



Ambulance Service Advisory Board Minutes

9.00am, 10 May 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
Lyn Baker, Advisory Board Member
Dr Patricia Saccasan Whelan, Advisory Board Member
Dr Dominic Morgan, Advisory Board Member and Chief Executive
Walter Kmet, Advisory Board Member
Graeme Loy, Advisory Board Member
Dave Owens, Advisory Board Member

Apologies: Julie Babineau, Advisory Board Member

In Attendance: Brian Jackson, Executive Director Finance & Corporate Services
Clare Beech, Executive Director Clinical Systems
Clare Lorenzen, Executive Director People & Culture
David Dutton, Executive Director Clinical Operations
Dr Gary Tall, A/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 and Committees
Haley Mestroni, Executive Staff Officer, Finance & Corporate Services (item 2.2 only)
Brian Shimadry, Director Strategic Implementation (item 4.3 only)

1. Opening and Attendance

1.1 Welcome and Acknowledgement of Country

A quorum was present and the meeting opened at 9am.

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.

1.1a Commemoration of Steven Tougher's life

The Advisory Board reflected on the tragic loss of Steven Tougher's life, his service to the organisation, and the impact of this critical incident on his family and all emergency service organisations. The Advisory Board acknowledged the outstanding response by his work partner, other affected staff, the Executive Team and the wider organisation.

It was noted that a literature review is underway to inform any improvements to staff safety and welfare training. The Chair encouraged the Chief Executive and the Executive Leadership Team to take some time off and to look after their own wellbeing. The Advisory Board Chair and Chief Executive will monitor developments and raise any emerging issues with the Advisory Board as necessary.

1.2 Apologies

Apology from Julie Babineau, who is on approved leave of absence from the Advisory Board, was noted.

1.3 Conflicts of Interest

No conflicts of interest were declared or identified.

1.4.1 Minutes of Previous Meeting

The Minutes of the Ambulance Service Advisory Board meeting of 12 April 2023 were approved as a true 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 changes in practice in post sedation monitoring and the program to rollout Corpuls3T hardware which will enhance the ability of paramedics to closely monitor patients. The Advisory Board also noted with concern delays in the rollout due to lack of agreement amongst cardiologists on the format for transmission of data.

2.2 Net Zero by 2040 Update

Mr D'Amato joined the meeting at this point.

The Advisory Board noted an update on work to achieve net zero emissions by 2040, and plans for a video to communicate progress and achievements to date. It was noted that smarter water consumption and waste management initiatives could feature in separate communications and that a 'call to action' will be included in messaging sent to all staff.

The Advisory Board noted that environmental costs avoided by projects such as the Virtual Clinical Care Centre should be acknowledged, as well as the long term opportunities for these initiatives to provide better health outcomes, better care and better prevention.

The Chair thanked those involved in the work to date and offered assistance should it be required.

2.3 Consumer Engagement Report

The Advisory Board noted the work underway towards developing a Consumer Engagement Plan, five year implementation roadmap and Patient Charter, and that all documentation will align with the NSW Health Human Experience Framework.

2.4 Medication Security Management

The Advisory Board noted an update on work to improve medication security management across the State, including plans to improve electronic surveillance of access to medications and a new Drug & Alcohol Policy Directive being drafted in consultation with the Ministry of Health.

Action: *The Executive Director Clinical Systems to review and consider medication security improvements recently adopted by Ambulance Tasmania.*

The Chief Executive to meet with the Executive Director Clinical Systems and Director Assets and Infrastructure to discuss dividing the work into two streams: policy and safety culture training versus the installation of new safes.

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board noted the Chief Executive's Report including current industrial relations issues.

It was noted that the Commonwealth Budget handed down last night included funding for various programs in the primary care sector.

David Dutton joined the meeting at this point.

3.2 Finance Update

The Advisory Board noted the Finance update and forecast 'on budget' result for both expenditure and revenue targets by the end of the financial.

It was noted that the NSW State Budget will be handed down on 19 September 2023. A number of government reviews are underway, including a comprehensive expenditure review for all portfolios which focusses on reducing waste and duplication. Work streams for this Review include reducing expenditure on State Emergency Services, consultants, travel, utilities and energy, and opportunities to reprioritise other items in the forward budgets.

3.3 Strategic and Emerging Risks

The Advisory Board noted risks emerging from State Budget reviews and will monitor funding and associated on costs for election commitments relating to NSW Ambulance including 500 additional paramedics and three new helicopter bases.

4 Matters for Noting

4.1 Efficiency Improvement Program

The Advisory Board noted the Efficiency Improvement Program.

4.2 Activity and Performance Update

The Advisory Board noted the Activity and Performance Update.

4.3 SWIFT Update

The Advisory Board noted the SWIFT Update.

4.4 Committee Minutes

The Advisory Board noted the Committee Minutes.

5 General Business

The Advisory Board noted the SafeWork investigation and NSW Ambulance's guilty plea and fine relating to medication security management and death of a staff member in 2018. It was noted that the Court was satisfied that the systems are now in place to subvert a repeat offence. Significant investment and improvements to medication management and a new drug and alcohol policy are in progress (see item 2.4).

All Advisory Board Members were invited to a Paramedic Shield and Call Taker presentation on 19 May 2023. A schedule of upcoming events will be circulated to Advisory Board Members.

Next meeting and close

The next meeting will be held at the new NSW Ambulance State Operations Centre, Homebush 9am, 14 June 2023.

The meeting closed at 11.57 am.

Approved as a true and accurate record of the meeting:



Greg Mullins AO, AFSM
Advisory Board Chair