

**Your submission**

*Please provide a brief summary of your experience and any relevant issues. Your submission should respond to one or more of the committee's Terms of Reference*

1. Currently published response times from St John do NOT include "metro" jobs done by the Dawsville and Pinjarra sub centres which fall under the country ambulance service and are manned by split paramedic/volunteer.

What this means is any job done by these sub centres in suburbs such as Mandurah, Coodanup, Greenfields etc are not included in metro KPI's for response time and ramping. I guesstimate 70-80% of their workload falls under this classification.

Likewise any job a metro crew does in the areas which belong to Pinjarra and Dawsville are classed as country meaning again response times and ramping figures are not recorded. It is not uncommon for Rockingham or Kwinana to be dispatched to Pinjarra or Dawsville meaning 40-60+ minute response times which currently are not reported.

2. St John reports its response time KPI's as a whole and not inline with health zones such as SMHS, EMHS etc. This means areas/suburbs which are constantly falling outside the response targets are not flagged and not staffed appropriately.

**If there is insufficient room above to summarise your experience and relevant issues, please attach an additional page to this submission.**

**Proposed solutions**

*Please indicate any proposed solutions you may have that correspond to the committee's Terms of Reference*

a. how 000 ambulance calls are received, assessed, prioritised and despatched in the metropolitan area and in the regions

b. the efficiency and adequacy of the service delivery model of ambulance services in metropolitan and regional areas of Western Australia

To show accurate and truthful stats these two sites should be brought under the control of the metro ambulance service, along with a clear geographical boundary between metro and country agreed to by the Health Department should be established.

c. whether alternative service delivery models in other jurisdictions would better meet the needs of the community

d. any other matters considered relevant by the Committee

I also believe Metro response time KPI's should be split in to regions that align with Health. In the deep south where I am based, response are some of the worst in the metro area but again not reported as the times pulished by St John are a whole metro average. Forcing St John to show zone response times will most certainly mean more crews being based in the right areas and better patient outcomes in the outer limits of the metropolis.