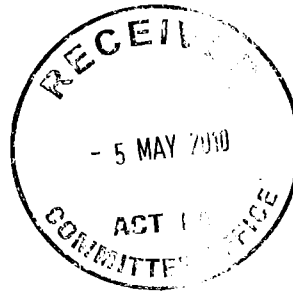


20 Batchelor Street
Torrens ACT 2607

Ms Caroline Le Couteur MLA
Chair
Standing Committee on Public Accounts
Legislative Assembly Building
London Circuit
CANBERRA ACT 2600



Dear Madam Chair,

RE: Auditor Generals Report 4/2009. Delivery of ambulance services to the ACT community

I refer to the Proof Transcript of Evidence dated Monday 29 March 2010 and wish to advise of an error in evidence stated by me.

At page 21 of the transcript, following a question from Mr Smyth, Mr Sweaney made reference to the (ACTAS) clinical advisory committee. In reply to Mr Smyth, Mr Sweaney asked me how long has the tenure of the membership of that committee been in place.

My statement "It is at least a decade" is incorrect.

It has since been brought to my attention that changes to the membership of the clinical advisory committee last occurred in September 2009.

I now request you to kindly note my request to elaborate on the evidence tender before the Committee.

Yours Sincerely,

Stephen Mitchell

4 May 2010

Authorised for Publication

11.5.10

Authorised for publication

27.4.10

STANDING COMMITTEE ON PUBLIC ACCOUNTS

(Reference: Auditor-General's report No 4 of 2009:
Delivery of ambulance services to the ACT community)

PROOF TRANSCRIPT OF EVIDENCE

CANBERRA

MONDAY, 29 MARCH 2010



Corrections, Stephen Mitchell

1. Page 16.

So we are doing more (cases), and we are doing more when we get to patients.

3. Page 21.

Mr Mitchell: It is at least a decade.

My statement is incorrect. Changes to the membership of Clinical Advisory Committee last occurred in September 2009.

6. Page 27.

Mr Sweaney: Again, I might ask Mr Mitchell, who has been with the service for 30 years (19 years), to talk about it.

Authorised for Publication

11.5.10



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS

**(Reference: Auditor-General's report No 4 of 2009:
Delivery of ambulance services to the ACT community)**

Members:

**MS C LE COUTEUR (The Chair)
MR B SMYTH (The Deputy Chair)
MR J HARGREAVES**

PROOF TRANSCRIPT OF EVIDENCE

CANBERRA

MONDAY, 29 MARCH 2010

This is a **PROOF TRANSCRIPT** that is subject to suggested corrections by members and witnesses. The **FINAL TRANSCRIPT** will replace this transcript within 20 working days from the hearing date, subject to the receipt of corrections from members and witnesses.

**Secretary to the committee:
Ms A Cullen (Ph: 6205 0142)**

By authority of the Legislative Assembly for the Australian Capital Territory

Submissions, answers to questions on notice and other documents relevant to this inquiry that have been authorised for publication by the committee may be obtained from the Committee Office of the Legislative Assembly (Ph: 6205 0127).

CHANGES FOR BEN SWEANEY

PROOF

MITCHELL, MR STEVE, Intensive Care Paramedic and TWU Delegate, ACT Ambulance Service

NEVILLE, MR DARREN, Intensive Care Paramedic and TWU Delegate, ACT Ambulance Service

SWEANEY, MR BENJAMIN, Official, Transport Workers Union

THE CHAIR: We will resume our public hearing into the Auditor General's report No 4 of 2009: *Delivery of ambulance services to the ACT community*. Have all of you gentlemen seen the privilege card?

Mr Sweeney: We have.

THE CHAIR: You are happy to abide by it and you do not want me to read it to you?

Mr Sweeney: No, that is fine, thanks.

THE CHAIR: Before we proceed to questions, do you have an opening statement?

Mr Sweeney: We do. Thank you, Madam Chair, for the opportunity to appear before you and your colleagues on the committee this morning.

The critical 2009 ACT Auditor-General's report on the ACT Ambulance Service confirmed the need to increase resources to the ACTAS. The report verified what TWU members have said for many years—that is, supply has simply not kept pace with demand. Ambulance officers have lobbied successive governments over many years about the need to increase resources across the service to better meet community demand for ambulance services.

While the population and the demographics of the ACT have changed significantly over the past decade, the Ambulance Service has failed to keep pace. The 2009 Auditor-General's report highlighted the fact that the service lacks adequate resources to manage the pressures associated with running an ambulance service, concluding that the ACTAS delivers a complex range of services against growing demand and limited capacity. The ACTAS regularly runs at between 90 and 95 per cent of its operational capacity, meaning that there is no surge capacity in the system. When a large-scale incident occurs, such as the recent very well publicised quadruple fatality, there are simply ~~no~~ resources to attend other calls for emergency assistance.

limited:

The Auditor-General's report made significant recommendations, including the strengthening of quality assurance procedures and the need for transparent reporting of clinical governance management. Our members are pleased that since the 2009 report, the department has commenced addressing many of the issues raised by the auditor. While the minister and the department have taken a hands-on approach in implementing strategies to address the report's recommendations, more work is required. The 2009 report acknowledged the complex and high-pressure work environment of ambulance officers and observed that our members conduct themselves in a professional and dedicated manner—something the minister has long recognised, illustrated by his department's participation in the professional officer case. The report, in combination with efforts undertaken by TWU delegates, has informed considerable work in the service to improve administrative capability and