



**Our Vision:** Excellence in pre-hospital care.

**Our Mission:** As an integral part of the State's health system, we will provide responsive, quality, emergency clinical care and support for patient transport, rescue and retrieval services through:

- Quality of service
- Working in partnerships
- Meeting community needs
- Valuing our people
- Organisational performance

**Our Values:** We put our patients first by:

- Caring
- Respecting people
- Working together
- Showing accountability and responsibility
- Focusing on community satisfaction
- Fostering technical and professional excellence
- Ensuring equity of service provision

Our Key Result Areas	Our Objectives	Our Key Outcomes
Delivery of high quality clinical care, patient transport, rescue and retrieval services	<ul style="list-style-type: none"> <li>• To enhance and improve clinical practice and performance</li> <li>• To improve service delivery and response times</li> </ul>	<p><i>Delivery Outcomes</i></p> <ul style="list-style-type: none"> <li>• <b>Patient satisfaction</b></li> <li>• Improved service delivery</li> <li>• Efficient resources allocation</li> <li>• Patient health care records integrity</li> </ul>
Working in partnership with other health services, emergency service organisations and stakeholders	<ul style="list-style-type: none"> <li>• To work in partnership with Area Health Services to enhance service delivery, achieve efficiencies and reduce duplication</li> <li>• To work in collaboration with Area Health Services, emergency service organisations and other agencies to deliver a coordinated counter disaster response</li> </ul>	<p><i>Partnering Outcomes</i></p> <ul style="list-style-type: none"> <li>• <b>Seamless service arrangements</b></li> <li>• Effective coordination and liaison</li> <li>• Effective partnering arrangements</li> </ul>
Pro-actively develop community safety and prevention programs	<ul style="list-style-type: none"> <li>• To develop community safety and prevention programs with urban, rural and remote communities to enhance service delivery</li> </ul>	<p><i>Community Outcomes</i></p> <ul style="list-style-type: none"> <li>• <b>Community satisfaction</b></li> <li>• Appropriate use of "000" for Ambulance</li> <li>• Community involvement and participation</li> </ul>
Develop and support our staff to lead, manage and deliver pre-hospital care	<ul style="list-style-type: none"> <li>• To enhance the clinical skills of all ambulance officers across NSW</li> <li>• To enhance workforce development and performance</li> <li>• To value and reward staff in rural NSW</li> <li>• To support workforce equity and diversity</li> <li>• To enhance staff health and staff safety</li> </ul>	<p><i>Staff Outcomes</i></p> <ul style="list-style-type: none"> <li>• <b>Staff recognition and satisfaction</b></li> <li>• Workforce diversity and deployment</li> <li>• Professional and career development</li> <li>• Equitable industrial awards</li> </ul>
Continually improve performance and value through optimising organisational structure, business processes and systems	<ul style="list-style-type: none"> <li>• To enhance the efficiency and effectiveness of the Service's operational divisions</li> <li>• To improve and strengthen industrial relations within the Service</li> <li>• To address issues impacting adversely on financial resources</li> <li>• To effectively manage the assets of the Service</li> <li>• To improve information technology to support a more efficient and effective Service</li> <li>• To establish appropriate planning, reporting and monitoring systems across the Service</li> </ul>	<p><i>Business Improvement Outcomes</i></p> <ul style="list-style-type: none"> <li>• <b>Improved organisational performance</b></li> <li>• Efficient use of assets and financial resources</li> <li>• Efficient information, communication and technology systems</li> <li>• Effective planning and reporting system</li> </ul>