



Ambulance Service Advisory Board

Minutes

9.00am, 15 May 2024

NSW Ambulance State Operations Centre, 10 Dawn Fraser Avenue, Olympic Park

Present: Greg Mullins, Advisory Board Chair
Arthur Diakos, Advisory Board Member
Dave Owens, Advisory Board Member
Lyn Baker, Advisory Board Member
Dr Patricia Saccasan Whelan, Advisory Board Member
Walter Kmet, Advisory Board Member
David Dutton, A/Chief Executive

Apologies: Alfa D'Amato, Advisory Board Member
Dr Dominic Morgan, Advisory Board Member and Chief Executive
Graeme Loy, Advisory Board Member
Julie Babineau, Advisory Board Member

In Attendance: Amanda Soliman, Executive Director, People & Culture
Peter Elliott, A/Executive Director Finance & Corporate Services
Dr Sarah Coombes, Executive Director Aeromedical Operations
Alan Morrison, Associate Director, Professional Engagement and Partnerships
Ryan Gilchrist, Director, Office of the Chief Executive
Alan Gould, A/Associate Director, Executive Strategy and Priorities, Office of the Chief Executive
Barbara Mijacika, A/Executive Officer Boards and Committees
Candice Andrews, Senior Manager, Good SAM Implementation (*Item 2.2 only*)
Monika Sitkowski, Project Officer, GoodSAM (*Item 2.2 only*)
Nirav Bajoria, A/Director, Finance (*Item 3.5 only*)

1. Opening and Attendance

1.1 Welcome and Acknowledgement of Country

A quorum was present and the meeting opened at 9.00am.

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 and also to any Aboriginal or Torres Strait Islander people present.

1.2 Apologies

Apologies from Alfa D'Amato, Dr Dominic Morgan, Graeme Loy and Julie Babineau 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 17 April 2024 were approved as a true record of the meeting.

1.4.2 Actions Register

Updates to the Actions Register were noted, items #88 and #125 were closed and included in the papers.

2 Presentations

2.1 Patient Experience Story

The Advisory Board noted the patient story highlighting how a GoodSAM responder accepted an alert to attend to the location of someone in cardiac arrest. The GoodSAM responder was able to provide effective pre-ambulance cardiopulmonary resuscitation, including the retrieval and use of an automated external defibrillator (AED). The early activation resulted in a positive patient outcome. The Advisory Board were updated on the support services provided to the responder and how the positive experience has resulted in peers joining the GoodSAM community.

2.2 GoodSAM Update

The Advisory Board were provided an evaluation report of the GoodSAM project. The emphasis on providing a positive GoodSAM responder user experience through engagement, support and feedback has enabled the project team to continuously improve the platform. The Advisory Board expressed support for the transition of the project to an established function within NSW Ambulance, and acknowledged the excellent work of all staff involved.

2.3 Strategic Plan Update

The Advisory Board noted the Strategic Plan Update. The Advisory Board recommended capturing the risks associated with off-track strategies, actions required to recover “off-track” strategies, operating environment and external factors influencing delivery of strategic objectives which will be provided to the Advisory Board in November 2024.

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board noted the Chief Executive Report, which included a status update on the ongoing performance audit conducted by the Audit Office of NSW and the relocation of all Rozelle corporate staff to the State Operations Centre. Management also provided a further update on the industrial relations landscape following questions from the Advisory Board on the current environment.

3.2 Clinical Capability, Safety and Quality Report

The Advisory Board noted the Clinical Capability, Safety and Quality Report.

3.3 Clinical Governance Overview

The Advisory Board noted the Clinical Governance Overview including how the Clinical Practice Committee has evolved into an established, evidence-based group that is improving clinical decision making through evolving clinical practice. The diversity of the membership encourages robust discussions from a range of perspectives.

3.4 Corporate Governance Framework

The Advisory Board noted the Corporate Governance Framework (Framework). The Advisory Board requested further clarification on the structure outlined in the Framework.

Action: Confirm whether the Finance Committee is a standing committee of the Ambulance Service Advisory Board.

Action: Amend the Governing Committee Structure in the Corporate Governance Framework to reflect reporting lines to the Health Secretary and any clarification required to the reporting line for the Finance Committee.

3.5 Finance Update

The Advisory Board noted the Finance Update and recent budgetary supplementations secured. The Advisory Board were advised that NSW Ambulance is working towards an on-budget result for the financial year.

3.6 Strategic and Emerging Risks

The Advisory Board noted the Strategic and Emerging Risks. The Advisory Board were updated that no new strategic risks have been identified and that the cyclical risk review is underway. The Advisory Board suggesting NSW Ambulance reformatting the risk register to improve clarity in reporting and useability.

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 Report.

4.3 SWIFT Update

The Advisory Board noted the SWIFT Update.

4.4 Committee Minutes

The Advisory Board noted the Committee Minutes including Mr. Jason Bendall's departure and acknowledged his contribution to NSW Ambulance.

5 General Business

The Advisory Board discussed the public response following an overseas law enforcement agency altering its approach to responding to concern for welfare and mental health emergencies. The Advisory Board received an update on how NSW Ambulance collaborate with NSW Health and NSW Police regarding coordinated responses to mental health emergencies.

The Advisory Board also noted that presentations from NSW Ambulance staff are beneficial and well received.

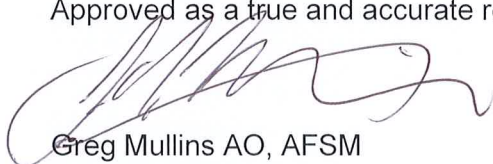
The Advisory Board discussed the staggering of Advisory Board member terms to ensure continuity of members.

Next meeting and close

The next meeting will be held at the new NSW Ambulance State Operations Centre, Homebush at 9am, 19 June 2024.

The meeting closed at 11.36am and was followed by an in-camera session.

Approved as a true and accurate record of the meeting:



Greg Mullins AO, AFSM
Advisory Board Chair

Date: 19/6/24.