



Ambulance Service Advisory Board

Minutes

9.00am, 8 November 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
- Dave Owens, Advisory Board Member
- Dr Dominic Morgan, Advisory Board Member and Chief Executive
- 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

In Attendance:

- Brian Jackson, Executive Director Finance & Corporate Services
- Clare Beech, Executive Director, Clinical Systems
- Clare Lorenzen, A/Executive Director, People & Culture
- Dr Sarah Coombes, Executive Director Aeromedical Operations
- Ryan Gilchrist, Director, Office of the Chief Executive
- Amanda Walsh, Associate Director, Executive Strategy and Priorities
- Barbara Mijacika, A/Executive Officer Boards and Committees
- Angela Vaughan, A/Manager, End of Life & Palliative Care (*Item 2.1 only*)
- Alan Gould, Corporate Strategy Analyst (*Item 2.4 only*)
- Alan Morrison, Associate Director, Professional Engagement & Partnerships (*Item 2.2 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.

1.2 Apologies

No apologies were 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 11 October 2023 were approved as a true record of the meeting.

1.4.2 Actions Register

Updates to the Actions Register were noted, including considering the possibility of shared arrangements for Internal Audit functions with the Western Sydney Local Health District. It was noted that the option to extend the KPMG contract for a period of twelve months will be exercised as an interim arrangement.

Further comments relating to eHealth and the move to the State Operations Centre are noted under item 3.1.

Action numbers 91, 101, 106, 108, 109, 110, 111 and 113 were closed.

2 Presentations

2.1 Patient Experience Story

The Advisory Board noted a patient story on end-of-life care at home. It was noted that system integration issues currently prevent more contemporary, compassionate care and support to paramedics on scene. Solution design, which could be scaled across the system, is nearing completion.

2.4 Strategic Plan Mid-Point Review

The Advisory Board noted the Strategic Plan Mid-Point Review presentation, including that work is in progress to ensure that any recommendations intended to facilitate the delivery of the objectives in the Strategic Plan do not require substantial change or create additional initiatives. It was noted that additional governing committees will be rolled out over the coming months.

2.2 Community Paramedicine

Mr D'Amato joined the meeting at this point.

The Advisory Board noted the presentation about Community Paramedicine, including opportunities to expand the scope of paramedicine and uses for paramedicine in non-traditional environments. It was noted that the Clinical Emergency Response System (CERS) assist model already enhances local hospital skills in some rural areas and that there are potential benefits to expand this model more widely across regional NSW.

2.3 NSW Budget Implications

The Advisory Board noted the presentation on implications of the NSW Budget and Finance Update.

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board noted the Chief Executive's Report, in particular the continuing risks associated with occupation of the State Operations Centre (SOC) due to ongoing negotiations with eHealth over design and procurement issues. The Advisory Board requested that management provide a risk assessment, mitigation strategies and resolution plan to the December 2023 Advisory Board meeting.

The Advisory Board also noted the significant risks presented by current industrial action foreshadowed by the Health Services Union (HSU) which has recommended that Paramedics not renew their professional registrations with AHPRA in December 2023. The Chief Executive was requested to keep the Advisory Board apprised of developments via the Chair.

Action: A report on SOC design and procurement risks, mitigation strategies and resolution plan to be provided at the December 2023 Advisory Board meeting.

3.2 Finance Update

The Advisory Board noted the Finance Update including the risks associated with receipt of advice that NSW Ambulance faces a \$29 million hindsight adjustment payment for workers compensation premiums. It was noted that NSW Ambulance is currently examining the actuarial figures provided, as the NSW Ambulance experience would not seem to justify such a significant adjustment.

3.3 Medications Management Quarterly Update

The Advisory Board noted the Medications Management Quarterly Update and progression of the strategy. Ongoing updates will continue to be provided to the Advisory Board on a quarterly basis.

3.4 Strategic and Emerging Risks

The Advisory Board discussed changes to administration arrangements for the South Care Aeromedical Service and noted that the service will continue to be staffed by ACT staff.

The Advisory Board requested that the Risk Registers be updated to accurately reflect risks to the SOC relocation, Control Centre infrastructure and Internal Audit functions, then be referred to the Audit & Risk Committee.

The Advisory Board requested a cover paper highlighting new risks and changes to risk ratings be provided alongside the Strategic and Emerging Risk Registers at each meeting.

Actions: Risk Registers to be updated to accurately reflect risks related to the SOC relocation, Control Centre infrastructure and Internal Audit functions.

Revised Risk Registers to be considered by the Audit and Risk Committee.

A cover paper which provides a high-level overview of changes to risks to accompany the Risk Registers at each Advisory Board meeting.

4 Matters for Noting

4.1 2023/24 Service Agreement

The Advisory Board noted the 2023/24 Service Agreement.

4.2 Activity and Performance Update

The Advisory Board noted the Activity and Performance Report.

4.3 Efficiency Improvement Program

The Advisory Board noted the Efficiency Improvement Program Update.

4.4 SWIFT Update

The Advisory Board noted the SWIFT Update, including VCCC Program recovery strategies.

4.4 Committee Minutes

The Advisory Board noted the Committee Minutes.

5 General Business

It was noted that the Advisory Board Self Evaluation Survey will close on 10 November 2023.

NSW Ambulance Directors have been invited to a 'meet and greet' session with the Board at the December 2023 meeting.

Next meeting and close

The next meeting will be held at the new NSW Ambulance State Operations Centre, Homebush 9am, 13 December 2023.

The meeting closed at 11.57 a.m.

Approved as a true and accurate record of the meeting:



Greg Mullins
Advisory Board Chair

Date: 13/12/23