

JACS 12-26-06-2014



**LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY**

SELECT COMMITTEE ON ESTIMATES 2014-2015
Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),
Giulia Jones MLA, Yvette Berry MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Mr Brendan Smyth MLA on 26 June 2014 : Mr Simon Corbell MLA took on notice the following question(s):

[Ref: Hansard Transcript [26 June 2014] [PAGE 83]]

In relation to: ACTAS Review
(JACS #12)

Mr Corbell: Yes, so those review—sorry, I will just find my relevant papers(?). A reviewer has been appointed to commence this review. The reviewer is a firm called O2C, a Canberra-based company specialising in building resilience within organisations. There has been extended discussion with the Transport Workers Union and the union representing our intensive care ambulance paramedics on the terms of the review and a suitable reviewer. The terms have now been agreed and the reviewer has commenced work.

THE CHAIR: All right. Can the committee have a copy of the terms of reference for the review?

Mr Corbell: I am happy to make those terms available.

Mr Simon Corbell MLA: The answer to the Member's question is as follows:—

The Terms of Reference for the review of organisational culture in the ACT Ambulance Service are attached for the Committee's reference.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature:

7.7.14

Date:

By the [Minister for Police and Emergency Services, Mr Simon Corbell MLA

INSTRUCTIONS FOR ANSWERING QUESTIONS TAKEN ON NOTICE (QTON):

1. Answers to QTONs should be lodged in signed hard copy (not emailed) to the Committee Support office within **5 working days of the hearing day when the question was taken on notice**. Day 1 is the first working day after the day of the hearing in which the question is taken on notice. *Example: If the question is taken on notice on Monday, the answer should be submitted by close of business the following Monday (even if the hearings for the portfolio stretch across several days).*
2. Where an answer provides a referral to sources of information in published documents, the answer should include the name of the document, the author and / or agency publishing the document, page number/s, and a hyperlink to the document, if applicable.



ACT
Government



Terms of Reference ACT Ambulance Service Review of Organisational Culture - 2014

Ensuring high quality and timely pre-hospital care to every emergency is dependent on a capable and responsive ambulance service capability. This capability consists of both a skilled and professional workforce able to respond to increasing community expectation and infrastructure which supports service delivery. Over successive budget years since 2007 the Government has invested in the capability of ACT Ambulance Services (ACTAS) to ensure that escalating demand is managed through enhanced workforce capacity; revised organizational structures and sound clinical governance arrangements. The extent of investment by the Government in ambulance services over the preceding five budgets represents a significant commitment by Government to improving pre-hospital care to the ACT community.

The results of the investment have seen significant growth in staffing numbers and new classifications, professional recognition of Intensive Care Paramedics (ICPs) and organisational reform through changes in structure, governance, systems and processes. To ensure that the ACTAS organisational culture remains resilient and able to support ongoing future demand, a research project to identify and make recommendations on the optimal cultural attributes for an ambulance service will be progressed.

The aim of the project will be to evaluate current organisational behavior and define action to embed within ACTAS the ACTPS signature behaviors and principles of professionalism flowing from work value of ICPs. The project will include a literature review of ambulance industry culture from both Australia and overseas identifying cultural attributes of progressive ambulance organisations.

Flowing from the literature review, the research project should make observations on how the current organisation culture of ACTAS benchmarks against the inherent cultural features of the ambulance industry. The observations should include consideration of the influence of current organisational arrangements such as: supervision and management; employee accountabilities and responsibilities; recruitment, training and retention; work safety systems and clinical oversight, on shaping and promoting a progressive and resilient organisational culture.

This evaluation should include consideration of existing available data (e.g. staff survey results / ROGS) and information gathered through interviews with key personnel or by confidential submission.

The outcomes of this evaluation should identify current gaps and make recommendations on the future characteristics of a professional organisation and strategies for positioning the organisation to meet community and service delivery expectations of the future.

The research and evaluations tasks should be provided to the ACT Emergency Services Agency Commissioner by 31 August 2014.