



Department of Community Safety Queensland Ambulance Service Divisional Plan 2009-2013

Our Objective: To provide ambulance services to meet the needs of the community with a timely response

1: Focus on front-line service delivery

- 1.1 Implement and monitor key demand management strategies including Secondary Triage and Referral (START) and the new Queensland Health Authorised Transport (QHAT) agreement
- 1.2 Optimise service delivery through the Emergency Services Computer Aided Dispatch platform and supporting technologies
- 1.3 Ensure the Queensland Ambulance Service recruitment strategies meet operational service delivery needs across Queensland
- 1.4 Consolidate and implement a range of strategies to ensure flexible workforce management and training, and flexible models of service delivery
- 1.5 Enhance Leadership, management and clinical supervision and mentoring
- 1.6 Standardise clinical audit and review processes and ensure data is available in a timely manner
- 1.7 Implement the Queensland Ambulance Service Communications Blueprint

2: Strengthen community safety, capability and resilience

- 2.1 Further develop our Local Ambulance Committee community partnership as an important community interface
- 2.2 Engage with Indigenous as well as culturally and linguistically diverse communities to develop culturally appropriate service delivery models
- 2.3 Continue to build strategic partnerships across all stakeholder groups

3: Support volunteer organisations

- 3.1 Implement initiatives as identified in the Department's Volunteer Management Strategy 2009-2013
- 3.2 Develop Local Ambulance Committee communication strategy

4: Build organisational capability and resilience

- 4.1 Enhance and consolidate new structures which provide improved supervision and management
- 4.2 Monitor organisational performance and reporting to improve front line service delivery
- 4.3 Ensure the maintenance of the staff health and wellbeing framework
- 4.4 Ensure operational policy is responsive to the contemporary needs of a modern ambulance service
- 4.5 Develop and implement a Leadership Capability Framework to support strategic and cultural change outcomes
- 4.6 Continue to model and respond to future demand through service planning and resourcing models
- 4.7 Develop an internal communication strategy (focussing on optimising our usage of technologies such as internet, intranet and operational systems)

Measuring our performance Performance indicators and service standards

- Number of urgent incident
- Number of non-urgent incidents
- Cardiac arrest survived event rate
- Time within which code1 incidents are attended.
- Level of patient satisfaction with ambulance response services

Principles to Guide Service Delivery

Patients – care provided enhances welfare, safety and treatment of patients

People – timely, efficient and effective ambulance response. Our own people are managed and treated well

Performance – operational & clinical service delivery monitored and ensuring adequate support provided to front line ambulance officers

Professionalism – driving a culture of quality service delivery and enhancement to ongoing skills and expertise of all QAS personnel

Process – an ethos to continually improve business processes