

**The Hon Ryan Park MP**

Minister for Health  
Minister for Regional Health  
Minister for the Illawarra and the South Coast



Ref: M23/2098

Councillor Matthew Hannan  
Mayor  
Berrigan Shire Council

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**Ambulance resources in Tocumwal (your ref: KE:KM)**

Dear Mayor

A handwritten signature in blue ink that reads "Matthew".

Thank you for writing about ambulance services for the residents of Tocumwal.

I acknowledge your concerns and appreciate your advocacy on this matter.

NSW Ambulance is committed to the wellbeing of patients and communities across the state. I am advised that NSW Ambulance conducts regular analysis of all locations in NSW to identify areas of growing demand for the prioritisation of resources. This includes using best practice modelling software that maps Triple Zero (000) calls to determine the most suitable location for emergency care, including examining current response areas and modelling potential station locations to meet community needs.

NSW Ambulance uses up to date population projections provided by the Department of Planning, Industry and Environment, and monitors factors such as demographics and population growth when planning for future service provision, as well as proximity to existing services and general ambulance coverage.

NSW Ambulance Service Planning has identified that, based on current demand and projected growth, Tocumwal is not currently the highest priority location for the establishment of additional services, relative to other locations. NSW Ambulance will continue to monitor demand in the area for future decisions about new services.

NSW Ambulance has Clinical Volunteer units across NSW, who form an important part of the service delivery model. These units are made up of either community-based volunteers, emergency service partners (Fire and Rescue NSW, State Emergency Service and the Rural Fire Service) or local health district models. The Tocumwal community is serviced by the Murrumbidgee Zone and the NSW Ambulance Community First Responder unit, who are trained, credentialed and provided with clinical equipment by NSW Ambulance to deliver immediate care in advance of paramedics arriving on scene.

Paramedics are a mobile workforce and usually respond from one patient to the next across NSW, regardless of whether they are located at a hospital, an ambulance station, or another location. Vehicles and their paramedic crew are moved throughout their shift to provide geographical coverage of ambulance resources across NSW. During periods of higher demand, NSW Ambulance can fluidly deploy resources to where they are needed most, helping deliver the best possible out-of-hospital care for the community.

Bureau of Health Information data for the October to December 2022 reporting period shows the median time it took an ambulance to reach the highest priority (life threatening P1A) emergency cases in the statistical area which Tocumwal falls within was 8 minutes, which was within the 10-minute target. More information about NSW Ambulance performance, including response and turnaround times, is available on the Bureau of Health Information website at [www.bhi.nsw.gov.au/BHI\\_reports/healthcare\\_quarterly](http://www.bhi.nsw.gov.au/BHI_reports/healthcare_quarterly).

NSW Ambulance has received funding for more staff and ambulance stations. This investment will mean improved patient outcomes and will provide better services for the community of NSW.

Thank you again for writing. For more information, please contact Clare Beech, Executive Director, Clinical Systems, NSW Ambulance, at [REDACTED] or on [REDACTED]

Yours sincerely



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