



## St JOHN WA AMBULANCE PERFORMANCE – ANNUAL REPORT TO PARLIAMENT

### 2023-24 FINANCIAL YEAR

#### Background

On 19 May 2022 the Standing Committee on Public Administration (Committee) tabled its 190-page final report entitled Delivery of Ambulance Services in Western Australia: Critical Condition.

Recommendation 12 of the Committee’s Report was that the Department of Health table in Parliament on an annual basis the number of priority 1, 2 and 3 calls which did not meet target response times, and by how much.

In its response (Action 26), the State Government agreed to table in Parliament a report on an annual basis outlining St John WA’s (SJWA) performance against KPIs in the new Ambulance Services Agreement, with a commitment that this would include relevant data on priority 1, 2 and 3 calls for which SJWA did not meet its targets.

This report outlines SJWA’s performance for the 2023-24 financial year, which is the first full financial year of data under the new Ambulance Services Agreement (ASA) which commenced in January 2023. Please note that the figures below represent an average of SJWA’s monthly KPI performance over the relevant period.

#### Priority 1, 2 and 3 metropolitan area response times

SJWA performance for **metropolitan area response** times in 2023-24 was as follows:

Type	Target	2022-23	2023-24
Priority 1	90%	83.0%	86.3%
Priority 2	90%	76.0%	78.9%
Priority 3	90%	73.6%	80.1%

The following table compares the first 12 months of performance for **metropolitan area response** under the new ASA with the previous 12 months – demonstrating positive improvements in KPI results over this period.

Type	Target	2022	2023
Priority 1	90%	79.5%	85.2%
Priority 2	90%	72.5%	77.0%
Priority 3	90%	70.5%	77.9%

Unlike previous contracts, the new ASA includes an abatement regime linked to KPIs, with an agreed transition period and adjustment formula to ensure SJWA have a fair opportunity to progressively reach target performance levels. SJWA met its adjusted response time thresholds for Priority 1, 2 and 3 calls for service in 2023-24.



### Priority 1, 2 and 3 country (career-only) sub center response times

The new ASA includes three abatable KPIs for career only country sub centre response times. The Bunbury Sub Centre is currently the only defined Career Only Sub Centre, staffed by a paramedic-only workforce. For these KPIs, the new ASA sets a minimum performance threshold which SJWA must meet to avoid abatements.

SJWA performance for **career only country sub centre response times** in 2023-24 was as follows:

Type	Target	Threshold	2022-23	2023-24
Priority 1	90%	75%	88.4%	89.5%
Priority 2	90%	75%	89.1%	88.5%
Priority 3	90%	75%	89.8%	88.8%

### Priority 4 arrival times

Priority 4 transports are non-urgent planned patient transports, which are primarily booked and dispatched through a dedicated patient transfer call centre rather than 000. Timeliness of Priority 4 calls are therefore assessed based on the percentage of arrivals within 10 minutes of the scheduled time.

SJWA performance for **metropolitan and career only country sub centre priority 4 arrival times** in 2023-24 was as follows:

Type	Target	Threshold	2022-23	2023-24
Metro	80%	65%	75.2%	76.2%
Country	80%	50%	52.7%	69.0%

### Triple zero call centre performance

The new ASA sets a target for SJWA to answer 90% of triple zero calls within ten seconds, consistent with national and international best practice.

In 2023-24 SJWA answered **97.3%** of triple zero calls within ten seconds, up from 93% in 2022-23.

### Other KPIs

The new ASA includes four other KPIs which are subject to the abatement regime:

1. The percentage of SAC1 clinical incidents related to healthcare provided under the ASA for which WA Health were notified within the specified timeframe
2. The percentage of notified SAC1 clinical incidents investigated with a report provided to the State within 60 business days
3. Call Centre services are available 24 hours each day
4. Emergency ambulance services are available 24 hours each day



SJWA performance against these KPIs in 2023-24 was as follows:

KPI	Target	Threshold	2022-23	2023-24
% SAC1s notified to WA Health within timeframe	100%	100%	N/A	TBC <sup>1</sup>
% SAC1s investigated with report to State in 60 days	90%	90%	N/A	TBC <sup>1</sup>
Call Centre services are available 24hrs a day	100%	100%	100%	100%
Ambulance services available 24hrs a day	100%	100%	98.9% <sup>2</sup>	99.4% <sup>2, 3</sup>

<sup>1</sup> The KPI framework for SAC1 incidents are being developed in collaboration with SJWA as part of a broader project to implement clinical KPIs aligned with health and governance standards.

<sup>2</sup> Failure to meet this KPI indicates that the required service specification, as per the contract (dual paramedic crew), was not in place for certain periods. However, ambulance services were still provided during this time, using hybrid crews.

<sup>3</sup> KPI performance for Ambulance services available 24hrs a day has been adjusted due to mould contamination affecting the Bunbury Sub Centre from April to June 2024. While the Bunbury subcentre was closed for decontamination, services were maintained by relocated crews during the closure.