



**Government
of South Australia**

SAAS Volunteer Health Advisory Council 2022 - 2023 Annual Report

SA Ambulance Service Volunteer Health Advisory Council

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OFFICIAL

To:

Chris Picton

Minister for Health and Wellbeing

This annual report will be presented to Parliament to meet the statutory reporting requirements of *the Health Care Act 2008 (SA)* 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 the SA Ambulance Service Volunteer Health Advisory Council
by:

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Tracey Bellamy

Presiding Member

SAAS Volunteer Health Advisory Council

Date: 28 September 2023

From the SAASVHAC Presiding Member



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

SAASVHAC met formally throughout 2022/2023 bi-monthly with regular guests such as the Volunteer Support Unit, Clinical Education, Communications and Engagement team (recruitment campaigns), the Executive Director, Operations Country and Chief Executive Officer.

Portfolios of work continued to remain an important conduit of keeping the Council up to date with any changes/issues that had an impact on the volunteer sector. Each of the 12 members took responsibility to ensure that they attended their respective portfolio committee meetings and provided relevant information back to SAASVHAC.

Retention of volunteers continued to be the focus of SAASVHAC since the commencement of 2023. SAASVHAC acknowledged the volunteers' contribution towards volunteer sustainability with regular posts to the volunteers in the monthly Volunteer Matters Newsletter.

The Volunteer Support Unit (VSU) has implemented initiatives, such as new and varied roles for a Support Officer. This enables volunteers who are no longer able to work on an ambulance to continue volunteering with SAAS and also allows community members to volunteer in a non-clinical role. It was considered important to develop new opportunities for support volunteers to remain engaged with SA Ambulance Service (SAAS). This initiative was endorsed by SAASVHAC as an effective form of volunteer retention.

National Volunteer Week and the annual Volunteer Conferences organised by VSU were well attended by volunteers around the state. The VSU engaged more Volunteer Equity Contact Officers (VECO) to act as contacts for other volunteers in support of resolving issues or grievances.

The Reimbursement App was a continued efficiency for volunteers to claim their mileage, meals, and childcare for their duty on shift.

Volunteer leadership development has been an ongoing project of the Operations Team Leader, Country Operations since July 2022. Volunteer leadership induction materials were developed by Operations Team Leader who worked closely with SAASVHAC to ensure that the information was accurate, relevant, and easy to find on SharePoint.

Access to online information has been embraced by most volunteers. While connectivity continued to be an issue for some volunteers, material, in particular

educational material, is printable. SAASVHAC were kept informed of the progress of Wi-Fi being made available in volunteer stations across regional South Australia.

The Communications and Engagement team along with the Community Engagement Officer, regularly attended formal meetings. SAASVHAC have acknowledged their contribution towards volunteer sustainability with the success of the 'Answer the Call' recruitment campaign which attracted members of the public to consider volunteering with SAAS as a volunteer agency of choice.

It was raised by SAASVHAC to SAAS that an adjustment be considered regarding new recruits having access to a full uniform prior to achieving their Authority to Practice as an Ambulance Assist. There were concerns that new recruits who are not yet up to a reasonable clinical level would be at risk of false expectations by the public if they happen to be in the vicinity of a critical medical incident which is beyond their scope of practice. New recruits now have access to a modified uniform.

The SAASVHAC Presiding Member regularly attends the Country Operations Managers Meetings which oversee, monitor, and manage the delivery of ambulance services to regional South Australia. Volunteer stations make up the majority of ambulance stations in regional South Australia.

SAASVHAC has a strong working relationship with SAAS management and will continue to work together to support volunteer sustainability within SA Ambulance Service.



Tracey Bellamy

Presiding Member

SAAS Volunteer Health Advisory Council

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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 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 Advisory 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><u>Our People</u> – 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><u>Communication</u> – We commit to meaningful, relevant and timely communication with our volunteers, SAAS and communities.</p> <p><u>Training and Development</u> – 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><u>Reward and Recognition</u> – We commit to developing an innovative and meaningful strategy which recognises, rewards and promotes achievements and contributions of our volunteers.</p> <p><u>Recruitment</u> – We commit to aligning our retention and recruitment strategies to the fundamental needs of our volunteer community.</p> <p><u>Advocacy and Lobbying</u> – We commit to identifying and acting upon current, relevant issues which impact volunteers and to a vigorous process of broad community engagement.</p> <p><u>Financial Sustainability</u> – 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 Structures

Outgoing Members as of 31 December 2022

Central Zone – Ian Pay

West Zone – Pauline Britza

Yorke Zone – Chad Liebelt and Kelly Porter

Murray Mallee Zone – Julie Barrie

Current Members as of 30 June 2023

Central Zone – Grace Villani and Jenny Mackenzie

West Zone – David Godden and Ann Trewartha

Yorke Zone – Chris Smith and Christian Richards

Fleurieu/KI Zone – Jonathan Jaensch and Tracey Bellamy

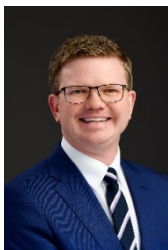
Murray Mallee Zone – Noel Johncock and David Portolesi

Limestone Coast Zone – David Walker and Kathy Rowbotham

Changes to the agency

During 2022-2023 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

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 contribution to whole of Government objectives

N/A

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

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.

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

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

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 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.

Public complaints

Number of public complaints reported

As SAASVHAC is unincorporated, public complaints are included in the SAAS Annual Reports 2022-2023.

Complaint categories	Sub-categories	Example	Number of Complaints 2022-23
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

Complaint categories	Sub-categories	Example	Number of Complaints 2022-23
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 unreasonable or disadvantages customer	N/A
Service quality	Information	Incorrect, incomplete, outdated 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	N/A

Complaint categories	Sub-categories	Example	Number of Complaints 2022-23
		(outside of service standard); timelines not met	
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	N/A

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/eb1d34b4-7fda-4f0a-a943-f766872ca6f1>

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

Appendix: Audited financial statements 2022-23

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