

Under embargo until 1.00am on Friday, 28 January 2011

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### AMBULANCE EVENTS (CHAPTER 9)

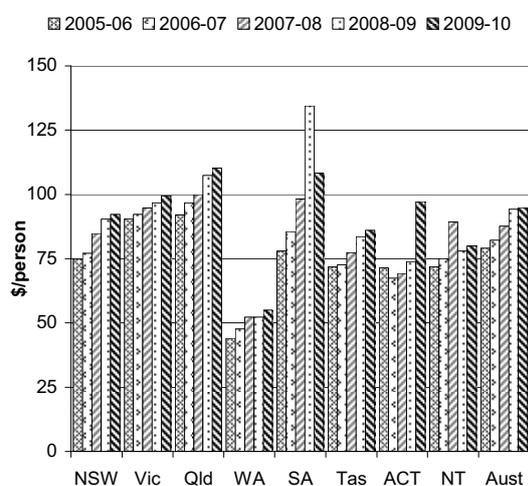
- Reporting in the emergency management chapter focuses on emergency management services provided for fire, road rescue, and ambulance events. Ambulance events are the focus of this factsheet.
- Ambulance events include: emergency and non-emergency pre-hospital and out-of-hospital patient care; transport; inter-hospital patient transport; specialised rescue services; ambulance services to multi-casualty events; and capacity building for emergencies (p. 9.49). Nationally, 3.01 million events resulted in demand for ambulance services in 2009-10 (p. 9.51).
- 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 \$2.1 billion (or \$95 per person) in 2009-10 (pp. 9.49 and 9.71). Nationally, there were 13 732 full time equivalent paid personnel and 5588 volunteers in ASOs in 2009-10 (p. 9.54).

### Objectives of emergency management

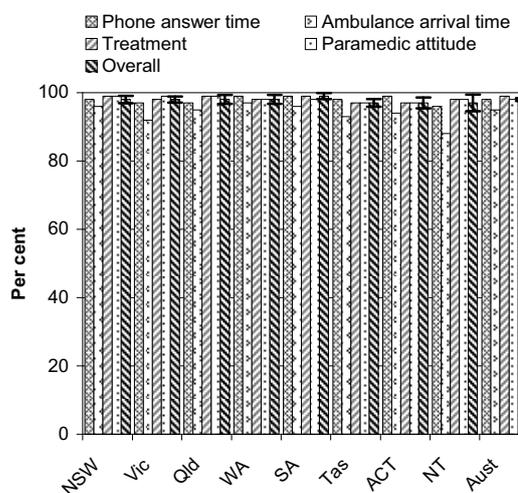
- To reduce the adverse effects of emergencies and disasters on the Australian community (including people, property, infrastructure, economy and environment).
- To contribute to the management of risks to the Australian community.
- To enhance public safety (p. 9.12).

### Selection of results

Ambulance service organisations expenditure per person  
(2009-10 dollars)<sup>a</sup> (p. 9.72)

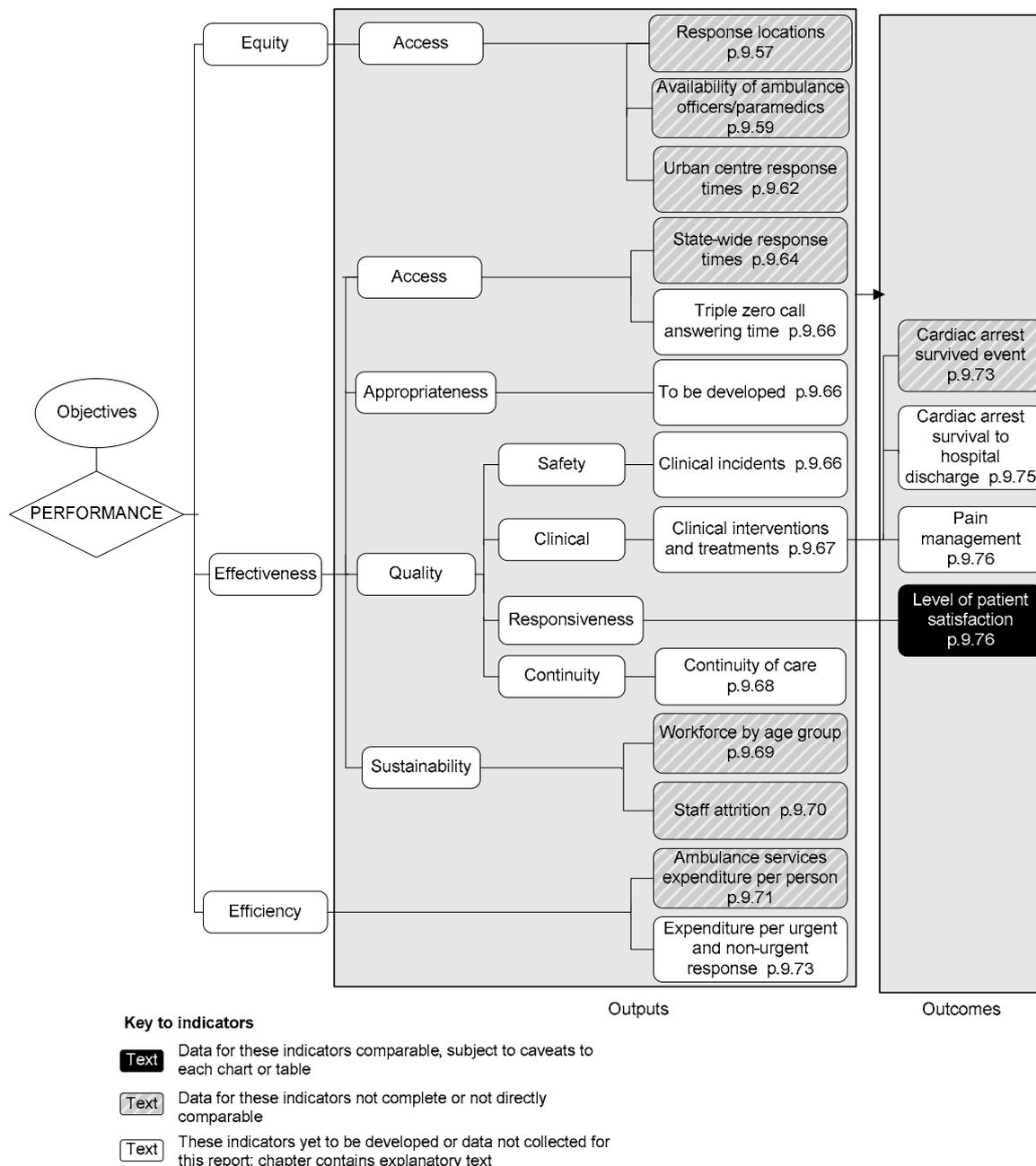


Proportion of ambulance users who were satisfied or very satisfied with the ambulance service (2010)<sup>a</sup> (p. 9.77)



<sup>a</sup> Data and caveats for these figures are available from the website for the Review of Government Service Provision ([www.pc.gov.au/gsp/reports/rogs/2011](http://www.pc.gov.au/gsp/reports/rogs/2011)). 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. 9.54)



## Developments in reporting since the 2010 Report

- Additional detail from the patient satisfaction survey - reporting on satisfaction with phone answer time; ambulance arrival time; treatment and paramedic attitude, and overall satisfaction.
- Reporting of the paramedic witnessed adult cardiac arrest survival rate alongside survival rates for adults for non-paramedic witnessed and VF/VT cardiac arrests.

[END]

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**Please do not approach other parties for comment before Friday 28 January 2011.**

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 Review website.