



## Ambulance Service Advisory Board Minutes

8 February 2023

Ministry of Health, 1 Reserve Road, St Leonards and Microsoft Teams

Present: Greg Mullins, Advisory Board Chair  
Alfa D'Amato, Advisory Board Member  
Arthur Diakos, Advisory Board Member  
David Owens, Advisory Board Member  
Lyn Baker, Advisory Board Member  
Dr Patricia Saccasan Whelan, Advisory Board Member  
Dr Dominic Morgan, Advisory Board Member and Chief Executive  
Amanda Soliman, Executive Director People & Culture  
Brian Jackson, Executive Director Finance & Corporate Services  
Clare Lorenzen, Executive Director Strategic Implementation  
David Dutton, Executive Director Clinical Operations

Apologies: Graeme Loy, Advisory Board Member  
Walter Kmet, Advisory Board Member  
Julie Babineau, Advisory Board Member

In Attendance: Ryan Gilchrist, Director, Office of the Chief Executive  
Amanda Walsh, A/Senior Manager Executive Strategy and Priorities  
Tony Gately, Director Aeromedical and Special Operations  
Stephen Alexander, Director Control Centres *Item 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 Cammeraygal 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**

Apologies from Julie Babineau, Graeme Loy and Walter Kmet 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 14 December 2022 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 the patient experience story and the benefits of good mental health referral pathways. NSW Ambulance will be presenting at the NSW Health Senior Executive Forum to gain further interest in increasing the number of referral pathways across the system.

***Action:** An update to be provided to the Board on plans to extend the mental health referral pathway program.*

### **2.2 RAIR 2 Update**

The Advisory Board noted the progress on the RAIR 2 Program, in particular that the first 144 SWIFT staff will be allocated to five locations which cross over with the SWIFT program.

It was further noted that Fairy Meadow station is being built in collaboration with University of Wollongong students aiming to create a carbon-neutral design which will inform the template for the 30 SWIFT locations.

### **2.3 Year In Review**

The Advisory Board noted the 2021-22 Year in Review publication and the significant volume of work achieved over the year.

### **2.4 Staff Attrition in Control Centres**

The Advisory Board noted the paper and thanked the team for the comprehensive report on this crucial issue and the direct effect on patient outcomes and experience.

## **3 Matters for Discussion**

### **3.1 Chief Executive Report**

The Advisory Board noted the Chief Executive's Report, in particular that the Frontline Clinical Leadership Review is underway with largely positive feedback so far. It was noted that New Zealand, Victoria and Tasmanian ambulance services are carrying out similar reviews.

### **3.2 Finance Update**

The Advisory Board noted the Finance update. As at the end of January 2023, most SWIFT expense reimbursements have been received.

It was noted that COVID funding ceased at 31 December 2022 however there is some assistance for cleaning and personal protection equipment (PPE) expenditure through to 30 June 2023. COVID workers compensation claims are forecast to continue to increase as the new paramedics come on board. The organisation is closely monitoring the severity of those claims as mental health claims may also increase. It was noted that increased PPE and cleaning is the 'new normal' and these on costs should be included as part of a cost of a new position.

Work is continuing to increase revenues and there has been a noticeable reduction in overtime as the new SWIFT recruits are starting to come online.

A Budget and Capital Funding Update will be provided at the May 2023 meeting.

### **3.3 Strategic and Emerging Risks**

The Advisory Board noted that the NSW State election is approaching and that a new Minister for Health will be appointed, regardless of the election result. It was noted that the Director Medical Services has listed as an independent candidate for election and is on leave for the campaign period. Dr Tomas Evens is A/Director Medical Services in the meantime.

Station bushfire plans were discussed and it was noted that each station revisits its bushfire plan on an annual basis.



A Risk Workshop has been scheduled to immediately follow the March 2023 Advisory Board meeting. All Members were encouraged to attend in person.

#### **3.4 Advisory Board Self-Evaluation Results**

This item was held over for an 'in camera' discussion following the meeting.

#### **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**

There was no general business.

#### **Next meeting and close**

The next meeting will include a Risk Workshop and will be held at the new NSW Ambulance State Operations Centre, Homebush 9am, 20 March 2023.

The meeting closed at 11.06am.

Approved as a true and accurate record of the meeting:



Greg Mullins AO, AFSM  
Advisory Board Chair

Date: