



THE COUNCIL OF
**AMBULANCE
AUTHORITIES**



STRATEGY
SUMMARY
2023-28

Key Pillars



Advocacy

The Council of Ambulance Authorities (CAA) is committed to providing a unified voice for the ambulance sector with the aim to provide our members and the wider sector support and guidance in all matters relating to ambulance service delivery.

FOCUS

- Be the peak body and provide a unified voice for the Australasian ambulance sector.
- Provide an Australasian voice to the global ambulance space.
- Building relationships with National and State/Territory Governments.
- Continue to expand CAA's relationship with associated organisations working across health, emergency management, and volunteer fields.



Knowledge & Information

Providing the sector with ways to connect, share, exchange ideas and build strong relationships that span across borders and oceans, is something CAA has excelled at and will continue in the future.

FOCUS

- Provide networking opportunities for all members of the Australasian ambulance sector, with internal and external parties.
- Update the CAA Groups structure to ensure the best methods for inter-agency exchange and knowledge sharing.
- Continue to build strong data collections and analytics portfolios, providing timely informative statistics.
- Work to grow CAA's internal research capacity and develop strong partnering opportunities.



Learning & Development

CAA will work to create strong learning and development programs by collaborating with universities and member services, and developing CAA specific programs and tools to ensure the Australasian ambulance teams continue to have world class education and training.

FOCUS

- Engage with internal and external partners to develop CAA endorsed leadership and management development programs.
- Continue working on ensuring more women step into leadership roles, and grow this program to be inclusive of the diversity and communities, especially First Nations people.
- Look towards developing standardised Clinical Guidelines
- Develop career pathways and monitor and support changes to paramedic and other ambulance service roles.

Future Scope



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The Role of the Ambulance Sector

The last decade has brought many challenges for our services. Changing times and needs of our community and patients require our sector to evolve in order to meet demands.

Partner

Work in partnerships across the government, non-government health, and social sectors on health initiatives, and be truly integrated in ongoing discussions and future planning.

Engage

Bring ambulance services together to discuss best practice in ambulance service delivery and evaluate new treatment options, ensuring the sector is ever responding to changing needs and models of care.

Innovate

Advance the work of ambulance teams in out-of-hospital cardiac arrest, stroke, and other time critical conditions where ambulance intervention improves survival rates.

Advocate

Continue providing Secretariat to the Global Resuscitation Alliance and advocate for issues like mandatory CPR training in schools and better access to public AEDs to improve OHCA survival statistics.

Demand Management

Australia, New Zealand, and Papua New Guinea ambulance services have cared for 4.5 million patients in 2020-21 and of these transported 3.8 million patients to hospital. The demand for ambulance services has grown on average 21% since 2013-14, causing a strain on staff and resources.

Outreach

Grow relationships with relevant agencies and sectors to ensure a shared understanding of transfer of care issues, drivers, and potential solutions.

Report

Provide regular demand management reports to better understand trends and future challenges.

Cooperate

Work together with relevant agencies and sectors to develop best practice strategies for the resolution of transfer of care delays with the aim to distribute working solutions.

Future Scope



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The Changing Workforce Landscape

There are a multitude of challenges our workforce faces, such as staff shortages and non-equitable culture - not only by gender split but lack of minority group and First Nations representation. Coupled with the most recent demand growth and a global pandemic which has pushed us clinically, mentally, and challenged our resilience and resolve.

Research

Collect, analyse, and distribute information on paramedic workforce via our yearly workforce survey to better understand the ambulance sector workforce, gender, diversity, and management.

Facilitate

Identify workforce shortages and pressure points, working with universities to ensure a consistent influx of students into services, whilst aiming to reduce the barriers to entry for overseas trained graduate paramedics.

Advance

Build on existing work in achieving a more equitable gender balance and commence work for a more inclusive workforce including First Nations communities.

Develop

Create, in collaboration with universities and member services, exciting career pathways for all our clinical, communication, administrative staff and volunteers, and identify leadership courses to help support existing managers and to grow new generations of leaders.

Ambulance Sustainability

In 2020-21, Australasian ambulance services travelled 182,397,610 km by road and spent 39,625 hours flying in the air. We need to look at practices that will offer a more sustainable future for our teams and community.

Network

Provide a networking forum for ambulance services to share sustainability initiatives and best practice, including working towards setting up a sector-wide sustainability benchmarking data set.

Resource

Provide adoptable resources for services that promotes sustainability including collation of a White Paper with cases studies, suppliers, and activations to help support services to deliver against strategy.

Activate

Promote activities and events that highlight sustainability achievements, including growing the CAA Sustainability Campaign and inspiring services and their teams to get involved.

Drive

Lead changes in the design of ambulance processes and systems that adopt and reflect a sustainability culture.

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