



Standing Committee on Justice and Community Safety

Inquiry into Annual and Financial Reports 2020-2021
ANSWER TO QUESTION TAKEN ON NOTICE
23 February 2022

Asked by Mr Peter Cain MLA on 23 February 2022: Minister Gentleman took on notice the following question(s):

[Ref: Hansard Proof Transcript [DATE: 23 February 2022] [PAGE 87]]

In relation to:

Ambulance Response Times - page 88 and 210 of JACS Annual Report

THE CHAIR: Thank you. As we are not taking opening statements, I will move to questions.

So I will stop here. I would also like to welcome Mr Milligan MLA in his shadow capacity, and just a reminder, Mr Milligan, two supplementaries per substantive from your end, but, of course, you are able to ask supplementaries through the afternoon.

So I have a question about ambulance service delivery of the responses to incidents referenced on page 88 and 210. So how many priority 1 came in under 10 minutes?

Mr Gentleman: Thank you very much for the question, Chair, and I think we are just still waiting for ESA and ACTAS to come onto the call, but whilst we are waiting for them, I might just talk about a little bit of the work that ACTAS has been doing.

So in the most recent budget, of course, the government announced that ACTAS will receive further investments to boost its capability to respond to emergencies and support our growing city well into the future, and you have seen, of course, government making those budget assistance grants to— well, not grants, but budget work into ACTAS over many years, improving the way that ACTAS can operate and keeping those levels of responses down.

We will just have a look and see whether they are back on the call yet.

THE CHAIR: Look, okay. Well, in that case, I will let that be a question taken on notice, as will be a couple of supplementaries. What was the quickest response and what was the longest and why, so that is my substantive opportunity. I move to Dr Paterson.

Minister Steel: The answer to the Member's question is as follows:–

- 1) For the 2020-21 financial year, 10,709 Priority 1 incidents came in under ten minutes. This represents approximately 57% of all Priority 1 incidents.
- 2) For the 2020-21 financial year, ACT Ambulance Service records show that the quickest Priority 1 response time was 0 minutes. On these occasions the ambulance crew were present when the incident or request for assistance occurred.

In relation to the longest Priority 1 response time, ACT Ambulance Service records show that some incidents took several hours. However, on further investigation these have been identified as coding inaccuracy i.e. paramedics arrived on scene but the system did not immediately record their arrival.

The longest Priority 1 response time that did not involve a coding inaccuracy has been identified at 35 minutes. The reason for the longer response times is generally due to the availability of resources during times of increased demand, noting that triaging is not only used to determine a Priority category, but is also used to determine the dispatch order within a Priority category.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:



Date: 10 | 3 | 22

By the A/g Minister for Police and Emergency Services, Mr Chris Steel