



Ambulance Service Advisory Board Minutes

20 March 2023

NSW Ambulance State Operations Centre, 10 Dawn Fraser Avenue, Olympic Park

Present:

- Greg Mullins, Advisory Board Chair
- Alfa D'Amato, Advisory Board Member
- Arthur Diakos, Advisory Board Member
- David Owens, Advisory Board Member
- Graeme Loy, Advisory Board Member
- Julie Babineau, Advisory Board Member
- Lyn Baker, Advisory Board Member
- Dr Patricia Saccasan Whelan, Advisory Board Member
- Walter Kmet, Advisory Board Member
- Dr Dominic Morgan, Advisory Board Member and Chief Executive

In Attendance:

- Amanda Soliman, Executive Director People & Culture
- Brian Jackson, Executive Director Finance & Corporate Services
- Clare Beech, Executive Director Clinical Systems
- Clare Lorenzen, Executive Director, Strategic Implementation
- David Dutton, Executive Director Clinical Operations
- Dr Sarah Coombes, Executive Director Aeromedical Operations
- Ryan Gilchrist, Director, Office of the Chief Executive
- Amanda Walsh, A/Senior Manager Executive Strategy and Priorities
- Barbara Mijacika, A/Executive Officer Boards & Committees

1. Opening and Attendance

1.1 Welcome and Acknowledgement of Country

A quorum was present and the meeting opened at 9.45am.

The Chair acknowledged the Wangal people as traditional owners of the land upon which the meeting was being held, paying respect to elders past, present and emerging.

1.2 Apologies

There were no apologies for the meeting.

1.3 Conflicts of Interest

No conflicts of interest were declared or identified.

The Advisory Board noted Dave Owens' appointment to the NSW Reconstruction Authority Advisory Board and Greg Mullins' appointment to the NSW Bushfire Coordinating Committee.

1.4.1 Minutes of Previous Meeting

The Minutes of the Ambulance Service Advisory Board meeting of the 8 February 2023 meeting were approved as a true and accurate record of the meeting.

1.4.2 Actions Register

Updates to the Actions Register were noted.

2 Presentations

2.1 Patient Experience Story

The Advisory Board noted the patient experience story which highlighted the benefits of the intraosseous and video laryngoscope equipment. The Advisory Board noted the improvements to clinician and patient safety. It was also noted that advanced airway management data is being collected to enable the NSW Health system to learn from clinicians' experience in delivering care.

Advisory Board were invited to a demonstration of the intraosseous equipment after the meeting.

2.2 PMES Update

The Advisory Board noted the update on the People Matter Employee Survey (PMES) Action Plan. In particular, the Advisory Board noted that the Action Plans were well structured, with strong alignment between planned activities and issues raised by staff in the survey results. The Advisory Board also discussed the importance of communicating activity underway in all messaging to demonstrate to staff at all levels of the organisation that their responses have been taken seriously.

The Advisory Board noted that there are several external factors which are out of the organisation's control which can have a strong influence over staff sentiment, such as the Government's Wages Policy and wages cap.

The Advisory Board thanked the People & Culture Directorate for coordinating the Action Plans and acknowledged the work underway across all Directorates.

The Advisory Board noted the current industrial action as being beyond NSW Ambulance's control and that it is difficult to implement cultural reform in this environment.

Actions: *Instructions on how to access the NSW Ambulance intranet will be sent to Advisory Board members.*

3 Matters for Discussion

3.1 Chief Executive's Report

The Advisory Board noted the Chief Executive's Report, and in particular that the Frontline Leadership Review work is progressing well. It was noted that ambulance services in Victoria, Tasmania and New Zealand are facing similar challenges with the capacity to allow frontline leaders to provide clinical leadership and oversee staff wellbeing versus time spent as clinicians in the operational response grid. The Advisory Board noted the importance for leaders to ensure staff felt supported and cared for, especially in rural areas.

It was noted that the Frontline Leadership Review includes a number of initiatives aimed at reducing the administrative burden of frontline leaders. These initiatives have been prioritised and once delivered, will exemplify how much is being done to improve work conditions / staff welfare, response times and improve culture.

It was noted that the Clinical Governance Committee is monitoring Serious Adverse Event Review (SAER) compliance. SAERs include a number of interdependent inputs from various teams across the organisation and often several policies. Workflow improvements are being pursued and extensions are being requested when possible to ensure SAERs are not listed as 'overdue'. The Chair sought to have SAER governance arrangements discussed at the next meeting of the Governing Committee Chairs, noting that the Advisory Board has not actively looked into this area.

It was noted that a small number of staff are participating in current industrial action. The Advisory Board noted that it was critical that patient medical records be handed to the

hospital on arrival for both patient care purposes and for paramedics to meet their Australian Health Practitioner Regulation Agency registration obligations and responsibilities.

Actions: *A copy of the Draft Service Agreement will be circulated to the Advisory Board.*

A meeting of the NSW Ambulance Governance Committee Chairs to be scheduled.

3.2 Finance Update

The Advisory Board noted the Finance Update, and that the February 2023 results were slightly under forecast and budget. It was noted that the risk relating to the SWIFT reimbursement model has been resolved.

It was noted that the NSW State election is creating uncertainty in forward budget forecasts.

3.3 Strategic and Emerging Risks

The Advisory Board will be holding a Risk Workshop immediately following the meeting today.

4 Matters for Noting

4.1 Efficiency Improvement Program

The Advisory Board noted the Efficiency Improvement Program Update.

4.2 Activity and Performance Update

The Advisory Board noted the Activity and Performance Update.

4.3 NSW Net Zero by 2040 Strategy

The Advisory Board noted the Net Zero by 2040 Strategy Update, in particular electricity costs savings at facilities where solar panels and batteries have been installed. The Chair asked whether, given the electricity savings already being realised, funds could be reinvested in further retrofitting of solar voltaic cells on stations. Mr Jackson advised that there are some impediments, such as roofs not able to carry the added weight, but regardless, funding for an ongoing program can be sourced from Treasury via a loan arrangement.

It was noted that NSW Treasury will require Net Zero emissions targets to be listed in all financial statements from 2024.

Actions: *Arthur Diakos will share information circulated at a meeting of Audit and Risk Committee Chairs with Brian Jackson.*

4.4 SWIFT Update

Dr Dominic Morgan and Graeme Loy left the meeting at this point.

The Advisory Board noted the SWIFT Update.

4.5 Committee Minutes

The Advisory Board noted the Finance and Performance Committee minutes.

5 General Business

There was no general business.

6 Meeting Review

The Advisory Board noted that ample time had been allocated to discussions for each item and there was flexibility to discuss other matters arising throughout the meeting. The Advisory Board acknowledged the high quality of papers provided and thanked the secretariat and all contributors.

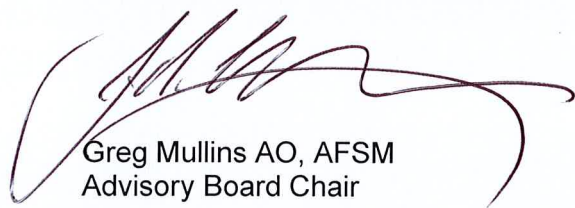
The Advisory Board Chair impressed to the Executive Directors that their contribution to the meetings was invaluable however it is understood that their attendance at every meeting may not always be possible due to critical operational and emerging matters.

Next meeting and close

It was noted that the next meeting will be held at 9am, 12 April 2023.

The meeting closed at 11:38am.

Approved as a true and accurate record of the meeting:

A handwritten signature in dark ink, appearing to read 'G. Mullins', with a large, sweeping flourish extending to the right.

Greg Mullins AO, AFSM
Advisory Board Chair

Date: