

Under embargo until 1.00am on Friday, 30 January 2009

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AMBULANCE SERVICES (CHAPTER 9)

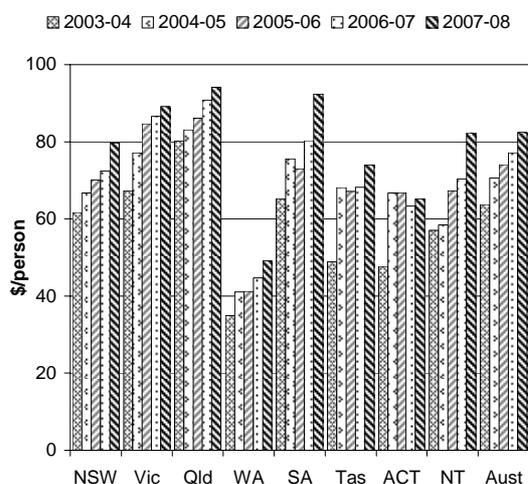
- Reporting in the emergency management chapter focuses on emergency management services provided for fire, ambulance, and road rescue, events. This factsheet focuses on ambulance services.
- Information is reported on the performance of ambulance services organisations (ASOs). These are the primary 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

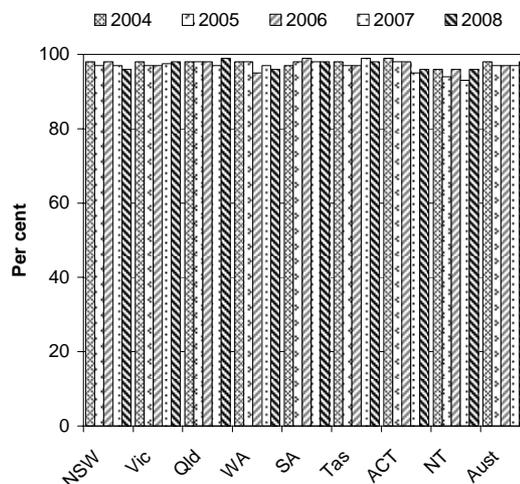
- To reduce the adverse effects of emergencies and disasters on the Australian community (including people, property, infrastructure, economy and environment).
- To contribute to the management of risks to the Australian community.
- To enhance public safety.

Selection of results

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

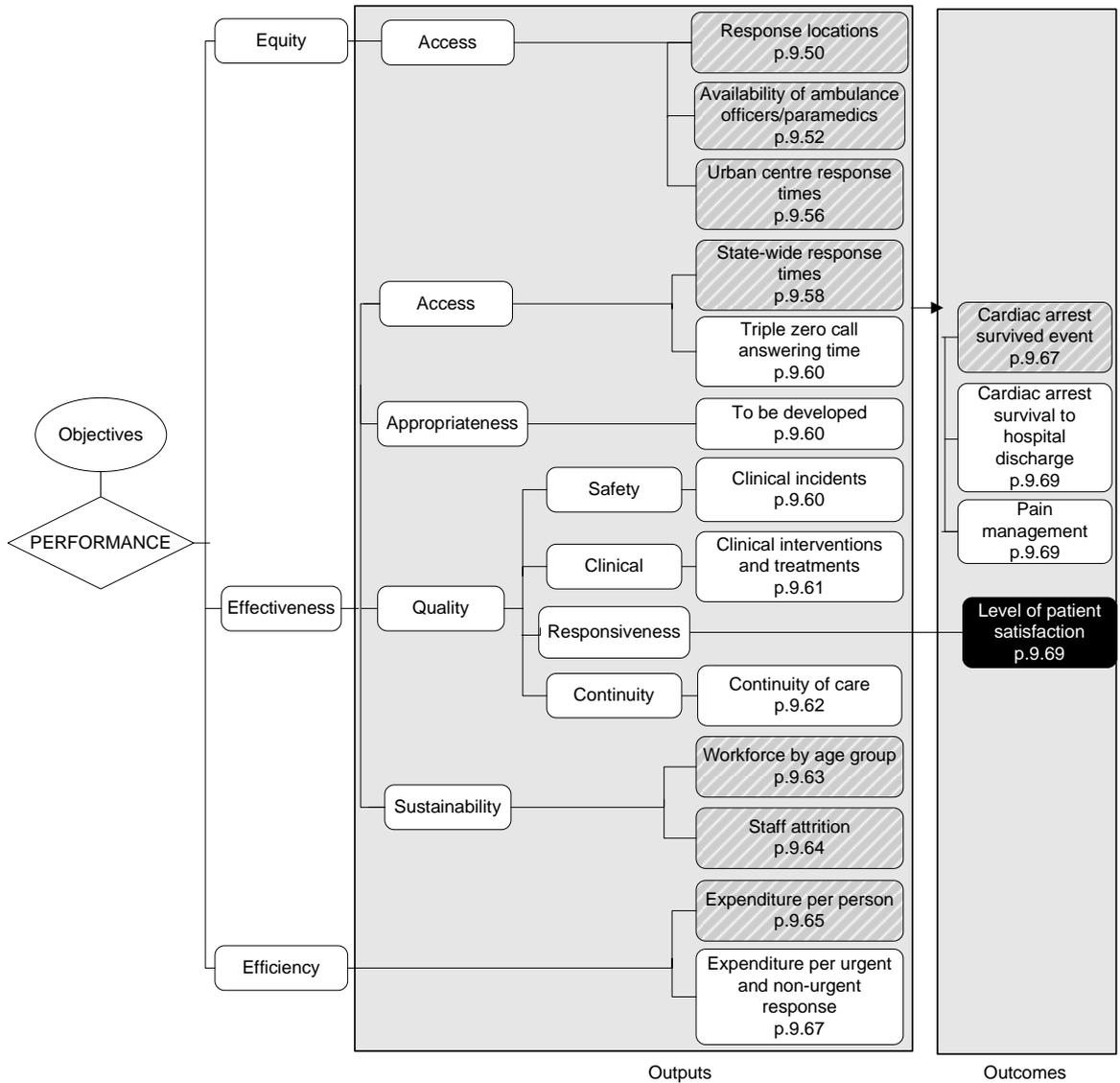


Proportion of ambulance users who were satisfied or very satisfied with the ambulance service^a (p. 9.70)



^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.

Hard copies of this publication are available from McMillanprint (ph: 02 9795 1200 or email custserv@mcmillanprint.com.au). The report will be available via the Internet at www.pc.gov.au on the morning of Friday 30 January 2009.

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