

Parliamentary Inquiry into Ambulance Victoria

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OFFICIAL



Department
of Health

Role of the Department of Health

The **Department of Health (DH)** enables, supports and oversees AV's role in the health system through responsibilities under the *Ambulance Services Act 1986*.



Advice on Act operations



Develop policy and plans



Fund, monitor and evaluate services



Arrange provision of education and training



Ensure safe and appropriate, patient centred care



Data collection and analysis

Oversight

- Governance
 - AV Board appointed by and accountable to the Minister
 - AV CEO and executive management report to the Board
- Statement of Priorities
- Performance Monitoring Framework

The AV executive team works with DH to ensure functions align with expectations and broader government direction

Driving system change

DH works with AV to design and deliver system improvements and innovations

Operational performance

DH, AV and health services continue to work in partnership to improve patient flow in hospitals. This is crucial to get paramedics back on the road as quickly as possible.

Improving transfer times



Standards for Safe and Timely Ambulance and Emergency Care for Victorians are driving a system-wide effort to improve patient flow and reduce ED pressure.

\$58.4 million to support targeted initiatives at hospital

Timely emergency care



The **Timely Emergency Care** program creates more capacity in our hospitals to improve the performance of EDs.

- reduce unnecessary admissions to hospital
- get patients who are admitted home sooner

Alternative care pathways



AV's **Secondary Triage Service** is preventing more than 14,000 unnecessary ambulance dispatches per month.

Victorian Virtual Emergency Department has seen over 500,000 patients and is expanding with **\$436 million** over four years for growth.

Workforce development

State Budget investments are supporting AV's workforce development initiatives:

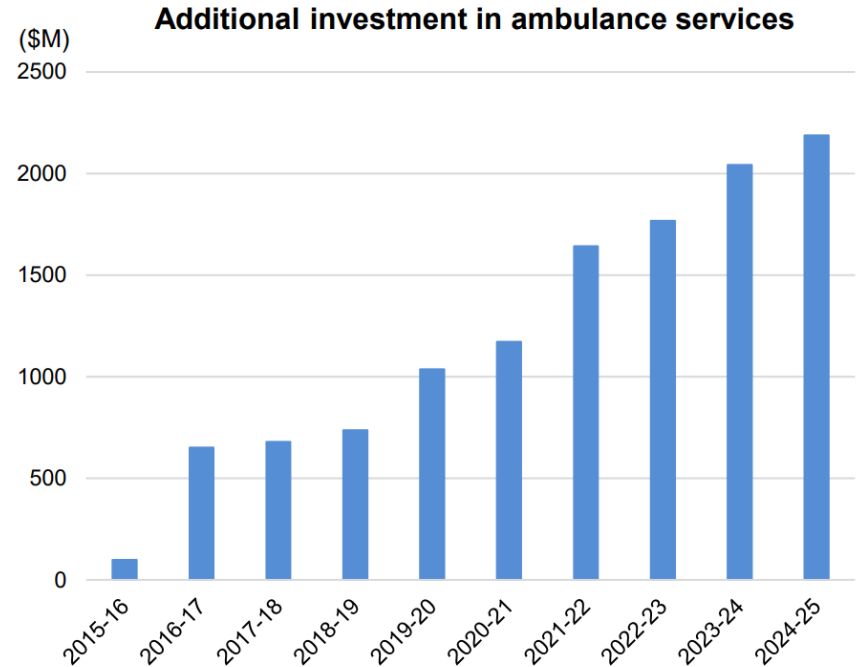
- \$10 million to establish Australia's first **Centre of Excellence for Paramedicine**, in partnership with Victoria University
- \$20.1 million to establish new **Paramedic Practitioner** roles
- \$15.8 million to train an additional **40 MICA paramedics** to respond to the highest priority patients in the community
- \$84.2 million for **rural ambulance services** to maintain 106 paramedic FTE and ambulance resources at 23 locations across rural and regional Victoria.



Finances

AV has been working closely with the Department of Health to **support the organisation's finances**.

This work is helping to ensure AV can meet its agreed Statement of Priorities operating result and **provide a sustainable base going into 2025-26**.



Thank you



Department
of Health