

Statement of Priorities

2022-23 Agreement between the Minister for Ambulance Services and
Ambulance Victoria

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Department
of Health

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The department proudly acknowledges Victoria's Aboriginal communities and their rich culture and pays respect to their Elders past and present.

We acknowledge Aboriginal people as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us.

We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

To receive this document in an accessible format, phone using the National Relay Service 13 36 77 if required, or [Commissioning and System Improvement; Accountability on](#) <Accountability@health.vic.gov.au>

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Available at [The Department of Health Statements of Priorities](#)

<<https://www.health.vic.gov.au/funding-performance-accountability/statements-of-priorities>>

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Background

Statement of Priorities are key accountability agreements between the Victorian State Government and Victorian publicly funded health, mental health and ambulance services. The content and process for preparation and agreement of the annual Statement of Priorities is consistent with sections 40G, 65ZFA, 65ZFB and section 26 of the *Health Services Act 1988*.

Statement of Priorities are consistent with the health services' strategic plans and aligned to government policy directions and priorities. For 2022-23, the Statement of Priorities also make reference to [The Department of Health Operational Plan 2022-23](http://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) (Operational Plan) www.health.vic.gov.au/department-of-health-operational-plan-2022-23. The annual agreements support the delivery of, or substantial progress towards the key shared objectives of quality and safety, good governance and leadership, access and timeliness, and financial sustainability.

The Statement of Priorities for Ambulance Victoria consists of three main parts:

- Part A provides the strategic priorities for the health service to achieve in the year ahead.
- Part B lists performance priorities and agreed targets.
- Part C lists funding and associated activity.

Performance expectations and mechanisms used by the Department of Health (the department) to monitor and manage performance are described in the *Victorian Health Service Performance Monitoring Framework 2022-23* (The Framework).

High standards of governance, transparency and accountability are essential. In this context, the Victorian Government commits to publish Statements of Priorities each year and present data on the performance of our health system in the public domain.

Strategic Priorities

The department delivers policies, programs and services that support and enhance the health and wellbeing of all Victorians.

The [Operational Plan](http://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) www.health.vic.gov.au/department-of-health-operational-plan-2022-23, contains the department's vision to create a future where Victorians are the healthiest people in the world, a Victoria where children and people thrive, where workplaces are productive and safe, and where communities are more connected.

The department's job is to support Victorians to stay healthy and safe; and to deliver a world-class healthcare system that ensures every single Victorian can access safe, quality care that leads to better health outcomes for all.

To fulfil these obligations, the department has developed seven strategic priorities in the Operational Plan, to shape the year's direction. Health services will contribute to the department's strategic priorities through signing and enacting the Statement of Priorities.

Government Commitments

The Budget includes a \$4.2 billion package to support our ongoing pandemic response with:

- \$522 million to support our hospitals to treat COVID-19
- \$1.1 billion to purchase and distribute free rapid antigen tests to schools, hospitals and Victorians with disability
- \$284 million for Personal Protective Equipment
- \$258 million to protect and vaccinate Victorians against COVID-19
- \$110 million for COVID-19 care pathways, including continuing our 28 general practitioner respiratory clinics.

In addition, a further \$1.5 billion is provided to deliver the *COVID Catch-up Plan* to enable record levels of surgical capacity and \$300 million for the Regional Health Infrastructure Fund to boost regional healthcare.

The budget supports healthcare workers by providing training and the extra pair of helping hands they need. Funding will train and hire up to 7,000 new healthcare workers across the sector, helping to relieve pressure on the system and improve care for all Victorians.

There is strong investment in ambulance services and workforce expansion including \$124.1 million to recruit new paramedics and enhance fleet management, rostering and support functions in order to meet growth in demand for ambulance services as well as establishing a second Mobile Stroke Unit to improve access to pre-hospital stroke treatment.

Part A: Department of Health Operational Plan

The Statement of Priorities are aligned with the *Department of Health Operational Plan 2022-23*.¹ Ambulance Victoria will contribute to the Operational Plan by agreeing to the following priorities:

Keep people healthy and safe in the community:

Maintain COVID-19 readiness

- Maintain a robust COVID-19 readiness and response, working with the department to ensure effective responses to changes in demand and community pandemic orders. This includes, but is not limited to, participation in the COVID-19 Streaming Model, the Health Service Winter Response framework.

Care closer to home:

Delivering more care in the home or virtually

- Support the provision of home-based or virtual care, where appropriate and preferred, by the patient, including via the Victorian Virtual Emergency Department.

Keep improving care:

Improve quality and safety of care

- Continue to foster positive patient outcomes by delivering high quality and safe services, providing positive consumer and carer experiences, and embedding a culture of learning and improvement.

Improvement initiatives

- Implement and evaluate improvement initiatives that support Victorians to access care that is responsive to their needs, improves the delivery of ambulance services and meets the emergency health care needs of Victorians.

Support Victorians to enjoy good mental health and wellbeing

- Continue to work with the department and other partners on mental health reforms and initiatives, arising from the Royal Commission into Victoria's Mental Health System, including the development of health-led responses to mental health crises.

Climate change commitments

- Contribute to enhancing health system resilience by improving the environmental sustainability, including identifying and implementing projects and/or processes that will contribute to committed emissions reduction targets through reducing or avoiding carbon emissions and/or implementing initiatives that will help the health system to adapt to the impacts of climate change.

Asset maintenance and management

- Improve ambulance service and Department Asset Management Accountability Framework compliance by collaborating with Health Infrastructure to develop policy and processes to review the effectiveness of asset maintenance and its impact on service delivery.

¹ [Department of Health Operational Plan 2022-23](https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23) <<https://www.health.vic.gov.au/department-of-health-operational-plan-2022-23>>

Improve Aboriginal health and wellbeing:

Supporting Aboriginal Cultural Safety

- Strengthen Ambulance Victoria's commitment to Aboriginal Victorians by addressing the gap in health outcomes through the delivery of culturally safe and responsive health care.
- Implement strategies and processes to actively increase Aboriginal employment, identify Aboriginal people accessing health care, address variances in health care, and provide equitable access to a culturally safe healthcare environment.
- Establish and maintain collaborative partnerships with Aboriginal Community Controlled Health Organisations to deliver responsive health care.

Moving from competition to collaboration:

Working in partnership to provide a connected health system for Victorians

- Continue to work collaboratively with the department, health service providers, and related stakeholders, to ensure Victorians can access a connected health system that is responsive to their needs.

Improve timely access to emergency departments

- Work with Safer Care Victoria to develop standards that reflect the need for health services and Ambulance Victoria to work together to improve emergency care. Work will continue in parallel to the continued improvement initiatives and its interface with health service emergency departments.

A stronger workforce:

Improve workforce wellbeing

- Participate in the Occupational Violence and Aggression (OVA) training that will be implemented across the sector in 2022-23.
- Support the implementation of the Strengthening Hospital Responses to Family Violence (SHRFV) initiative deliverables including health service alignment to MARAM, the Family Violence Multi-Agency Risk Assessment and Management framework.
- Prioritise wellbeing of healthcare workers and implement local strategies to address key issues.

A Safe, Fair and Inclusive AV

- Progress implementation of the recommendations from the Victorian Equal Opportunity and Human Rights Commission's independent review into Workplace Equality in Ambulance Victoria to achieve a safe, fair and inclusive ambulance service for all staff and volunteers and create a positive workplace culture.
- Develop Key Performance Indicators that align with the Commission's 'Outcomes Framework' and focus on workplace health, safety and wellbeing and the need to create a positive workplace culture. The new measures to be included in the 2023-24 'Statement of Priorities' Performance Priorities.

Part B: Performance Priorities

The *Victorian Health Services Performance Monitoring Framework* outlines the Government's approach to overseeing the performance of Victorian health services. Changes to the key performance measures in 2022-23 strengthen the focus on high quality and safe care and cultural safety.

The Department of Health and Ambulance Victoria will continue to work together to ensure the most appropriate Key Performance Indicators that best reflect the priorities of the Victorian Government and Ambulance Victoria are considered for incorporation into the Statement of Priorities. This includes a continuing focus on measures that reflect workplace health, safety and wellbeing and the need to create a positive workplace culture.

Further information is available at the [Funding, Performance and Accountability webpage](https://www.health.vic.gov.au/funding-performance-accountability/performance-monitoring-framework) <<https://www.health.vic.gov.au/funding-performance-accountability/performance-monitoring-framework>>.

High Quality and Safe Care

Key Performance Measure	Target
Accreditation	
Certification to the ISO Standard ISO 9001:2015	Certified
Infection prevention and control	
Percentage of healthcare workers immunised for influenza	92%
Quality and Safety	
Percentage of respondents who rated care, treatment, advice and /or transport received from the ambulance service as good or very good	95%
Percentage of patients experiencing severe cardiac or traumatic pain whose level of pain was reduced significantly	90%
Percentage of adult stroke patients transported to definitive care within 60 minutes	90%
Percentage of major trauma patients that meet destination compliance	85%
Percentage of adult cardiac arrest patients surviving to hospital	50%
Percentage of adult cardiac arrest patients surviving to hospital discharge	25%
Percentage of respondents who rated care and treatment received from paramedics as good or very good	95%

Strong Governance, Leadership and Culture

Key Performance Measure	Target
Organisational culture	
People matter survey – Percentage of staff with an overall positive response to safety culture survey questions	62%

Timely access to care

Key Performance Measure	Target
Percentage of emergency (Code 1) incidents responded to within 15 minutes	85%
Percentage of emergency (Priority 0) incidents responded to within 13 minutes	85%
Percentage of emergency (Code 1) incidents responded to within 15 minutes in centres with a population greater than 7,500<urban>	90%
Percentage of triple zero cases where the caller receives advice or service from another health provider as an alternative to emergency ambulance response – statewide	15%
Percentage of patients transferred from ambulance to ED within 40 minutes	90%
Average ambulance hospital clearing time	20 minutes

Effective financial management

Key performance measure	Target
Operating result (\$m)	\$0
Average number of days to paying trade creditors	60 days
Average number of days to receiving patient fee debtors	60 days
Adjusted current asset ratio (Variance between actual ACAR and target, including performance improvement over time or maintaining actual performance)	0.7% or 3% improvement from health service base target
Actual number of days available cash, measured on the last day of each month	14 days
Variance between forecast and actual Net result from transactions (NRFT) for the current financial year ending 30 June	Variance ≤ \$250,000

Part C: Activity and Funding

The performance and financial framework within which state government-funded organisations operate is described in *The Policy and Funding Guidelines – Funding Rules*. The Funding Rules details funding and pricing arrangements and provides modelled budgets and targets for a range of programs. The [Policy and Funding Guidelines](https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services) webpage <<https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services>>.

Table 1 Ambulance Victoria funding summary for 1 July 2022 – 30 June 2023

Funding type	Activity	Budget (\$'000)
Community Service Obligation emergency road and air transport		
Emergency Services	295,810	
Non-emergency Services	240,738	
Statewide air transports		
Emergency Services	5,274	
Non-emergency Services	2,617	
Statewide road transports		
Emergency Services	527,101	
Non-emergency Services	316,214	
Treatment without transport		
Emergency Services	92,130	

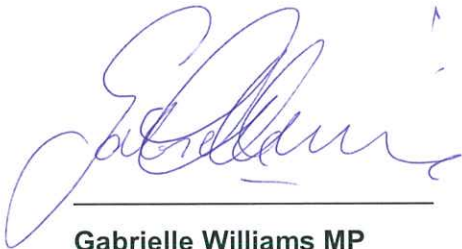
Department of Health Funding		
Community Service Obligation – Emergency Transport		706,004
Community Service Obligation – Non-Emergency Transport		130,702
Government Initiatives and other specified funding		282,273
Total Funding		1,118,979

Please note:

- Base level funding, related services and activity levels, outlined within the Policy and Funding Guidelines are subject to change throughout the year. Further information about the department's approach to funding and price setting for specific clinical activities, and funding policy changes is also available from: [Policy and funding guidelines for health services](https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services) <<https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services>>
- In situations where a change is required to Part C, changes to the agreement will be actioned through an exchange of letters between the department and the health service's Chief Executive Officer.

Signing Page

The Minister for Ambulance Services and the Ambulance Victoria board chairperson agree that funding will be provided to the health service to enable the health service to meet its service obligations and performance requirements as outlined in this Statement of Priorities.



Gabrielle Williams MP
Minister for Ambulance Services
Minister for Mental Health
Minister for Treaty and First Peoples

Date: 16/3/2023



Shelly Park
Chairperson
Ambulance Victoria

Date: 16/3/2023