

OFFICIAL

**HOUSE OF ASSEMBLY
LAID ON THE TABLE**

28 Nov 2024



**Government
of South Australia**

SAAS Volunteer Health Advisory Council

2023-2024 Annual Report

SA Ambulance Service Volunteer Health Advisory Council

216 Greenhill Road, Eastwood SA 5063

www.saambulance.sa.gov.au

Contact phone number: 8274 0385

Contact email: healthsaasvhac@sa.gov.au

ISSN:

Date presented to Minister: 3 October 2024

OFFICIAL

To:

Chris Picton

Minister for Health and Wellbeing

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Health Care Act 2008* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of SA Ambulance Service Volunteer Health Advisory Council by:



Tracey Bellamy

Presiding Member

SAAS Volunteer Health Advisory Council

Date: 3 October 2024

Late submission due to administrative error

From the SAASVHAC Presiding Member



SA Ambulance Service Volunteer Health Advisory Council (SAASVHAC) hold the membership of 12 members. Members were elected by their peers from their respective Zone Ambulance Coordinating Committee (ZACC) to represent the volunteers in regional South Australia.

SAASVHAC met formally throughout 2023/2024 bi-monthly with regular guests such as the Volunteer Support Unit, Clinical Education, Communications & Engagement Team (recruitment), the Executive Director Operations (Country) and the Chief Executive Officer. SAASVHAC

worked together with the Business Support Officer for Country Operations who provides regular financial reporting and updates.

SAASVHAC have evolved over the past 12 months remaining the collective voice for SAAS volunteers. This has been evident with SAASVHAC extending invitations to guests from National Safety and Quality Health Service (NSQHS); Infrastructure Procurement and Business Services; Technical Services; Critical Systems; Emergency Management & Planning; and Workforce Health Safety & Injury Management who presented to SAASVHAC on how their services support volunteers.

Portfolios, which was an important conduit for keeping the Council up to date from relevant stakeholders, gave way to each of the SAASVHAC members making a commitment to take responsibility for any actions raised at our meetings.

While retention of volunteers continued to be a challenge, it was enlightening to see that there was continued interest from the community to volunteer for SAAS. The number of volunteers in SAAS remains relatively stable.

The Volunteer Support Unit continued to support volunteers with initiatives such as the Terms of Engagement review, the new Volunteer App and the initial Volunteer Team Leader Conference.

The Terms of Engagement review encouraged volunteers to provide information that they believe is impacting on their contribution to volunteer for SAAS.

The new Volunteer App which replaced the Volunteer Annual Diary was launched in 2024 with positive feedback. The Volunteer App offers useful information that was once available in the Volunteer Annual Diary. It also contains the Reimbursement App which is an efficiency for volunteers to claim their mileage, meals and childcare, for their duty on shift.

The initial Volunteer Team Leader conference was held in February 2024 with positive feedback from the Volunteer Team Leaders and the presenters.

The Volunteer Insight Survey was launched in May 2024 and offered all volunteers the opportunity to have their say about their experience of volunteering for SAAS.

The Strategic Volunteer Projects Manager, who developed the survey, consulted regularly with SAASVHAC prior to its launch.

Wi-Fi has been made available to volunteers with modems being rolled out across regional South Australia. This essential service, supported by SAASVHAC, offered secure connectivity to volunteers throughout regional South Australia.

Clinical Education regularly provide updates to SAASVHAC on future courses and topics that will support volunteers in delivering a quality service to their communities.

The Communications and Engagement Team along with the Community Engagement Officer, were regular guests at our formal meetings.

The Volunteer Ambassador concept was embraced by SAASVHAC where volunteers from across the state were selected to be a Volunteer Ambassador. The Volunteer Ambassador forms part of the volunteer recruitment campaign by using familiar faces of the community. They are media trained, photographed and appear on social media such as Facebook and Instagram.

The SAASVHAC Presiding Member regularly attends the Country Operations Managers Meetings (COMM) each month as a representative for the volunteers.

SAASVHAC continued to have a strong working relationship with SAAS management and worked collaboratively to support volunteer sustainability within SAAS.



Tracey Bellamy

Presiding Member

SAAS Volunteer Health Advisory Council

Contents

Overview: about the agency **6**

 Our strategic focus 6

 Our Membership Structure 7

 Our Minister 7

The agency’s performance **8**

 Performance at a glance 8

 Agency specific objectives and performance 8

 Corporate performance summary 8

 Employment opportunity programs 8

 Agency performance management and development systems 8

 Work health, safety and return to work programs 8

 Executive employment in the agency 8

Financial performance **9**

 Financial performance at a glance 9

 Consultants disclosure 9

 Contractors disclosure 9

 Other financial information 9

 Other information 9

Risk management..... **10**

 Risk and audit at a glance 10

 Fraud detected in the agency 10

 Strategies implemented to control and prevent fraud 10

 Public interest disclosure 10

Reporting required under any other act or regulation **10**

 Reporting required under the *Carers’ Recognition Act 2005* 10

Public complaints..... **11**

 Number of public complaints reported 11

 Additional Metrics 12

 Service Improvements 13

 Compliance Statement 13

Appendix: Audited financial statements 2023-24 **14**

Overview: about the agency

Our strategic focus

<p>Our Purpose</p>	<p>SAASVHAC’s purpose is to:</p> <p>Provide advice and advocate for the needs, priorities, and issues concerning volunteers within SAAS in its provision of ambulance service to the country regions of South Australia.</p> <p>Represent the interests and needs of volunteers within SAAS across the whole country of South Australia.</p> <p>Provide advice to the Minister and SAAS on matters affecting the volunteer sector within SAAS.</p> <p>Provide advice on any strategic issue that may impact the recruitment or retention of SAAS Volunteers.</p>
<p>Our Vision</p>	<p>To be a professional, vibrant, and committed volunteer workforce delivering best practice patient care within SAAS, with SAAS being the volunteer organisation of choice.</p>
<p>Our Values</p>	<p>To support, promote and understand SAAS volunteers through the representation of the Zone Ambulance Coordinating Committees while being open, honest, and transparent in communication with the Management of SAAS.</p>
<p>Our functions, objectives and deliverables</p>	<p>SAASVHAC continues to focus on:</p> <p>Our People – We commit to developing a professional, vibrant, motivated and informed volunteer workforce which is an integral part of a successful service delivery model.</p> <p>Communication – We commit to meaningful, relevant and timely communication with our volunteers, SAAS and communities.</p> <p>Training and Development – We commit to providing fulfilling, flexible and relevant training which supports both the delivery of services and the personal growth of our volunteers.</p> <p>Reward and Recognition – We commit to developing an innovative and meaningful strategy which recognises, rewards and promotes achievements and contributions of our volunteers.</p> <p>Recruitment – We commit to aligning our retention and recruitment strategies to the fundamental needs of our volunteer community.</p> <p>Advocacy and Lobbying – We commit to identifying and acting upon current, relevant issues which impact volunteers and to a vigorous process of broad community engagement.</p> <p>Financial Sustainability – We commit to a well-organised, efficient and transparent process for the administration of the Country Capital Reserve Fund and Country Operating Reserve Fund.</p>

Our Membership Structure

Outgoing Members over this period

West Zone – David Godden (7/1/24)

Limestone Coast Zone – David Walker (29/12/23)

Incoming Members over this period

West Zone – Quinn Adams (12/5/24)

Limestone Coast Zone – Joanne Hough (11/5/24)

Current Members as of 30 June 2024

Central Zone – Grace Villani and Jeanette Mackenzie

West Zone – Quinn Adams and Ann Trewartha

Yorke Zone – Christine Smith and Christian Richards

Fleurieu/KI Zone – Jonathan Jaensch and Tracey Bellamy

Murray Mallee Zone – Noel Johncock and David Portolesi

Limestone Coast Zone – Joanne Hough and Kathrin Rowbotham

Changes to the agency

During 2023-2024 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister



Hon Chris Picton MP is the Minister for Health and Wellbeing in South Australia.

The Minister oversees health, wellbeing, mental health, ageing well, substance abuse and suicide prevention.

The agency's performance

Performance at a glance

SAASVHAC is an unincorporated body that provides advice to the Minister for Health and Wellbeing via the Chief Executive of SA Health and the Chief Executive Officer of SA Ambulance Service, on behalf of SAAS volunteers.

Agency specific objectives and performance

N/A

Corporate performance summary

N/A

Employment opportunity programs

N/A

Agency performance management and development systems

N/A

Work health, safety and return to work programs

N/A

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/ff5511d7-66f0-49b6-85e1-73a52f290a6c>

**number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return-to-Work Act 2014 (Part 2 Division 5) **before third-party recovery*

Executive employment in the agency

Data for previous years is available at <https://data.sa.gov.au/data/dataset/f8948c42-d04c-47f9-949f-89ddc3d5b173>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

As SAASVHAC is unincorporated, its assets and liabilities are included in the financial reports of SAAS.

Consultants disclosure

N/A

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/ac1909b3-3c28-4b46-883a-56d9ede16cba>

See also the Consolidated Financial Report of the Department of Treasury and Finance for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

N/A

Contractors with a contract value below \$10,000

N/A

Contractors with a contract value above \$10,000 each

N/A

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/fff52df2-07db-4cee-bbcb-e30a9a36a1ed>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Other financial information

N/A

Other information

N/A

Risk management

Risk and audit at a glance

As SAASVHAC is unincorporated, its assets and liabilities are included in the financial reports of SAAS.

Fraud detected in the agency

Nil.

Strategies implemented to control and prevent fraud

SAASVHAC Members and SAAS volunteers abide by any relevant SAAS strategies to control and prevent fraud.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/6d184c27-c4dc-4138-9306-b58367817eac>

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

Nil.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/a4fca543-e345-4bfc-b1a3-b86105a07d8a>

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
Health Care Act 2008	SAASVHAC continued through the zone ambulance coordinating committees to communicate and consult with SAAS Volunteers. The Council also worked alongside SAAS to safeguard the needs, priorities, and interests of SAAS Volunteers to provide an ambulance service to the country of South Australia.

Reporting required under the *Carers' Recognition Act 2005*

N/A

Public complaints

Number of public complaints reported

As SAASVHAC is unincorporated, public complaints are included in the SAAS Annual Reports 2023-2024.

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	N/A
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	N/A
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	N/A
Communication	Communication quality	Inadequate, delayed or absent communication with customer	N/A
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	N/A
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	N/A
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	N/A
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	N/A
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	N/A
Policy	Policy content	Policy content difficult to understand; policy	N/A

OFFICIAL

2023-2024 ANNUAL REPORT for the SAAS Volunteer Health Advisory Council

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
		unreasonable or disadvantages customer	
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	N/A
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	N/A
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	N/A
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	N/A
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	N/A
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	N/A
		Total	

Additional Metrics	Total
Number of positive feedback comments	N/A
Number of negative feedback comments	N/A
Total number of feedback comments	N/A
% complaints resolved within policy timeframes	N/A

Data for previous years is available at: [insert hyperlink to specific data.sa page](#) and ensure data sources are referenced.

Service Improvements

N/A

Compliance Statement

SA Ambulance Service Volunteer Health Advisory Council is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	N/A
SA Ambulance Service Volunteer Health Advisory Council has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	N/A

As the SA Ambulance Volunteer Health Advisory Council is unincorporated, its compliance statement is included in the SAAS Annual Report.

Appendix: Audited financial statements 2023-24

As the SA Ambulance Volunteer Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of SAAS.