



THE COUNCIL OF AMBULANCE AUTHORITIES ANNUAL REPORT 2018 - 2019



THE COUNCIL OF AMBULANCE AUTHORITIES

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THE COUNCIL OF AMBULANCE AUTHORITIES

The Council of Ambulance Authorities (CAA) is the representative body for the ten principal providers of ambulance services in Australia and New Zealand.

The Board comprises chief executives from each member service. Standing committees are selected from senior executives at each ambulance service according to their expertise and interest.

CAA works to advance the mission of ambulance services to provide excellence in pre-hospital care by pursuing strategic engagement with state, territory and national governments and allied organisations in the health sector.

CAA provides a range of forums for CAA member services and individuals to share their ground-breaking research for the benefit of peers, the broader health community and the public.



L-R CEO David Waters, Neil Kirby, Mike Grant, Jason Killens, Michelle Fyfe, Peter Bradley, Judith Barker, Tony Walker, Tony Ahern (ret), Russell Bowles, Dominic Morgan

THE COUNCIL OF AMBULANCE AUTHORITIES

MESSAGE FROM THE CHAIRMAN



Peter Bradley



An annual report is an important opportunity to mark milestones and reflect on achievements.

The past 12 months have been particularly momentous including one event we could not have imagined.

In March 2019, the world watched as a gunman killed and injured scores of New Zealand residents, the aftermath of which will last a lifetime for many.

Fourteen years after leading the London ambulance service during the London bombings, where many people were killed and hundreds injured, it was incomprehensible that a similar incident could have occurred in New Zealand.

As the world looked on, St John's paramedics, call takers, dispatchers, operational managers - all our staff - demonstrated courage, professionalism and compassion in harrowing and volatile circumstances.

The eerie stillness in the aftermath of the horrific incident belied the unquestioning dedication and hard work of everyone involved in the chaotic rush to save lives, rescue victims, treat injuries and offer comfort and reassurance.

The support from colleagues across Australasian Ambulance Services and around the world bolstered our spirits and continues to help sustain our workforce.

In the preceding months, we looked to Australia where paramedics were officially recognized as a health profession, with registration effective from 1 December 2018.

After a long and collaborative campaign, registration was a landmark for our sector, serving to highlight how the profession has, and continues, to evolve. The work that we do every day alongside the increasing number of large scale, deadly incidents, has helped to increase and improve our focus on the mental health and wellbeing of the ambulance workforce.

A web link for services to use on and after World Mental Health Day on October 10, added to a range of programs introduced by services to support their staff in difficult professional and personal circumstances and promote strong, healthy workplaces.

World Restart a Heart Day (RAHD) on October 16 was an opportunity to celebrate saving lives. We were delighted to have the Australian Prime Minister Scott Morrison launch our 2018 RAHD campaign to reduce the death toll from sudden cardiac arrest.

The Prime Minister attracted a strong media contingent on the lawns outside Parliament House in Canberra, shared with the Royal Flying Doctor Service, ACT Ambulance, ACT Fire and Rescue, ACT SES and ACT Rural Fire Service.

St John New Zealand and Wellington Free Ambulance were again first in the world to mark RAHD with events across the country.

They were followed by Australian ambulance services, our sponsors and partners hosting events everywhere from airports to beaches to educate members of the public in CPR and use of defibrillators.

CAA's social media activity alone reached an audience of more than 2 million and more than 25,000 people were introduced to CPR and AEDs across Australia and New Zealand.

The campaign, supported by each of our member services, promises to gain momentum as the community, governments and the media come to recognise that CPR and AEDs can save tens of thousands of lives, every year.

Our Hand Hygiene campaign developed in conjunction with the World Health Organization (WHO) initiative on May 5, was an important project to foster better infection prevention and control for paramedics and their patients.

A link on the CAA website provided services with information and posters on the five steps for hand hygiene adapted for paramedics working in mobile environments.

In August, New Zealand was proud to host the CAA18 Congress in Auckland with the theme – 'The Patient: At the centre of everything we do. Ko te turoro: Ki te pokapu o matou mahi'.

The Maori Haka welcome at the Conference and the Welcome Reception was a highlight of an exceptional Congress, where expert presentations and demonstrations advanced our commitment to the Global Resuscitation Alliance (GRA) mission, along with our pursuit of similar goals for Stroke in Australasia and around the world. We were pleased to welcome two new Board members in 2018: Michelle Fyfe as CEO of St John WA and David Place as CEO of SA Ambulance Service. Their energy, expertise and dedication will be a major asset.

My last year as the Chair of the CAA Board has been a memorable experience. It has been a privilege to occupy the role for two years, as it is to support the pursuit of excellence in all that we do within the pre-hospital sector.

I wish our next Chair, Dominic Morgan, CEO of NSW Ambulance every success over the next two years, and I like to end my report by placing on record my thanks to David Waters and his team for great work they do to support the work of all our Ambulance Services.



PETER BRADLEY

Chair, The Council of Ambulance Authorities

THE COUNCIL OF AMBULANCE AUTHORITIES

MESSAGE FROM CHIEF EXECUTIVE OFFICER

♦
David Waters



Our member ambulance services in Australia and New Zealand exemplified the very best of leadership and innovation in out of hospital health care and community support throughout the year.

It was a pleasure to shine a light on their work in a range of arenas in Australasia and around the world.

Realising the long held goal of Australian paramedic registration on December 1 was a highlight with more than 17,000 paramedics registered as of June 2019.

CAA will continue to work with the newly appointed Paramedicine Board of Australia on the next level of tertiary education for paramedics.

The Australian process and structure will be invaluable as New Zealand continues its progress towards paramedic registration.

CAA's role as the Global Resuscitation Alliance (GRA) Australasian Secretariat enabled a continued and important focus on developing high-level expertise in all facets of the chain of survival to restart hearts stopped by sudden cardiac arrest.

A GRA Masterclass was held in Auckland as part of the CAA18 Congress and a Resuscitation Academy Network Event, the first to be held in New Zealand, attracted 40 delegates.

Delegates learned from and had access to members of the RA alumni from Australia, New Zealand and the US including leading US cardiologist Dr Peter Kudenchuk and the Executive Director of the Resuscitation Academy Foundation Ann Doll.

In addition, CAA again orchestrated a coordinated Restart A Heart Day (RAHD) campaign with services. A highlight for our second national campaign was the participation of the Australian Prime Minister Scott Morrison.

Mr Morrison launched RAHD on the lawns of Parliament House, Canberra, which we shared with the Royal Flying Doctor Service, ACT Ambulance, ACT Fire and Rescue, ACT SES and ACT Rural Fire Service.

Public events in Australia and New Zealand at schools, airports, shopping centres and remote communities resulted in more than 25,000 people being educated in CPR and defibrillator use.

The message of "Call Push Shock" in the event of an out of hospital cardiac arrest, reached millions of people via traditional and social media coverage.

CAA built on strong ties with mission-aligned supporters including the National Rural Health Alliance, the Heart Foundation and AED distributors to further entrench the goal to reduce the death toll from sudden cardiac arrest. Telephone CPR (T-CPR) workshops were also hosted in both Australia and New Zealand.

The successful engagement around the chain of survival for cardiac arrest has led to the development of a similar initiative for stroke treatment.

CAA attended a meeting with leaders in the field on Emergency Stroke Care in Utstein, Norway to establish guidelines based on the RAHD ten step programs. Outcomes from the meeting will be published late in 2019.

Beyond Blue's landmark survey 'Answering the Call' of emergency service workers including paramedics delivered expansive insights into the mental health and wellbeing of first responders. The survey laid the foundations for a critical and ongoing assessment process for our sector.

As part of our campaign to promote good mental health and wellbeing across ambulance services, CAA created a tool available on a dedicated website for World Mental Health Day on October 10. The self-assessment tool for the ambulance workforce prompts workers to seek support if required. Plans are underway to enhance the site with an interactive tool to help employees better understand their mental health and when to seek expert help.

A new CAA Working Group, Infection Control also delivered a web link to promote Hand Hygiene Day with five moments of hand hygiene for paramedics. The five steps to prevent infection have been adapted for paramedics' mobile

environment from steps developed by the World Health Organization (WHO).

Our annual Congress was an opportunity for leaders in the sector to regroup, acknowledge achievements and look to the future.

Across four days in Auckland some 270 delegates participated in the two day Conference, a Global Resuscitation Alliance Masters and a Women in Leadership breakfast. A gala dinner for the CAA Awards for Excellence celebrated the sector's achievements with an outstanding 39 nominations.

The Congress, along with all of our other commitments, would not be possible without the dedicated support of the CAA team. On behalf of the Board I extend my thanks and gratitude.

Finally, on behalf of the sector and the New Zealand community, we commend the ambulance teams of paramedics, call takers and operational staff, who went beyond their call of duty on March 15, 2019 to attend to the victims of the Christchurch shootings.

Christchurch was a very painful, public and powerful reminder that the lives of patients and paramedics matter everywhere, everyday.



DAVID WATERS

Chief Executive Officer, The Council of Ambulance Authorities

THANK YOU TO **DEPARTING BOARD MEMBERS**

Three CAA Board members departed in 2018. Their dedication and commitment to the sector was acknowledged at the gala dinner held in conjunction with the 2018 Congress.

St John Ambulance WA CEO Tony Ahern received a standing ovation in recognition of a lifetime's outstanding contribution to the sector. He joined St John 45 years ago as a cadet and grew up with the organisation, taking on a range of roles and continually adding to his qualifications, which included a Masters of Information Systems. He was appointed CEO and a member of the CAA Board in 2006.

Ross Coburn joined the CAA Board in 2008 upon his appointment as St John NT CEO. He was an integral member of the St John team for 25 years, including working as the Chief Financial Officer. In addition to his community commitments through his work at St John, Ross was also a strident campaigner for programs to support the mental health and wellbeing of paramedics.

SA Ambulance Service CEO Jason Killens was also acknowledged on the eve of his departure from the Board after three years. Mr Killens held a range of senior roles with the London Ambulance Service before joining SAAS in 2015, where he oversaw changes under the State's health plan including the relocation to a new hospital, and extending the services fleet and station capacity. He left South Australia to take up the position of CEO at the Welsh Ambulance Service.



L-R Jason Killens, Tony Ahern, Ross Coburn

THE COUNCIL OF AMBULANCE AUTHORITIES

COMMITTEES, FORUMS & WORKING GROUPS

Ambulance Education Committee

The Ambulance Education Committee (AEC) will continue to offer support and advice to inform accredited tertiary courses, with a particular emphasis on post graduate degrees.

The Committee altered its terms of reference to reflect the changes of the new registration process for paramedics in Australia following the introduction of their formal classification as a health profession from December 1, 2018.

The Committee also welcomed a representative from the newly established Australian Council of Paramedicine Deans. The Australian Council of Paramedicine Deans was established in 2019 reflecting the changes profession following the registration process. A Council representative will participate in Committee meetings.

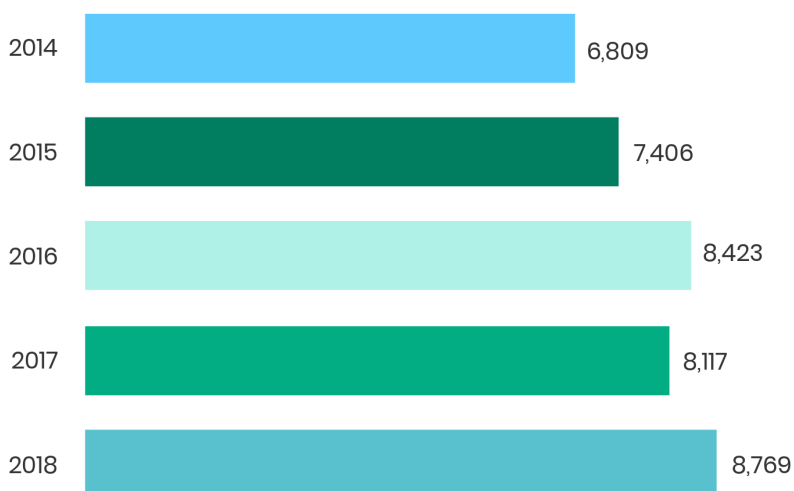
The Committee will continue to be invested in tertiary education for paramedics but with an emphasis on post-graduate courses to build on the pathway available to paramedics.

Enrolments in Paramedic Courses

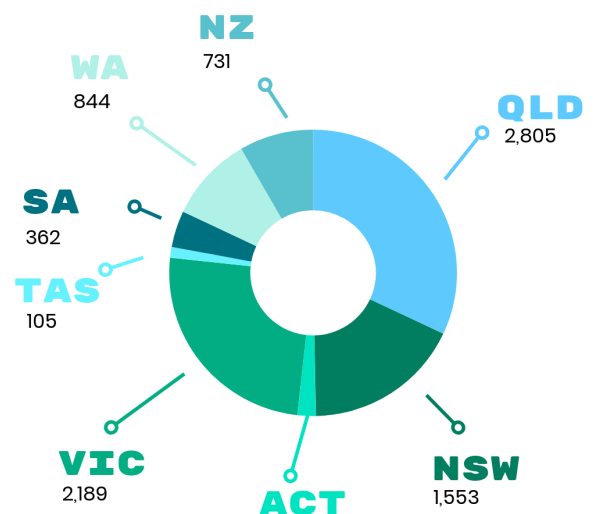
The table below (right), provides an overview of enrolments in paramedic courses at accredited universities in Australia and New Zealand in 2018. There have been minor fluctuations in some regions but overall enrolments have been in line with expectations ensuring there are sufficient paramedics across the both countries.

The annual student enrolment chart (below left) provides a year on year comparison of both countries' student enrolments

ANNUAL STUDENT ENROLMENTS



2018 STUDENT ENROLMENTS BY JURISDICTION



Operations Committee

The Operations Committee is a valuable forum enabling representatives to stay engaged with current developments in all facets of ambulance services' operation from technology and industrial relations to work force trends. The Committee continued to collate data on a range of issues impacting the workforce including shift work, fatigue management and injuries.

Procurement Project

The Committee started work on a procurement project with the aim of understanding whether the CAA can assist services in the procurement process. The group is working to investigate programs adopted by other industries and how similar projects are set up and run elsewhere, which may be applicable for the ambulance sector.

OCCUPATIONAL VIOLENCE WORKING GROUP

The magnitude of violence against paramedics has and will continue to prompt high level engagement with hard-hitting public campaigns developed by services. Criminal charges against assailants are attracting more attention in the media and generating greater support for Paramedics. The CAA position statement on occupational violence, available [here](#), is part of CAA's push for governments and the community to adopt a zero tolerance approach to abhorrent behaviour.

MENTAL HEALTH AND WELLBEING WORKING GROUP

Mental health and employee wellbeing continues to be at the forefront of focus for CAA's member services with the pervasive nature of the impact of the work undertaken by front-line staff including paramedics and call takers.

CAA adopted a ten-step **Health and Wellbeing Strategy** to build on and reinforce services own strategies and commitments.

The group was fortunate to experience one of many exceptional programs being undertaken by services to change the culture around mental health and foster well being - Ambulance Victoria's Peer Support Dog program, which was both informative and reinforced the benefits of peer support dogs.

Labrador Bruce and his handler Ken attended a Working Group meeting to explain the program and its benefits for all staff working at stations and in the field. Bruce (pictured right with a new friend) is one of three support dogs on duty at Ambulance Victoria which has plans to introduce up to 12 dogs.

The 2018/19 Senate Inquiry *The people behind 000: mental health of our first responders* highlighted the compelling personal and professional issues first responders contend with every day. CAA's CEO gave evidence at a sitting in Hobart, Tasmania, illustrating the toll the exacting demands can take on the lives of all personnel.

Witnesses were called to the inquiry sitting around Australia throughout 2018. The commissioners made 14 recommendations in February 2019, which can be read [here](#). The Working Group will prepare a joint response.



© Ambulance Victoria

10/10 World Mental Health Day

The Working Group contributed to the development of a self-assessment tool help ambulance services' staff assess their mental health.

The online tool incorporated in campaign material for "10/10" World Mental Health Day (October 10) was designed to encourage and improve individuals' awareness of their wellbeing and if appropriate take action to help with their state of mind.

Through the Working Group and CAA communications, services were encouraged to share the self-assessment tool with their workforce to build on their own existing programs.

Staff can access the tool and other information at [My1010.net](https://my1010.net) which is linked to CAA's website www.caa.net.au

The Working Group is continuing to investigate the development of an app to make the information more readily available to service staff.



Global Mental Health EMS Survey

The Working Group explored support for an international survey of ambulance services using the Beyond Blue template for its landmark survey of emergency service workers - "Answering the Call".

Answering the Call was an extensive survey incorporated in Beyond Blue's national mental health and wellbeing study of police and emergency services, and the first of its kind in the world to explore the mental health of first responders.

Services in the United States, the United Kingdom and Canada expressed interest in participating in a similar survey to be conducted by CAA every second year.

The survey would be an invaluable tool to inform mental health programs for first responders and in time provide useful statistical insights into the sector's wellbeing around the world.

The Working Group will investigate costs and funding opportunities for the project.

FLEET AND EQUIPMENT FORUM

The Forum was established to provide a meeting point for services to address common challenges regarding the acquisition and maintenance of fleets and equipment.

The Forum addresses the unique requirements of ambulance fleets and ensures ongoing oversight of their maintenance, equipment and infection control procedures amid other essential features to ensure safe and effective service.

The CAA Fleet Forum provides a useful link for services and address challenges which may not previously have been recognised as universal, this can range from incorporating new vehicles into the system to equipment recalls.

Strategic Business Committee

The work undertaken by the Strategic Business Committee plays a significant part in profiling and advancing the role and the goals of ambulance services.

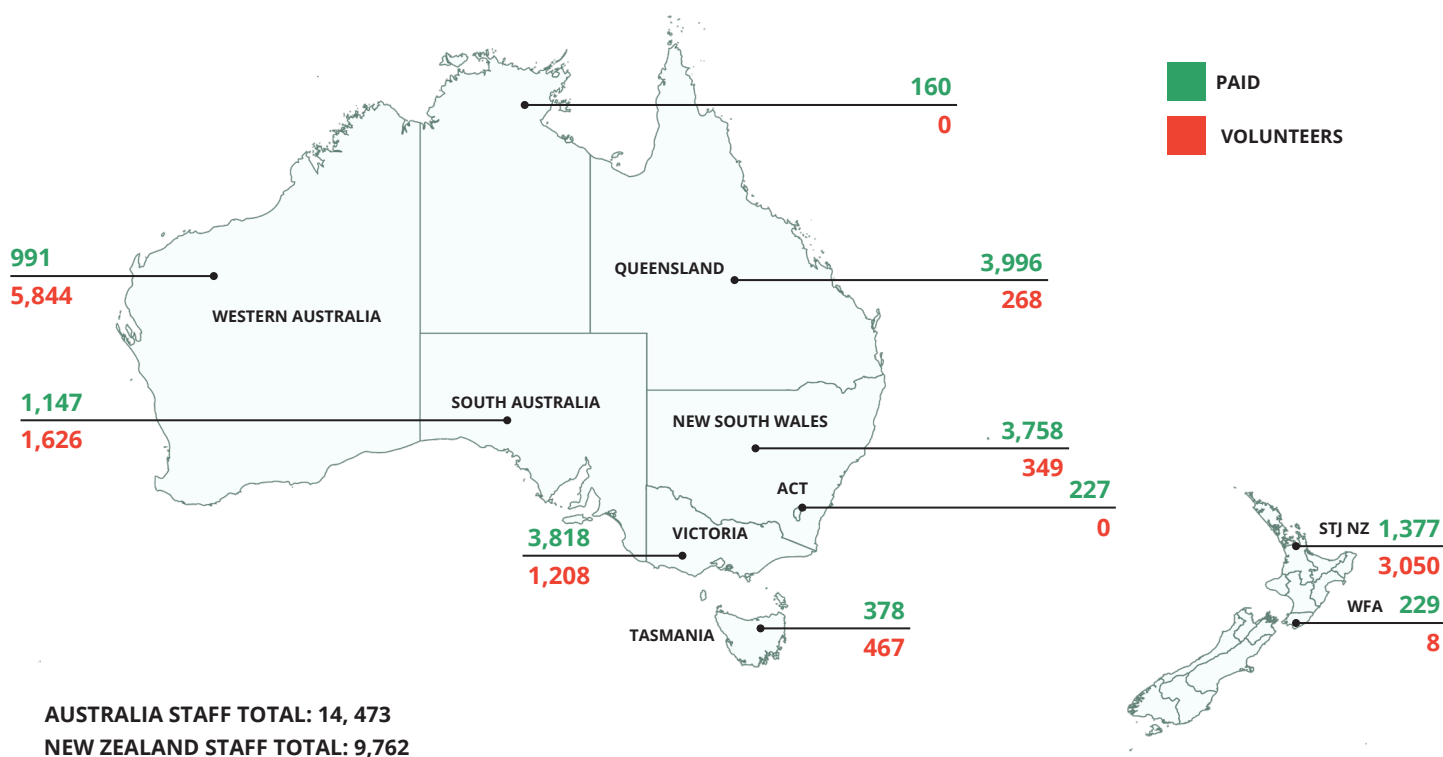
The collection of extensive data encompassing the full remit of ambulance services, which meet the needs of diverse communities across Australia and New Zealand, is essential for accurate and informed analysis.

This year, the Committee began to develop an Ambulance White Paper to examine what lies ahead for the sector and develop a blueprint. Data collected from CAA members will be incorporated in the project as it is developed in 2019. The Committee's work also involved oversight of the development of a series of matrixes to be introduced at the end of June 2019, to assist in gathering services' data for internal-use comparative studies.

Operational Staff and Volunteers working in Australian and New Ambulance Services 2017-18

The current financial year saw a growth in staff numbers, due in part to additional government funding directed to services to assist in the delivery of optimal care. Ambulance services face an unprecedented demand growth in late 2018 and 2019, with demand on average growing by 10 per cent higher to previous year's data.

CAA applauds the additional government contributions in some jurisdictions in recognition of the continuing and growing demands on services and their personnel. Increased investment in the future of the pre-hospital sector bodes well for communities dependent on the expertise of our mobile workforce.



Online Data Portal & RoGs

An online data portal was developed to support the collection of data for the Report on Government Services (RoGs). It will provide secure access for nominated staff to upload data to CAA's Consolidated Returns.

Historical data will also be incorporated in information available via the portal, which we are confident will be an asset for services seeking to compare and review statistical reports.

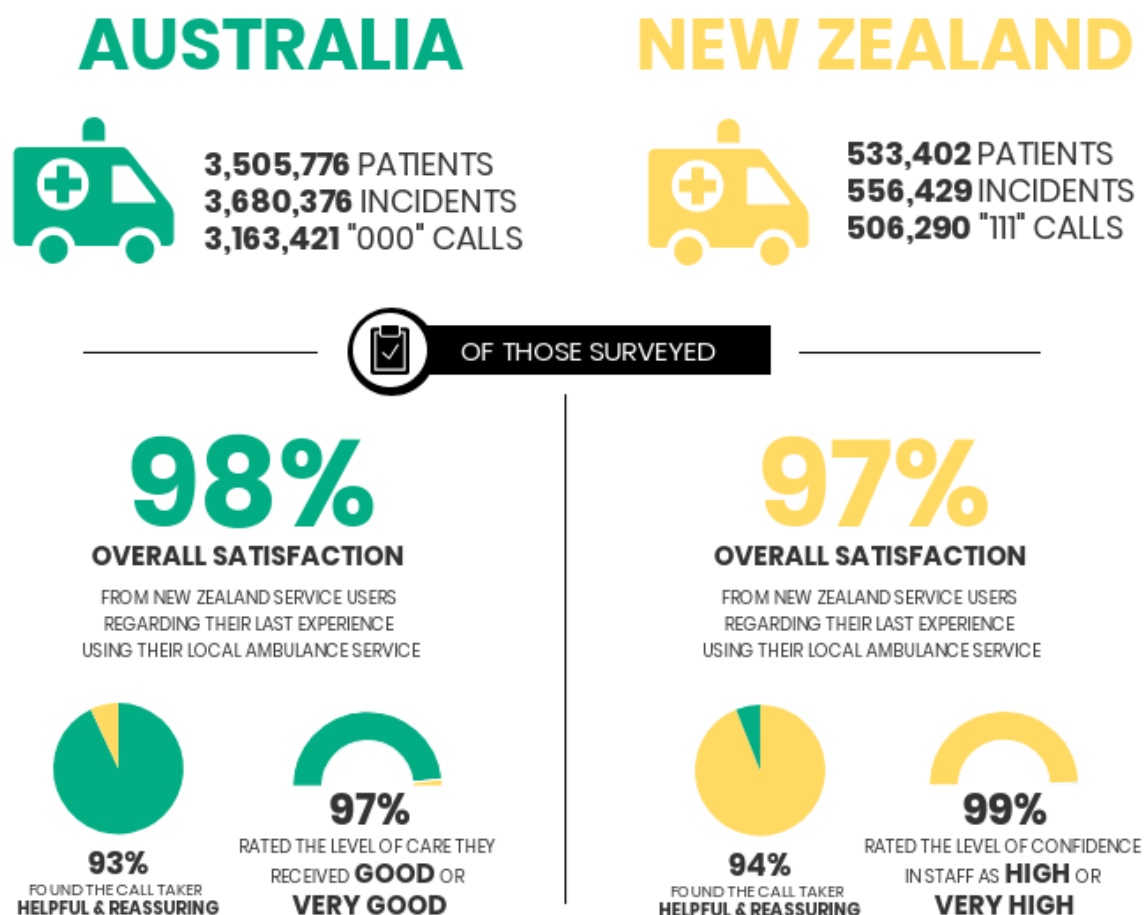
Ambulance Sustainability

The Committee resolved to investigate sustainability in the sector. CAA commissioned Co-Founder/Director at Sustainable Salons Australia Paul Frasca to scrutinize the challenges facing ambulance services. Mr Frasca conducted extensive research with ambulance services. He will deliver a presentation at CAA's annual congress in 2019 and present the results to the CAA Board.

Patient Experience Survey

CAA's Patient Experience Survey for 2019 repeated the consistent results from previous years showing high satisfaction results. Australia reports a 98% satisfaction rating with New Zealand recording 97%.

Feedback from patients and their carers who completed the survey was overwhelmingly positive. This was reflected in many areas including: experience calling the services, assistance provided by call takers, time taken for ambulances to arrive, care provided by paramedics and others.



WOMEN IN LEADERSHIP WORKING GROUP

At the start of 2019 the Women in Leadership working group was established to bring together female leaders from across CAA member services to work on progressing ambulance sector issues from a female perspective.

The Working Group will develop terms of reference and a strategy for the coming year with a view to providing a sound platform for the support, advancement and recognition of women employed in the pre-hospital sector.

Women in Leadership

Following the success of the “Women in Leadership Breakfast” held in conjunction with the CAA 2018 Congress in Auckland, a day-long forum was developed for the 2019 Congress in Perth.

Emergency Management Forum

CAA co-ordinated ambulance input for the new Safe and Healthy Crowded Places Handbook, produced by the Australian Institute for Disaster Resilience (AIDR).

As the project sponsor with the National Critical Care and Trauma Response Centre (NCCTRC), CAA was involved in the pilot for TrackMi, a mass casualty incident patient tracking system to monitor triage and location. TrackMi electronically tracks patients from mass casualty events to hospital. The pilot was completed successfully with Ambulance Victoria and NSW Ambulance.

CAA continued work with the NCCTRC in Darwin on ways to better recognize and utilize skills of paramedics for emergency and disaster events, alongside development of documentation to describe clinical and EM scope of practice for paramedics trained for overseas emergency deployment as part of an AusMAT/NZMAT response.

CAA drafted a terrorism preparedness paper examining Counter Terrorism capability, ambulance capability, changing risk environment, information sharing, training and exercise management. The benefits of adopting a similar training model as that used by the UK National Ambulance Resilience Unit (NARU) are being investigated for Australia and New Zealand.



© SA Ambulance Service

Clinical Forum

The Clinical Forum, comprising medical directors and clinical managers from member services, continues to play an important role in CAA's work in contributing to the high standards of operation for paramedics and ambulance services.

The Forum, which on occasion involves other specialists from the sector, focuses its attention on topical clinical issues and develops recommendations on specific matters as directed by the CAA Board.

This year, the Forum adhered to a comprehensive work plan comprising the maintenance of a Clinical Matrix and Global Resuscitation Alliance Matrix; plus development of clinical indicators, clinical practice guidelines and a data dictionary.

INFECTION CONTROL WORKING GROUP

The Working Group was established to address infection control and prevention in the pre-hospital setting.

Health care associated infections have been recognised by the World Health Organization (WHO) as a significant problem but one which is not sufficiently understood due to limited reliable data.

However, it is recognized that most infections related to health care can be prevented by good hand hygiene, which is particularly pertinent for paramedics and ambulance given the nature of their working environment.

To raise awareness and influence behaviour in pursuit of universal health care, WHO initiated a global campaign including an annual Hand Hygiene Day on May 5.

The CAA Working Group adapted the WHO's five moments of hand hygiene for paramedics to help protect them, patients and treatment areas, keeping them safe from infection.

The development and production of printed material and messaging was made available online for services to access. The material served to reinforce the steps for preventing the spread of infection in keeping with other initiatives undertaken within each service.

A Masterclass for infection control to be held at CAA's annual Congress was formulated at meetings held throughout the year.

The Working Group will continue to expand the campaign alongside the development of a comprehensive infection control and prevention strategy including further Forums at the annual CAA Congress.



NATIONAL SAFETY AND QUALITY HEALTH SERVICE STANDARDS WORKING GROUP

The National Safety and Quality Health Service Standards (NSQHS) has become an important feature in the work undertaken by ambulance services and paramedics.

The Working Group meets regularly via teleconference and will assist services as they seek accreditation under the NSQHS.

SA Ambulance Service was the first ambulance service in Australia to receive accreditation, which is mandatory for health services but not ambulance.

CAA recognized the outstanding achievement with an Accreditation Award in 2018. The Award will be presented to each service as it achieves accreditation to reinforce the sector's commitment to excellence in all areas.

GLOBAL RESUSCITATION ALLIANCE WORKING GROUP

CAA continued to build on work undertaken in its role as the GRA's Australasian Secretariat through the Working Group. The mission to reduce the deaths from sudden cardiac arrest based on the chain of survival is increasingly being adopted by a range of organisations and groups in the community, and incorporated into the work of CAA member services through the **ten-step program**.

Restart A Heart Day

CAA's commitment to the World Restart A Heart Day campaign built around October 16 each year, falls within the parameters of steps 7 and 8.

The secretariat worked with services to develop collateral and a website to assist in the promotion of events to educate members of the public in CPR and AED use.

CAA also engaged with mission-aligned stakeholders including the Royal Flying Doctor Service, the Heart Foundations and supporters including ZOLL and Leardal in the lead up to October 16.

A highlight of the 2018 campaign was a national launch in Australia by the Prime Minister Scott Morrison on October 16. The launch, on the lawns of Parliament House in Canberra, attracted national media attention.

Traditional and social media promotion by CAA and member services reached an audience estimated to be more than two million on social media and more than 25,000 people were educated across both countries.

CAA also held CPR workshops for emergency call takers in Australia and New Zealand in addition to a Resuscitation Alliance Network Event at the 2018 Congress.

Secretariat representatives including David Waters, Helen Conlin and Mojca Bizjak-Mikic attended local and international conferences to deliver presentations on GRA project work undertaken across the sector.

A campaign to have CPR taught in all schools is being developed.



THE COUNCIL OF AMBULANCE AUTHORITIES

AMBULANCE EVENTS



As the peak body representing the 10-statutory ambulance services in Australia and New Zealand, CAA representatives attend and present at leading Australasian and international events linked to the pre-hospital sector. CAA's work, alongside the exemplary initiatives, research and projects of our member services, are a regular feature in conference programs, workshops and engagement with mission-aligned organisations including the following events for 2018 – 2019.

- ▶ 2 x CAA T-CPR Workshops
- ▶ AACE ALF Conference
- ▶ Aeromedical Society of Australia Executive and Conference
- ▶ AFAC Conference
- ▶ Australasian Road Rescue Association
- ▶ Australian and NZ Resuscitation Councils
- ▶ Australian Stroke Coalition
- ▶ Beyond Blue Survey Launch
- ▶ CAA CPR University Event
- ▶ Canadian EMS Study Tour 2019
- ▶ Chinese Stroke Association Annual Conference
- ▶ EMS 2019 Madrid
- ▶ Global Paramedic Leadership Group
- ▶ GRA Executive meetings
- ▶ GRA Stroke Committee
- ▶ International Roundtable for Community Medicine
- ▶ Medical Priority Dispatch Systems (MPDS) Advisory Panel and Navigator Conference
- ▶ Mercedes Benz engagement
- ▶ National Heart and Stroke Action Plan Roundtable
- ▶ NCCTRC TrackMi Project
- ▶ NSW Safety Summit
- ▶ Paramedic Board of Australia
- ▶ Paramedic Chiefs of Canada Conference
- ▶ Police and Emergency Management Working Group (PEMWG) RoGs Committee
- ▶ RAHD Parliament launch with Prime Minister
- ▶ RAHD Presentation to AED distributors
- ▶ RAHD Presentation to AFAC Board
- ▶ RAHD Presentation to First Aid Industry Alliance
- ▶ Take Heart Australia
- ▶ The Way Back Support Service - National Advisory Committee (Beyond Blue)



International Roundtable of Community Paramedicine NZ



Australian Prime Minister, Scott Morrison, launches the 2018 RAHD campaign



© Utstein on Stroke-Global Resuscitation Alliance

CAA 2018 CONGRESS



The 2018 CAA Conference was held in Auckland, New Zealand from August 6 – 9.

The three-day event, hosted jointly by St John New Zealand and Wellington Free Ambulance, attracted more than 380 leaders from the sector for an outstanding program of presentations with a uniquely local flavour.

The famous Maori welcome – the Haka – did not fail to impress with powerful voices, striking makeup and rhythmic movements resounding throughout the Auckland Hilton. It provided a natural segue into the first plenary session to address the Congress theme: *The Patient: at the centre of everything we do: Ko te turoro: Ki e pokapu o matou mahi*

New Zealander Dr Lance O'Sullivan's address shone a light on health inequities in local indigenous communities, and the benefits of incorporating the latest technology with services taken to patients.

The Conference continued with a strong focus on stroke and out-of-hospital cardiac arrest (OHCA) including the second Resuscitation Academy Network Event (RANE) to be held in the southern hemisphere.

New Zealand was well positioned to show case some of its initiatives incorporated into the Resuscitation Academy's ten step program, alongside other expert presenters including leading American cardiologist and Professor of Medicine at the University of Washington, Dr Peter Kudenchuk, RA Executive Director Ann Doll and their Australian counterparts from member services.

Chief Executive of Copenhagen's Emergency Medical Services and a member of the Global Resuscitation Alliance (GRA), Dr Freddy Lippert was a special guest at the Masterclass on Stroke. Dr Lippert explained the formula for addressing the challenges around stroke care would be based on the ten-step program adopted by the GRA.

Dr Lippert highlighted that while issues with the recognition and treatment of stroke were shared challenges for all emergency services across the world, Australia and New Zealand had the potential to take the lead in stroke patient care.



A traditional Maori welcome



Dr Lance O'Sullivan



Dr Freddy Lippert

Supportive interventions in aged care and remote communities with limited health services were featured in a range of concurrent presentations addressing the myriad issues encountered by paramedics as they strive to provide optimum support and care.

The 15th International Roundtable on Community Paramedicine (IRCP) preceded the Conference at the Hilton Hotel and afforded CAA delegates further prospects to learn and share research and experiences.

A Women in Leadership Breakfast was an outstanding success with all seats booked out well in advance.

The Auckland War Memorial Museum was an impressive setting for another immersive experience linked to New Zealand's culture and history, and an ideal setting to celebrate the outstanding achievements of services, individuals and teams acknowledged at the CAA Awards for Excellence gala dinner, sponsored by SDSI.

The dinner and the welcome reception also provided important opportunities for delegates to reconnect and network with their peers from the northern and southern hemisphere.

Presentations, photos and the Congress magazine are available on the website www.caa.net.au



Resuscitation Academy Network Event



Jamie Quinn



Day 1 CAA Conference



Kate Bradstreet, David Waters, Peter Bradley & Dominic Morgan



Dr Peter Kudenchuk

THE COUNCIL OF AMBULANCE AUTHORITIES

CAA

AWARDS FOR EXCELLENCE



CAA's annual Awards for Excellence play an important role in highlighting and celebrating the remarkable achievements of services in a range of endeavours from research and management to leading clinical projects.

The impressive response of 38 nominations in 2018 demonstrated the passion and expertise involved in the work undertaken by ambulance services, showcasing innovation in fields as diverse as technology, community support, training, medication and built environments.

Services entered nominations for awards in:

- ▶ Clinical Capability;
- ▶ Educational Performance;
- ▶ Management Practice and
- ▶ Technical Capability.

The winner of the prestigious Star Award was selected from category winners. Winners and finalists were presented with their trophies at a gala dinner sponsored by SDSI at the Auckland War Memorial Museum.

An inaugural Accreditation Award was also announced and presented to the SA Ambulance Service (SAAS), the first ambulance service in Australia to receive National Safety and Quality Health Service (NSQHS) accreditation.

The Australasian Ambulance Magazine Awards edition provides an overview of all nominations and is an important platform to promote the work of our members to a broader audience. It is available on CAA's website [here](#)



THE COUNCIL OF AMBULANCE AUTHORITIES

CAA

2018 AWARD WINNERS**STAR AWARD****ACT-FAST: A CLINICAL TRIAGE ALGORITHM FOR STROKE CLOT RETRIEVAL,**
ROYAL MELBOURNE HOSPITAL & AMBULANCE VICTORIA

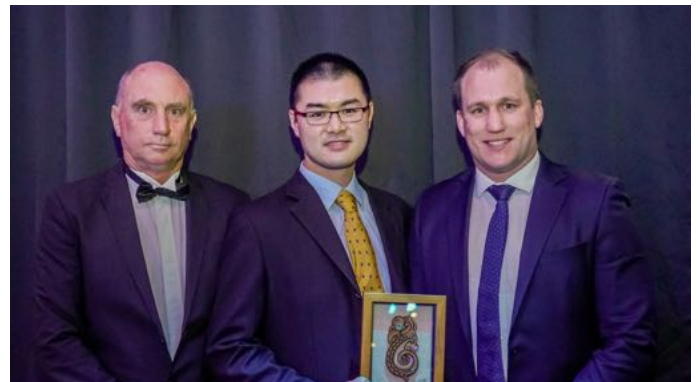
A tool to detect severe forms of stroke and facilitate rapid treatment for clot retrieval was the outstanding winner of the CAA 2018 Awards for Excellence.

Dr Henry Zhao, Principal Investigator at the Royal Melbourne Hospital & Ambulance Victoria and Professor Karen Smith from Ambulance Victoria received the Star Award for their ACT-FAST tool, a clinical triage algorithm for stroke clot retrieval.

ACT-FAST, which also won the Clinical category, was the result of a project which aimed to create a simple and easily deployable paramedic procedure for identification of stroke patients requiring clot retrieval surgery.

**TECHNICAL AWARD****INTEGRATED CLINICAL ANALYTICS SYSTEM,**
ST JOHN NEW ZEALAND

Integrated clinical analytics aim to support safe and patient-centric health care. This project was linked to the introduction of electronic patient report forms which enabled the service to capture, measure and code patient information for more than 500,000 incidents a year.

**EDUCATION AWARD****ELECTRONIC PORTFOLIO OF EVIDENCE,**
ST JOHN NEW ZEALAND.

St John New Zealand created an electronic portfolio of evidence - ePOE - to put paramedics in the driving seat of their own clinical maintenance and education. It is an opportunity to ensure paramedics are both responsible for their own Continuing Professional Development (CPD) and engaged in reflective practice.



THE COUNCIL OF AMBULANCE AUTHORITIES

CAA

2018 AWARD WINNERS

MANAGEMENT AWARD – JOINT WINNERS

FATIGUE RISK MANAGEMENT SYSTEM,

SA AMBULANCE SERVICE

SA Ambulance Service resolved to align fatigue management with contemporary research and best practice which lead to the introduction of a new 24/7 rosters allowing staff to monitor their own fatigue levels. The new system has resulted in a significant reduction in fatigue-related reports.



MADE READY MODEL,

NSW AMBULANCE SERVICE

The two main components of the model – environmental cleaning of ambulances and a new methodology for supply chain management of consumable items – is a first for any Australian ambulance service and has helped achieve the same efficiencies realised in hospitals – and quality assurance comparable to the airline industry.



CLINICAL AWARD

ACT-FAST: A CLINICAL TRIAGE ALGORITHM FOR STROKE CLOT RETRIEVAL,

ROYAL MELBOURNE HOSPITAL & AMBULANCE VICTORIA

ACT-FAST is a unique tool to detect patients with the most severe form of stroke and triage them to appropriate treatment more easily and quickly. The project aimed to create a simple and easily deployable paramedic procedure for identification of stroke patients requiring clot retrieval surgery.





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