

Public Accounts and Estimates Committee
Inquiry into the 2025-26 Budget Estimates

QUESTIONS ON NOTICE

Portfolio: Ambulance Services

Hearing: 10:50am Tuesday 10 June 2025

Witnesses

Mary-Anne Thomas MP, Minister for
Ambulance Services;

Jenny Atta, Secretary, Department of Health,
and

Naomi Bromley, Acting Deputy Secretary,
Hospitals and Health Services, Department of
Health; and

Andrew Crisp, Interim Chief Executive Officer,

Anthony Carlyon, Executive Director, Specialist
Operations and Coordination, and

Danielle North, Executive Director, Regional
Operations, Ambulance Victoria.

Legend

All questions are in **red text**.

The responses to the questions, including source details **black text**.

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QUESTION: Richard WELCH: I am not interested in obfuscation. Secretary, the figures on response times are going up, which indicates the community is not safe. On page 66 of the performance statement it says 100 per cent of category 1s are being treated on time but for all other categories it is only 71 per cent. Regarding that 71 per cent, how do you arrive at that figure and how is it audited?

Mary-Anne THOMAS: Okay, as you said, category 1 – you are referring now to patients arriving at emergency departments. Is that correct, Mr Welch?

Richard WELCH: I am.

Mary-Anne THOMAS: Okay. Thank you. Category 1 patients presenting to an emergency department are all seen immediately. Of course this ensures that –

Richard WELCH: I am asking about the 71 per cent who are not.

Mary-Anne THOMAS: the patients who are the sickest and most gravely injured are seen immediately.

Richard WELCH: The public want to know this, Minister.

Mary-Anne THOMAS: When it comes to treating patients that are triaged at category 2, 3, 4 or 5, then we are obviously working to improve the time at which we get to treat those people.

Richard WELCH: How is that audited?

Mary-Anne THOMAS: Our health service systems have a range of ways in which they report performance to the department, and I am not –

Richard WELCH: That is a very vague answer. Maybe the Secretary or a department member can answer for you.

Mary-Anne THOMAS: Again, our health services report a lot of data –

Richard WELCH: How do you audit it?

Mary-Anne THOMAS: to the health department, and that data is made available through VAHI. But I might ask Deputy Secretary Bromley.

Naomi BROMLEY: Are you asking how the –

Richard WELCH: The 71 per cent that are not met: how do you validate those figures? How do you audit those figures? How are they reported?

Naomi BROMLEY: Sure. With all the data that is reported from the health services through to the department, every dataset will have a pretty significant audit process, validation process. It often takes several weeks, and that is completed by our e-health division, or VAHI, as it used to be called.

Richard WELCH: Would we be able to receive a copy of that, please?

Naomi BROMLEY: Of the validation protocols?

Richard WELCH: And the audit.

Naomi BROMLEY: I can definitely see what we have available. Some of it might be on the website, but we can see what we have available.

SOURCE: Department Performance Statement Page 66

COMMITTEE MEMBER ASKING QUESTION: Richard Welch

HEARING DATE & TIME: 10:50am Tuesday 10 June 2025

Responsible Division/Agency: eHealth

RESPONSE

Answer:

The department uses a combination of input and output editing to maintain a high level of data quality. Data supplied by health services to the VEMD are subject to a number of input validation checks on submission.. Validation checks are described in Section 6 of the VEMD data manual (available at <https://www.health.vic.gov.au/data-reporting/victorian-emergency-minimum-dataset-vemd>). The

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department also monitors potential data integrity issues through its Health Data Integrity program, which uses regular monitoring and a risk-based, targeted audit approach to mitigate risks associated with reporting of inaccurate performance and activity data. More information is available at <https://www.health.vic.gov.au/data-reporting/health-data-quality>.

QUESTION: Richard WELCH: Secretary, what percentage of the MICA workforce is currently not working due to WorkCover claims or long service leave?

Jenny ATTA: I might defer to my colleague.

Mary-Anne THOMAS: The CEO of Ambulance Victoria is probably better placed to answer that.

Andrew CRISP: I am not sure I have actually got those figures available to me, but I might just ask Executive Director Danielle North if she has got those.

Danielle NORTH: The question was in relation to the number of MICA workforce?

Richard WELCH: Yes, on WorkCover or on long service leave.

Danielle NORTH: I would have to take that specific question on notice, but I can talk to the total number of MICA workforce if that is helpful.

Richard WELCH: Thank you. That is okay, I will take it on notice.

SOURCE: Transcript – page 6

COMMITTEE MEMBER ASKING QUESTION: Richard Welch

HEARING DATE & TIME: 10:50am Tuesday 10 June 2025

Responsible Division/Agency: HHS/AV

RESPONSE**Answer:**

Ambulance Victoria advise that in May 2025, 7% of MICA paramedics had a period of leave for either WorkCover or long service leave during that month.

Source Reference:

N/A