



NSW Ambulance

excellence in care

Document: M23/3856

Ms Penny Sloane
Murray Hut Country Women's Association
Email: [REDACTED]

Dear Ms Sloane

Thank you for writing about ambulance services for the residents of Tocumwal. Minister Park has asked me to respond.

NSW Ambulance is committed to the wellbeing of patients and communities across the state and conducts regular analysis of all locations within 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 Service Planning has identified that based on current and projected demand 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. The Tocumwal Community First Responder unit was established in 2010 in partnership with Fire and Rescue NSW. The Fire and Rescue NSW volunteers respond to incidents in advance of paramedics and attend regular training sessions.

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. Tocumwal is part of the Murrumbidgee Zone, which has benefited from an enhancement of 49 paramedics, across different staffing enhancement programs in recent years.

The Bureau of Health Information data for the January to March 2023 reporting period shows the median time it took an ambulance to reach the highest priority (life threatening P1A) emergency cases in the Tocumwal area was 7.5 minutes, which was within the 10 minute target.

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

Yours sincerely

3.8.23

Dr Dominic Morgan ASM
Chief Executive