



8th June 2007

Audit office commends Ambulance

The Audit Office of NSW has commended the Ambulance Service of NSW on the implementation of the 28 recommendations from the 2001 audit report and, for its new initiatives to improve performance that was not part of the 2001 recommendations.

The staff of the Ambulance Service of NSW has worked hard since 2001 and the recent inaccurate reporting in some news media is disappointing to all staff. This type of reporting misrepresents the finding of the Audit Report which in fact stated that the Service's response time, the key operational indicator examined in the 2001 audit, has improved slightly since 2001 despite demand for ambulance services increasing faster than population growth.

Our response times are continuing to improve and we are offloading patients to hospitals more quickly, despite a population explosion and an increase in the demand for ambulance services since 2002. In 2005/06 the Ambulance Service received more than 1.7 million emergency calls which equated to a call for assistance every 33 seconds and required 999,000 ambulance responses. This is an increase in workload demand of 5.5 per cent on the previous year.

The Ambulance Service's customer satisfaction continues to maintain a high level of satisfaction with the latest survey recording 98% of patients to be satisfied or very satisfied with the service provided.

The Audit report rightly commends the Service for the extensive changes it has made to the way it does business, and for new initiatives which have been undertaken by the communities most trusted profession in providing the best pre-hospital clinical care to the people of NSW.

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For further information or local media opportunities please contact Ambulance Media on (02) 9320 7796.