

Questions taken on notice and further information agreed to be supplied at the hearings

Portfolio:	Ambulance Services
Witness:	Associate Professor Walker
Committee member:	Mr Riordan – asked the question
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Relevant text

1. Is there a record of how often non-emergency crews are dispatched compared to emergency ambulances?

Answer

When a '000' call is received, the call-taker follows a stringent process to determine the patient's medical condition and response priority, based on the information provided. Those calls that do not require an immediate emergency ambulance response are further triaged by a paramedic or qualified nurse. Ambulance Victoria's triage processes aim to ensure that non-emergency patient transport staff are only dispatched to cases that are deemed clinically appropriate and within their scope of practice, and when it has been assessed that occupational health and safety and occupational violence risks are minimised.

In 2017-18 patient transport services responded to 45,685 '000' cases where the patient was assessed as being low acuity by a registered paramedic or registered nurse. This is approximately 6.6% of all '000' cases.

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2. Could you give an estimate of the amount of work that the Non-Emergency Patient Transport (NEPT) crews do, that would have an impact on reducing response times for Ambulance Victoria?

Answer

In 2017-18, Non-Emergency Patient Transport (NEPT) services responded to 45,685 '000' cases.

Having patient transport services respond to low-acuity '000' cases increases Ambulance Victoria's emergency resource availability to respond to time-critical patients, resulting in improved response times and better patient outcomes.

Latest data show more Victorians than ever are getting the world-class care they need in a life-threatening medical emergency, with 84.2 per cent of ambulances arriving within the benchmark 15 minutes in Quarter 3 – compared with 73.2 per cent arriving within 15 minutes at the same time in 2014.

Public Accounts and Estimates Committee | Inquiry into the 2019-20 Budget Estimates

Portfolio:	Ambulance Services
Witness:	Minister Mikakos
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Relevant text

3. How many [NEPT providers] have not been renewed?

Answer

All of Ambulance Victoria's six existing contractors were awarded new contracts to commence in July 2019. One new contractor was added, bringing the total to seven contractors.

Public Accounts and Estimates Committee | Inquiry into the 2019-20 Budget Estimates

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4. Have there been requests by union representatives or others to stall that process or to halt that process?

Answer

Ambulance Victoria have been actively working with stakeholders, including the union, on this matter, and the investigation continues. There have been no requests by union representatives or others to stall or halt that process.