



Ambulance Service Advisory Board Minutes

9.00am, 9 August 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
 Walter Kmet, Advisory Board Member

Apologies: Dr Patricia Saccasan Whelan, Advisory Board Member

In Attendance: 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 and Committees

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

An apology from Dr Patricia Saccasan Whelan 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 14 June 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 a several stories highlighting the impact of the GoodSAM program on out-of-hospital cardiac arrest responses, and its potential to significantly improve patient outcomes. The pilot will be expanded to whole of NSW Health and other emergency services before a widespread public campaign next year.

2.2 Greta Bus Crash: Lessons Learned

The Advisory Board noted a briefing on the Greta bus crash of 11 June 2023, which highlighted how the whole of system response by NSW Health and emergency services, led by NSW Ambulance, resulted in the best possible outcome for all patients given the circumstances. The Advisory Board expressed its admiration and gratitude for the actions of all who were involved.

2.3 RAIR 2 Update

The Advisory Board noted an update on the RAIR 2, and that all locations are on track and that the program is tracking within budget.

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board noted the Chief Executive's Report, including the impact of continuing industrial action.

NSW Ambulance will be undertaking a world first out-of-hospital research trial involving training credentialled paramedics in out-of-hospital ECMO. In time, this is hoped to lead to a substantial improvement in cardiac arrest survival rates.

It was agreed that the Advisory Board will hold an informal meeting with Directors to increase visibility of the Advisory Board across the organisation.

Action: An informal meeting between the Advisory Board and Directors will be scheduled.

3.2 Finance Update

The Advisory Board noted the Finance Report full year results. The Advisory Board acknowledged input and assistance from the Ministry of Health Finance team, and thanked the NSW Ambulance Finance teams for their work in delivering 'back to back in black' results.

The Advisory Board noted the following as key success factors:

- Capable Executive Director Finance & Corporate Services
- Efficiencies through better systems (e.g. CREWS/Veritas)
- Good relationship with the Ministry of Health providing transparency and building confidence
- Teamwork – the Executive worked collaboratively towards the same goals
- A culture change, moving away from overtime being seen as the immediate solution
- SWEP – eliminating on-call and addressing fatigue which has led cost reductions
- Better integration with the wider Health system
- Focussing on what needed fixing and seeking an objective, external view when needed
- Tightened overall governance and project management processes, creating more a more resilient and adaptive approaches
- Budget bids now clearly articulate needs and benefits, rather than asking for more resources to do the same things
- Deeper understanding of the business which helps to focus efforts
- People are the largest cost and greatest resource, so focusing on people has led to great efficiency
- Improved community appreciation for NSW Ambulance, particularly off the back of COVID

Moving forward, having been able to demonstrate organisational efficiencies, there will be a focus on articulating the value and potential of NSW Ambulance clinical services.

3.3 Strategic and Emerging Risks

The Advisory Board noted potential risks associated with capital and recurrent budget allocations and/or cashflow.

Action: A 'deep dive' on NSW State Budget implications will be provided at the October 2023 Advisory Board meeting.

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 SWIFT Update

The Advisory Board noted the SWIFT Update, in particular that the Control Centre Reform program has moved to red status (off track). An Executive workshop was held to plan activities needed to bring the program back to amber status (at risk).

4.4 Committee Minutes

The Advisory Board noted the Committee Minutes.

Action: A copy of the Audit Plan will be provided to the Advisory Board, along with Audit Report recommendations.

A copy of the Clinical Governance Framework will be provided to the Advisory Board when finalised.

4.5 Corporate Governance Update

The Advisory Board noted the Corporate Governance Update.

5 General Business

Action: An update on Consumer Engagement and the Aboriginal Health Plan will be scheduled for the November 2023 Advisory Board meeting.

A spotlight on the Advisory Board will be included in a future edition of SIRENS.

An updated calendar of events will be provided to the Advisory Board.

Next meeting and close

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

The meeting closed at 12pm.

Approved as a true and accurate record of the meeting:



Lyn Baker
A/Advisory Board Chair

13.9.23.