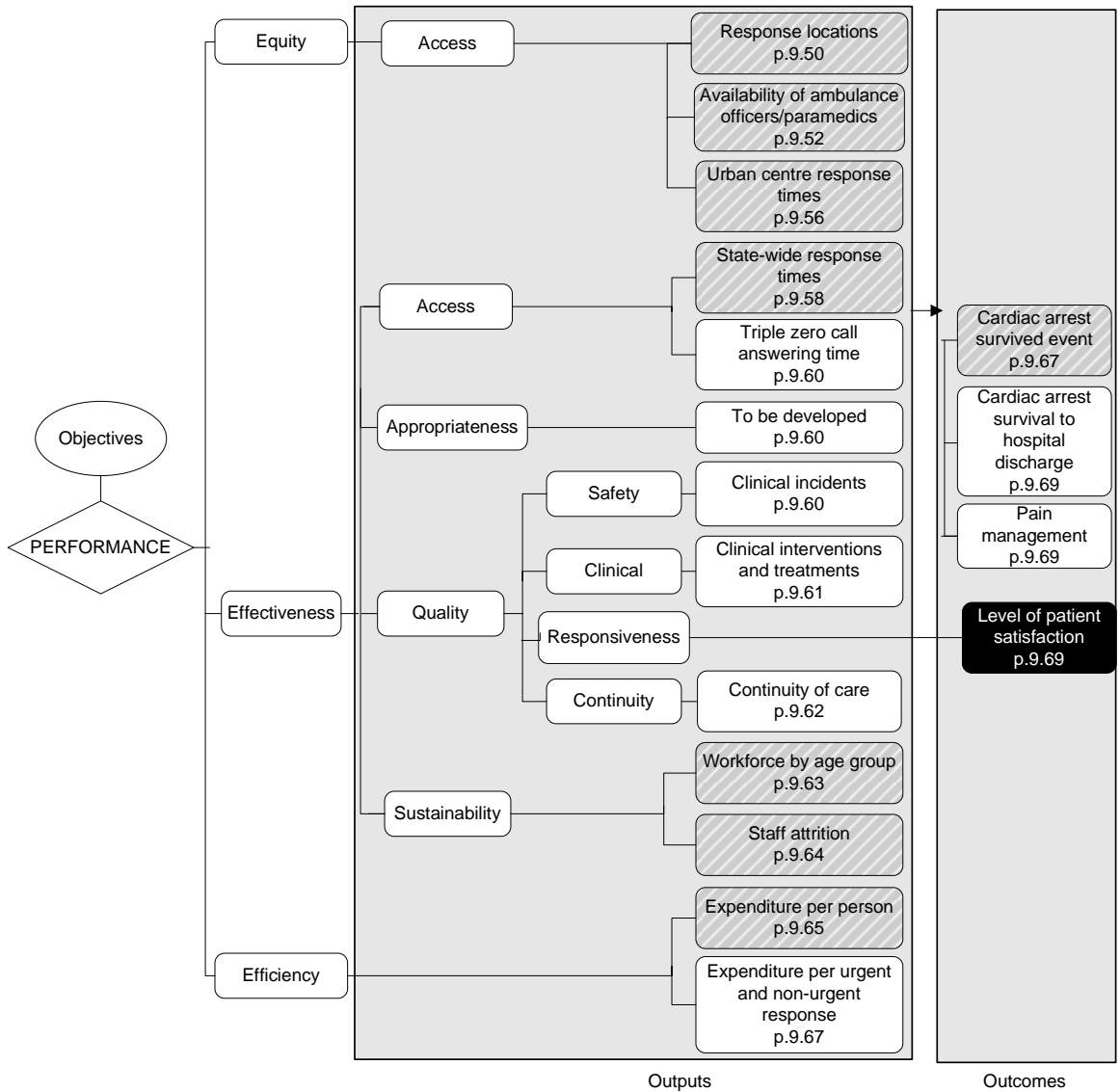


Proportion of ambulance users who were satisfied or very satisfied with the ambulance service^a (p. 9.70)



^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/2009). Data may be subject to revision. The most recent data will be available on the Review website.

Performance indicators for Ambulance events (figure 9.23, p. 9.49)



Key to indicators

- Text Data for these indicators comparable, subject to caveats to each chart or table
- Text Data for these indicators not complete or not directly comparable
- Text These indicators yet to be developed or data not collected for this report; chapter contains explanatory text

Developments in reporting since the 2008 Report

- Inclusion of data on community first responders.
- A revised ambulance performance indicator framework covering nine additional ambulance performance indicators (and retaining all previous indicators).
- Reporting upon four of the new ambulance performance indicators: response locations; availability of ambulance officers/paramedics; workforce by age group; and staff attrition.
- Complete data for the cardiac arrest survived event rate indicator (previously data were unavailable for some jurisdictions).
- Comparable data for the level of patient satisfaction (previously data were classified as not directly comparable).

[END]

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Please do not approach other parties for comment before Friday 30 January 2009.

Media copies of this report are available from Clair Angel on 02 6240 3239.

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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.