

For
the
Future

More
ambos
for faster
responses





Acknowledgment of country.

We acknowledge and respect the Traditional Custodians whose ancestral lands we live and work upon and we pay our respects to their Elders past and present. We acknowledge and respect their deep spiritual connection and the relationship that Aboriginal and Torres Strait Islander people have to Country. We also pay our respects to the cultural authority of Aboriginal and Torres Strait Islander people and their nations in South Australia, as well as those across Australia.

Foreword

There isn't a single South Australian that hasn't been impacted by the ramping crisis in some way.

Not too long ago, my wife Annabel and I called 000 for my son Jack, who had us pretty worried.

Thankfully the ambos were able to reach us quickly on that day and Jack turned out just fine – but let me tell you, those minutes waiting were the longest minutes of my life.

I can't even begin to imagine waiting for 30 minutes. But 30 long minutes is what Michelle waited before an ambulance reached her 26-year-old son Jayden, who was suffering severe chest pain.

Jayden died that night, despite the paramedics' valiant efforts when they finally were able to reach him.

When I met Michelle late last year, and heard her story, she told me all she wants is for her son not to have died in vain.

You can't hear Michelle's story and not be moved by it – it certainly left an impression on me, as have the countless stories I've heard from families and paramedics alike in the past few years.

Let me tell you what I believe.

I believe that everyone who calls 000 with an urgent case should feel certain an ambulance is on its way.

I believe that everyone who presents to an emergency department deserves good quality care – regardless of their bank balance or the cards they've been dealt in life.

And I believe that a good health system isn't made by thinking in 4-year political cycles – it's made with bold and well-informed plans that think about the next generation.

The solution to ramping and nation-worst response times doesn't end with ambos – but it sure as anything starts with them.

Labor will deploy 350 extra ambos across our health system to help deliver South Australians faster and better emergency care and help fix the ramping crisis.

Our ambulance plan reflects years of listening to, and working with, our paramedics.

This plan simply puts into action what paramedics tell us they need, drawing from their decades of experience, their high levels of expertise, driven by the memories of their patients – our kids, our parents, our loved ones.

Labor will fix the ramping crisis.

For Jayden, for Michelle, and for all South Australians.



Peter Malinauskas MP
SA Labor Leader





WHY WE'RE DOING THIS

In their first two years of Government, the Liberals cut SA Ambulance funding by \$11 million – at a time when every other state was boosting their ambulance service.

Ramping is now worse than it's ever been – up 485% last year compared to 2017 before the Liberals took over.

Adelaide ranks worst in the nation on response time with 10% of South Australians waiting 34.4 minutes or more for an ambulance, compared to a national average of just 22 minutes.

Not all ambos work on the road. Just as critical are those working from the SA Ambulance Headquarters, answering 000 calls and making sure South Australians are reached on time, with the right support.

The ageing and inadequate infrastructure that currently houses the Emergency Operations Centre does not meet current requirements for critical infrastructure, nor does it allow any expansion space.

For years our paramedics have continued to operate out of this sub-standard building, struggling with outdated equipment while they're trying to save lives.

Adelaide currently has no city ambulance station.

There are large gaps in ambulance station coverage across our state, particularly in the inner-metropolitan suburbs, and peri-urban areas experiencing high population growth.

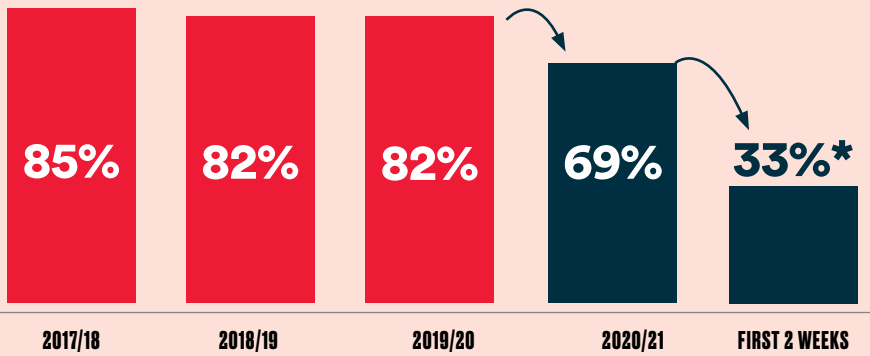
The Marshall Liberal Government hasn't opened a single ambulance station they've funded themselves – content just to sit back and cut the ribbon on stations funded under Labor.

Labor knows we can't afford to watch our population grow without building essential services to support those communities – and it doesn't get much more essential than a triple-zero call.

Ambos put themselves at risk to keep us safe – for that, we owe them enormous thanks. Right now, all they're asking for is the resources to reach us on time. The least we can do is listen and act on what we've heard.

While the underlying causes of ramping must be addressed, it's clear a major and immediate investment in our ambulance service is critical to prevent the loss of South Australian lives.

Ambulance response times are getting worse - % of lights-and-sirens (P2) callouts reached on time -



Source: State Budget Paper 4(3), SA Ambulance Service, 2018-19 to 2021-22
Ambulance Employees Association witness evidence, Legislative Review Committee hearing, 31 January 2022.
Response times for lights-and-sirens *P2) cases

Premier apologises after scalded Adelaide toddler waits 51 minutes for ambulance during COVID-19 surge

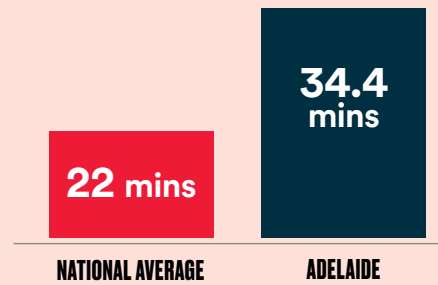
Paramedics took almost an hour to arrive to treat a severely scalded three-year-old boy during high demand for ambulances amid South Australia's COVID-19 outbreak.

'Just let me die': 93-year-old woman stuck in ramped ambulance at RAH for three hours

A 93-year-old dementia patient stuck in a ramped ambulance for three hours on Monday morning pleaded with her daughter to let her die.

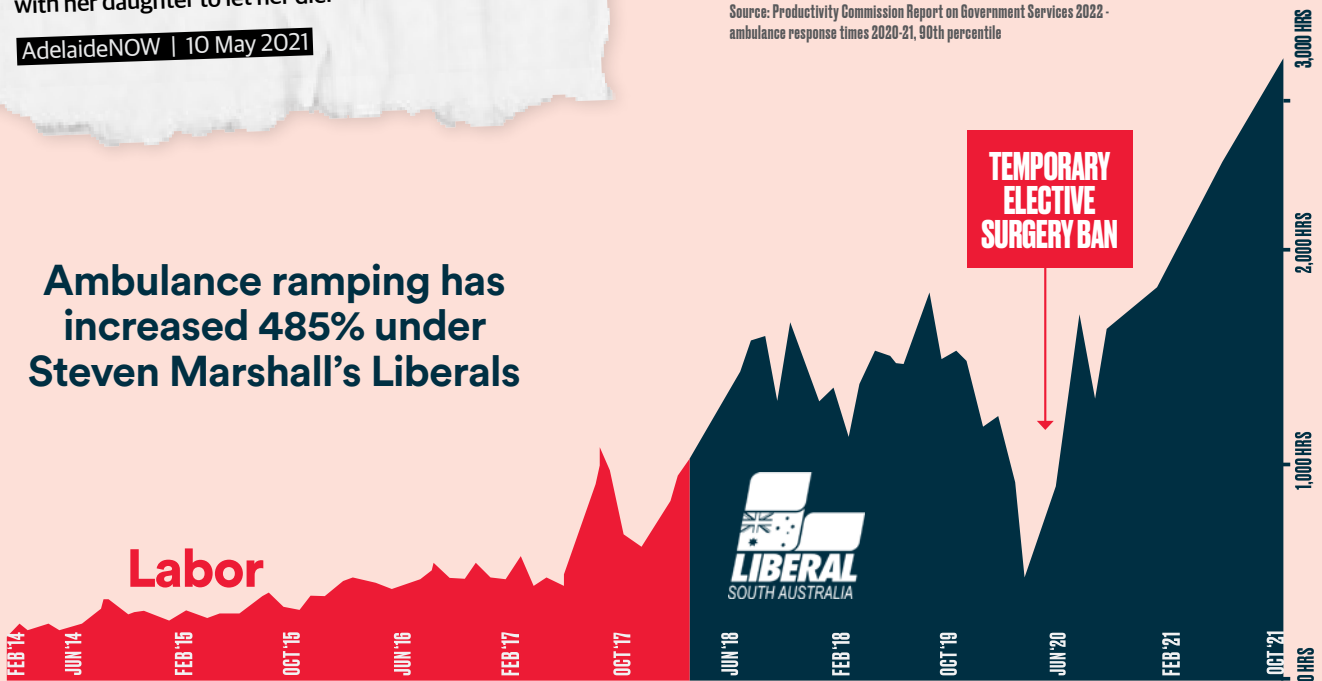
AdelaideNOW | 10 May 2021

The longest wait in the nation



Source: Productivity Commission Report on Government Services 2022 - ambulance response times 2020-21, 90th percentile

Ambulance ramping has increased 485% under Steven Marshall's Liberals



Source: SA Ambulance Service, Transfer of Care Delays for Ambulances (Ramping) hours per month 2014 to 2021.

LABOR'S PLAN FOR AMBOS

350 EXTRA AMBOS

COST: \$107.8 million

A Malinauskas Labor Government will recruit 350 additional paramedics and ambulance officers, putting 36 more ambulances on our roads.

This stands in stark contrast to the Liberals' commitment of just 51 paramedics – far too little, far too late for an ambulance service in crisis and paramedics stretched to breaking point.

Labor's commitment equates to a \$107.8 million investment.

Under Labor, 278 paramedics and 72 more ambulance officers will hit the road over the next four years, starting in July this year. This level of recruitment is sequenced with the maximum training capacity for additional ambos above attrition over that time.

151 of these paramedics and ambulance officers will be based in country South Australia.

Our 350 paramedics and ambulance officers include:

- ✓ Eight more 24/6 metropolitan emergency crews (128 FTE)
- ✓ More senior leadership paramedics (20 FTE)
- ✓ Three more 24/7 emergency support crews (36 FTE)
- ✓ More 000 dispatchers (15 FTE)
- ✓ Massive regional ambo recruitment drive (151 FTE)

Eight more 24/7 metropolitan emergency crews

A Malinauskas Labor Government will deploy an additional 128 paramedics across metropolitan Adelaide – resulting in an additional eight 24/7 ambulance crews.

These eight crews will be based at Golden Grove, Woodville, Edwardstown, Norwood, Marion, Elizabeth, and the Adelaide CBD (2 crews).

These eight crews will progressively be deployed over the next four years, with all crews fully deployed in 2025.

Senior leadership expansion

The massive expansion in paramedics and ambulance officers will require a boost to senior paramedics in leadership positions, helping to coordinate and support paramedics on the ground.

Labor will recruit an additional 20 Clinical Support Officers and Team Leaders – senior paramedics who coordinate crews across the state, providing leadership and guidance.

These senior paramedics will be progressively brought online over the next four years.



Three more 24/7 Emergency Support Crews

A Malinauskas Labor Government will employ three more 24/7 metropolitan Emergency Support Services ambulance crews, a boost of 36 ambulance officers.

These 24/7 support crews are vital for responding to less acute 000 calls, discharging patients from hospital to their residence, and transporting patients between hospitals.

Without ESS crews, the load is left for paramedic crews to carry, meaning they can't attend to new incoming urgent cases.

These support crews will be brought online progressively over the next three years.

15 more 000 dispatchers

Labor's commitment to massively expand our paramedic and ambulance officer numbers across the state means we need more ambos to triage 000 call outs and direct ambulances.

These 000 call-takers and dispatchers are already under extreme pressure, and will require additional resources to both meet current demand, and coordinate the additional crews.

Labor will recruit an additional 15 ambulance officers to work out of the new Headquarters as part of our massive workforce boost – Emergency Medical Dispatchers, tasked with coordinating crews on the road.

We know how important support staff are for backing ambulance officers out on the road.

BRAND-NEW SA AMBULANCE HEADQUARTERS

COST: \$120 million

Emergency Operations Centre

The people we trust to respond to 000 calls are currently operating out of a building that is “not fit for purpose” and “does not meet current requirements for critical infrastructure” according to Government-commissioned audits.

A Malinauskas Labor Government will build a brand new, state-of-the-art Emergency Operations Centre.

We’ll make sure the Emergency Operations Centre incorporates the equipment and technology upgrades our paramedics have long called for.

The new EOC will also receive a boost of 15 additional 000 dispatchers, coordinating crews to respond to patients on time.

CBD ambulance station

Adelaide is one of the only capital cities in the nation without a dedicated ambulance station – forcing other crews to respond to city callouts and leave their local communities uncovered.

Labor will establish the first-ever Adelaide CBD ambulance station, combined with the new Headquarters, to improve coverage and stop surrounding crews getting trapped in the city.

The station will house two 24/7 emergency crews – a total of 32 paramedics – equipped with four of our 36 new ambulance vehicles. The first of these crews will come online in 2024.

State health control centre

There is currently no central ability to direct resources across the system and rapidly respond to emerging blockages that exacerbate ramping and hospital overcrowding. It’s each hospital unto themselves.

Labor will establish a State Health Control Centre based inside the new Headquarters.

This Control Centre will be tasked with overseeing all health services and ambulances, with the aim of preventing ramping. The SA Ambulance Service and all Local Health Networks will have a presence.

Labor will investigate similar models interstate to determine the most suitable structure for the Centre.





AMBULANCE INFRASTRUCTURE BOOST

COST: \$55.2 million

A Malinauskas Labor Government will invest more than \$55 million to bring our ambulance infrastructure up to scratch – including building, rebuilding, upgrading or expanding 19 stations and purchasing 36 new ambulance vehicles.

5 NEW STATIONS

COST: \$19.6 million

Labor will establish four new ambulance stations across the state in high-priority areas of need, with a \$19.6 million capital spend.

These four stations will be based in the following regions:

- ✓ Norwood
- ✓ Woodville
- ✓ Golden Grove
- ✓ Edwardstown

Coupled with the promised Adelaide ambulance station collocated with the new Headquarters, this equates to five new stations across metropolitan Adelaide.

These new stations represent the most critical station coverage gaps across the metropolitan region as identified by paramedics.

Each of these four stations will be staffed by a 24/7 crew of 16 paramedics, with the Adelaide CBD station to be staffed by two 24/7 crews, or 32 paramedics.

REBUILDING 4 STATIONS

COST: \$18.4 million

A Malinauskas Labor Government will completely rebuild and expand four stations with an \$18.4 million investment.

These four stations will be based in:

- ✔ Mount Barker
- ✔ Victor Harbor
- ✔ Gawler
- ✔ Campbelltown

Each of these stations are a high priority rebuild for paramedics – either far too landlocked to accommodate the much-needed additional crews we're bringing online, or significantly outdated and run-down.

STATION UPGRADES

COST: \$7 million

Labor will expand or upgrade 10 stations across the state with an investment of \$7 million.

Marion and Elizabeth ambulance stations will share in \$3.5 million of expansion and upgrade works, allowing them to better accommodate two 16-person crews coming online in 2023.

Whyalla ambulance station will receive a \$1.5 million major upgrade, accommodating a new 12-person 24/7 crew starting in 2024 and 6-person regional transfer crew commencing in 2025.

Six regional stations will share in \$1.5 million in capital works, allowing them to accommodate additional crews - Mount Gambier, Keith, Peterborough, Mallala, Goolwa and Wallaroo Aldinga ambulance station will benefit from a \$500,000 upgrade.



VEHICLES

COST: \$9 million

These additional stations, along with the 350 additional paramedics and ambulance officers we're committing to recruit, will require a significant boost to our ambulance vehicle fleet.

Labor will purchase an additional 36 ambulances at a cost of \$9 million, in line with the significant boost to our paramedic numbers across the state.

This investment means each metropolitan emergency crew will get two brand-new ambulance vehicles, allowing them to put two ambulances on the road during the busy afternoon period – and every single new regional and ESS crew will receive a brand-new vehicle.

ASSET REVIEW

In addition to these significant infrastructure investments, Labor will undertake a comprehensive review of SA Ambulance infrastructure state-wide, to identify the key long-term needs of our ambulance service.

While we are confident our significant capital spending covers the most critical areas of need, we recognise there is still more work to be done in the coming years.



REGIONAL AMBULANCE

BOOST

A Malinauskas Labor Government is recruiting 151 more paramedics and ambulance officers in rural and regional South Australia.

LIMESTONE COAST

Labor will recruit 24 more paramedics and ambulance officers across the Limestone Coast in place by July 2024.

This will include:

- ✔ A new 24/7 paramedic crew at Mount Gambier – 12 more paramedics
- ✔ A new 12-hour regional transfer crew at Mount Gambier – 3 paramedics and 3 ambulance officers
- ✔ A new 12-hour regional transfer crew at Keith – 3 paramedics and 3 ambulance officers

Labor will invest in three new ambulance vehicles and station upgrade works to accommodate the additional crews.



UPPER SPENCER GULF

Labor will deploy 30 additional paramedics and ambulance officers in the Upper Spencer Gulf.

This will include –

- ✔ A new 24/7 emergency crew based in Whyalla – 12 more paramedics, starting in July 2024.
- ✔ One new 12-hour regional transfer crew – three paramedics and three ambulance officers – based in Peterborough, commencing July 2024. This crew will provide paramedic support to aid volunteer ambulance crews – a first for this community.
- ✔ Two new 12-hour regional transfer crews. These teams will comprise of six paramedics and six ambulance officers based in Whyalla and Port Augusta, to transport patients and respond to lower-acuity 000 calls – commencing July 2025.

Labor will invest in a major upgrade of Whyalla ambulance station, four additional ambulance vehicles, and works to Peterborough ambulance station to accommodate the new crews.



YORKE PENINSULA

Labor will provide the Yorke Peninsula 24/7 paramedic coverage and community paramedic support, bolstering the fantastic work of local volunteers.

Labor will invest in:

- ✓ A new 24/7 emergency crew based in Wallaroo, in place by July 2025. This crew will ease pressure on Upper Spencer Gulf paramedics who can get drawn to respond to cases in the Yorke Peninsula, leaving the north uncovered
- ✓ A new community paramedic in Wallaroo. This senior paramedic will provide support to local GPs and medical staff, and provide community health support across the Yorke Peninsula.

A Malinauskas Labor Government will further purchase two new ambulance vehicles and invest in station upgrades at Wallaroo ambulance station, to accommodate the new crews.

ADELAIDE HILLS

A Malinauskas Labor Government will recruit 30 additional paramedics and ambulance officers for the Adelaide Hills.

This includes –

- ✓ A new 24/7 emergency ambulance crew based in Mount Barker (12 paramedics), commencing in 2022/23.
- ✓ A new 12-hour regional transfer crew based in Mount Barker (3 paramedics and 3 ambulance officers), commencing in 2023/24.

A new 24/7 emergency ambulance crew (12 paramedics) based in Strathalbyn for the first time and commencing in 2025, supporting the fantastic work of local volunteers.

We will also build a new ambulance station in the Mount Barker area to address large ambulance coverage gaps across the region, and purchase three additional ambulance vehicles to accommodate the new crews.



GAWLER & MALLALA

Labor will recruit 18 paramedics and ambulance officers in the Gawler area, addressing a large need for additional resources in the outer northern suburbs.

The 18 new paramedics and ambulance officers include –

- ✔ A new 24/7 emergency ambulance crew, commencing in 2022
- ✔ A new 12-hour regional transfer crew based in Gawler (3 paramedics and 3 ambulance officers), commencing in 2023
- ✔ Labor will further boost ambulance coverage in Mallala, with the first-ever 24/7 emergency ambulance crew supporting local volunteers.

Labor will rebuild and expand Gawler Ambulance Station to accommodate the additional crews, and invest in two new ambulance vehicles.

Mallala ambulance station will be upgraded and a new ambulance vehicle purchased to accommodate the additional crew.

FLEURIEU PENINSULA

A Malinauskas Labor Government will recruit 24 more paramedics across the Fleurieu Peninsula.

An extra 24/7 emergency 12-paramedic crew will be based at Victor Harbor Ambulance Station from 2024.

For the first time, Goolwa will also have 24/7 emergency coverage with a new 12-paramedic crew beginning in 2025.

These additional paramedics promised by Labor will fill a large gap in ambulance coverage across South Australia, giving Victor Harbor and Goolwa residents safety and peace of mind.

Labor will further invest \$4.5 million in a complete rebuild and expansion of the Victor Harbor ambulance station.

This rebuild will accommodate the new 12-person crew and replace an extremely outdated facility.

Labor will further invest in upgrade works for Goolwa ambulance station to accommodate the new paramedic crew.



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