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The Hon Ryan Park MP

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



Ref: M23/5182

Dr Julia Cornwell McKean
Mayor
Berrigan Shire Council

Ambulance services in Tocumwal (your ref: KE:2324/32)

Dear Mayor McKean

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

Thank you for writing about ambulance services in Tocumwal. I would firstly like to congratulate you on your appointment as Mayor of Berrigan Shire Council.

I acknowledge your concerns and appreciate your advocacy on this matter. Following our meeting on 17 August 2023, NSW Ambulance have undertaken a review of Service Planning in Regional NSW.

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.

The Department of Planning and Environment provides NSW Ambulance with the most up to date population projections. NSW Ambulance uses this and other data streams including .id Consulting to monitor factors such as demographics, population growth, utilisation rates of existing services and planned future development when planning for future services.

In September 2023, NSW Ambulance Service Planning completed a review of regional NSW to identify locations that should be prioritised for an ambulance station or volunteer service. This review included Tocumwal and an assessment of future population growth. Tocumwal is not currently a priority for a new ambulance station due to low incident volume.

The establishment of stations in locations with sufficient demand is a significant factor in the assurance of the quality and safety of paramedic services. The level of demand ensures that staff have sufficient engagement with patients that supports their ongoing ability to maintain safe clinical practice.

Tocumwal meets the criteria for a Community Emergency Response Team (CERT) location, however, there are currently higher priority locations for the establishment of a CERT model, relative to other locations. Extensive consultation is needed before a transition to a CERT model is proposed.

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NSW Ambulance conducts regular analysis to prioritise areas of need. This analysis identifies locations that need new or additional ambulance services, based on demand levels.

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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