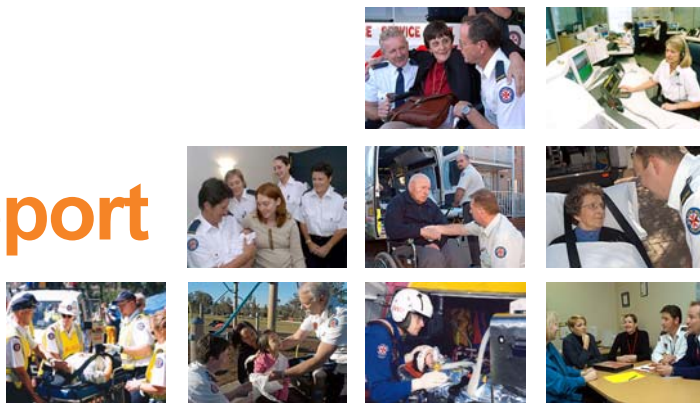




Ambulance Service of New South Wales

2002/03 Annual Report A Summary

For a complete version of the Annual Report go to: www.asnsw.health.nsw.gov.au and select Publications.



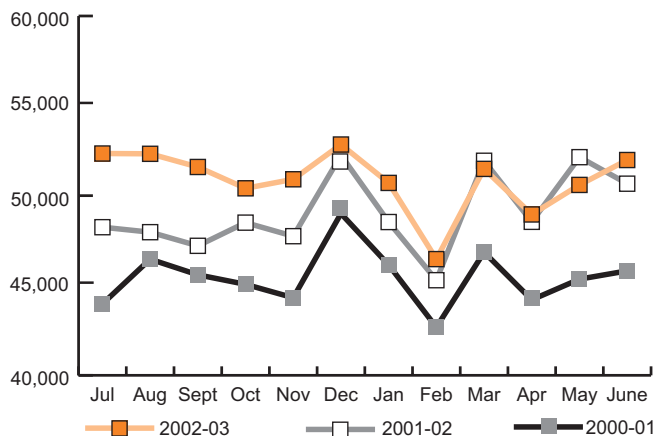
The Ambulance Service of New South Wales has continued to improve both performance and organisational systems in key clinical, operational, technical and managerial priority areas in 2002/03. These developments are particularly pleasing given the significant growth in demand for services and the improved financial result for the reporting year.

In 2002/03 the Ambulance Service of New South Wales;

- ✘ assisted someone in need every 40 seconds
- ✘ responded to 895,000 cases
- ✘ transported 595,000 patients
- ✘ employed 3,000 people at 266 locations
- ✘ operated over 800 ambulance vehicles and 300 support vehicles
- ✘ travelled over 20 million kilometres



Emergency Responses



Trainee Ambulance Officer Jane Huebner and Ambulance Officer Bruce Gibson from Singleton.

Operational Report

Sydney Division

Number of stations:	46
Population:	Approx. 3,997,321
Emergency responses:	316,021
Emergency transports:	183,203

Major outcomes and issues

- ✘ 60 officers trained to paramedic level.
- ✘ Metropolitan rescue units equipped with the latest rescue equipment.
- ✘ Ambulance crews responded to the Waterfall train disaster and major bushfire outbreaks.

Northern Division

Number of stations:	61
Population:	Approx. 1,307,149
Emergency responses:	155,499
Emergency transports:	84,807

Major outcomes and issues

- ✘ Community First Responder Programs established northwest of Coffs Harbour
- ✘ Planning for new station at Yamba and relocation of Port Macquarie Station.
- ✘ Introduction of Safe Communities Projects.
- ✘ Responded to bushfires throughout Division.

Western Division

Number of stations:	56
Population:	Approx. 481,000
Emergency responses:	55,001
Emergency transports:	34,196

Major outcomes and issues

- ✘ Work commenced at Tamworth City, Armidale, Lake Cargelligo, Bathurst, Mudgee, Cowra and Baradine Stations.
- ✘ Implemented community based honorary ambulance service in remote towns.
- ✘ Multi-purpose centres and ambulance station developments at Barraba and Boggabri.



The new Boggabri Ambulance Station collocated in the grounds of Boggabri Hospital.

Southern Division

Number of stations:	58
Population:	Approx. 710,700
Emergency responses:	83,755
Emergency transports:	49,046

Major outcomes and issues

- ✘ Staff trained in the use of 4WD vehicles.
- ✘ New ambulance stations for Sussex Inlet, Queanbeyan and Kangaroo Valley.
- ✘ Responded to bushfires throughout Division.
- ✘ Responded to the Waterfall train disaster and Berry Mountain air crash.



Over 500 homes were destroyed in and around Canberra in January 2003.

Aeromedical & Medical Retrieval Services

Aeromedical and Medical Retrieval Services consists of the Aeromedical Operations Centre, the Medical Retrieval Unit (MRU), fixed and rotary wing resources.

Major outcomes and issues

- ✘ Fixed wing services provided by four Beechcraft King Air 200C aircraft based at Mascot Airport and one Beechcraft King Air 200C aircraft based at Dubbo Airport.
- ✘ Coordination of the fixed wing, helicopter and retrieval response to water tower collapse at Lake Cargelligo.
- ✘ Coordination of helicopter and retrieval response to Waterfall train disaster.



The delivery of the first of four new Super King Air aircraft will modernise the Air Ambulance fleet.

Clinical Report

Operational Strategy

The Operational Strategy Unit is engaged in developing, establishing and managing a program of continuing clinical professional development for operational officers.

Major outcomes and issues

- ✘ Emergency call prioritisation protocols introduced into Sydney Operations Centre as part of the call taking phases of the Medical Priority Dispatch System (MPDS).
- ✘ Development of standardised codes for responding ambulance resources.
- ✘ In-house publication 'Clinical News' established.
- ✘ Progressing clinical risk reporting and patient safety systems.
- ✘ Trained over 300 Level 3C officers.



Ambulance officers treat one of the many casualties at the Waterfall train disaster.

Medical Directorate & NSW Health Counter Disaster Services

The emphasis of the Medical Directorate has been towards the progressive implementation of best practice pre-hospital care within a “whole of health” framework.

Major outcomes and issues

- ✘ Integration of NSW Health Counter Disaster Unit within the Service.
- ✘ Training in Chemical, Biological and Radiological (CBR) and Urban Search and Rescue (USAR).
- ✘ Development of protocols with emphasis on pain control under direction of Medical Advisory Committee (MAC).
- ✘ Severe Acute Respiratory Syndrome (SARS).
- ✘ The two explosions in Bali on 12 October 2002 saw deployment of officers overseas.



At a CBR training exercise in the Hunter area, ambulance officers and health personnel performed practical tasks in Personal Protective Equipment (PPE) Tyvek suits and SE400 respirators.

Management Report

Corporate Services

Corporate Services provides support for ambulance officers in the field and in operations centres.

Major outcomes and issues

- ✘ 264 trainee ambulance officers recruited.
- ✘ Draft “Operational Ambulance Officers’ (State) Award” developed.
- ✘ Migrant Career Development Program implemented.



The Premier of NSW, Bob Carr, presented staff from the Service’s Employee Relations Unit with the Premier’s Gold Award for Workplace Diversity.

NSW Divisional Boundaries and Ambulance Stations

