

AMBULANCE SERVICES

1. Please advise:

- a. what is the estimated cost of the Paramedic Work Value Case in 2016-17, 2017-18 and 2018-19
- b. what the cost to the budget was in 2015-16.

(Pages 5-6, 10-11 of the Ambulance Services portfolio transcript)

I have previously advised that the cost to the budget in 2015-16 is approximately \$54 million.

The cost for the out years (2016-17, 2017-18 & 2018-19) have not been included in the Department of Health and Human Services 2016-17 budget and will be provided to the department as a budget variation after the costs have been reviewed by the Department of Treasury and Finance and approved by government.

2. Please provide further details on the new rotary contract mentioned in the visual presentation.

(Page 9 of the Ambulance Services portfolio transcript)

In 2013, Ambulance Victoria and Health Purchasing Victoria commenced a procurement process for the provision of all helicopters from 2015-16 to 2025-26. After extensive evaluation Australian Helicopters was awarded the new ten-year contract at an estimated value of \$550 million.

The contract cost will be met by a combination of state government funding and contributions from third party payers, such as Department of Veterans Affairs and the Transport Accident Commission.

As indicated in BP3 (page 82) in 2016-17 the Government's share of increased costs for emergency helicopter services is \$2.705 million.

Australian Helicopters has been operating the new Agusta Westland AW-139 twin engine helicopters for Ambulance Victoria since January 2016. This includes the outsourcing of the aircraft, aircraft maintenance and pilot services, with the clinical care provided by Ambulance Victoria's Mobile Intensive Care flight paramedics.

The new helicopters will have the latest in avionic technology, are faster, bigger and can travel longer distances without refuelling. Further, the new fleet includes state of the art aeromedical equipment and safety features, ensuring a world class emergency aeromedical response, patient care and recovery from remote and difficult environments.

3. In relation to response times, the Corangamite LGA went from 41 per cent meeting the target a year ago to 32.4 per cent. Please indicate the reason for this decrease.

(Pages 7 and 10 of the Ambulance Services portfolio transcript)

Ambulance response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for services. Further, the caseload for the Shire of Corangamite is relatively low. Therefore any small change in case numbers or individual case response times can vary the data between reporting periods.

4. Please provide the Committee with the aggregate data from the People Matters survey, together with the Department's internal surveys, measuring workforce satisfaction, and particularly incidences of bullying.

(Page 11 of the Ambulance Services portfolio transcript)

2014 People Matters survey

The survey had a 34 per cent response rate with feedback from 1680 staff (see tables).

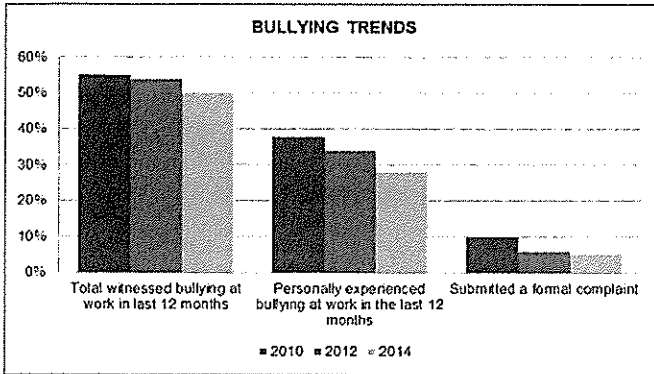
2015 Internal AV People and Culture survey

The survey resulted in Ambulance Victoria's highest recorded response rate of 48 per cent with feedback from 2440 staff.

The focus of the survey was to invite staff to provide feedback about the impact of recent changes on: improving the work environment and what else Ambulance Victoria can do to achieve cultural and performance objectives. Feedback from the survey is informing a continuous improvement approach by the Executive applied to safety, wellbeing and engagement (see tables).

2016 People Matters Survey

Currently being undertaken.



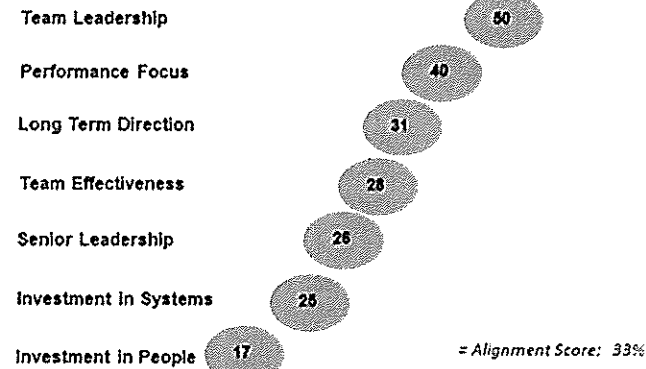
HEALTH AND WELLBEING ITEMS	2014 RESULTS % AGREEMENT
In my workgroup we actively promote safety, wellbeing for each other and ourselves	89%
In my workgroup, personal safety and wellbeing is equally as important as patient safety	86%
My manager promotes wellbeing and a safe working environment within our workgroup	80%
I am encouraged to report health and safety incidents and injuries	82%

- Definition of bullying can be broadly interpreted
- Positive trends are identified
- Employee engagement varies according to employee perceptions of their workplace or circumstances experienced
- Employees who responded as having personally experienced bullying at work have an engagement index of 32% compared to an index of 54% for employees who did not experience bullying.
- 55% of respondents agreed that bullying is not tolerated in AV
- Interpretation and definition of health and wellbeing may differ and exclude bullying based on the positive results from the AV custom questions

Results from 2015 Internal AV People and Culture survey

HOW OUR SYSTEMS, PROCESSES, LEADERS SUPPORT YOU IN ACHIEVING OUR GOALS & DELIVER OUR SERVICE

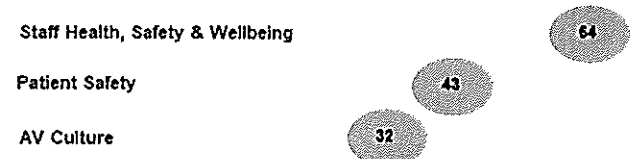
Based on 2,440 responses



HOW POSITIVELY YOU THINK & FEEL ABOUT AV



HOW AV IS PROGRESSING IN KEY PRIORITY AREAS



HIGHLIGHTS

- AV is committed to employee health, safety and wellbeing
- AV is committed to innovation and industry best practice
- AV's patient care is of a high standard
- Our people feel connected and proud to be working at AV.

OPPORTUNITIES

- Improve communications about AV's future direction, organisational changes and how we are performing
- Invest more in staff - recruitment & selection, promotions, development, career opportunities, performance management and recognition
- Create a more positive culture of civility and respect and processes for managing concerns of inappropriate behaviours
- Build on training provided to new and existing staff to deliver patient care.

ACTIONS TO RESPOND TO YOUR FEEDBACK

- Organisational level actions to improve systems, processes and leadership practices and better support staff in their day-to-day work delivering our service.
- Leader-led local actions to improve issues in local teams.