

# HOW DID WE CARE FOR YOU?

**854,603**  
INCIDENTS  
RESPONDED TO BY ROAD AND AIR



**676,173**  
VICTORIANS  
RECEIVED OUR CARE



SUPPORTED BY



**799** COMMUNITY OFFICERS  
**310** VOLUNTEER RESPONDERS  
**644** AUXILIARY MEMBERS



BEST ANNUAL RESPONSE TIME IN  
**7 YEARS**



## PATIENTS

Patients are receiving a faster response, and ambulances are reaching our sickest patients more quickly.

**7,000**

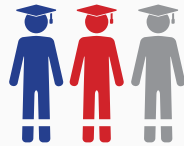
MORE CODE 1 PATIENTS RECEIVED AN EMERGENCY AMBULANCE WITHIN 15 MINUTES

**177**

VICTORIANS SURVIVED A CARDIAC ARREST. OUR HIGHEST ANNUAL SURVIVAL RATE

**439**

NEW GRADUATE PARAMEDICS ON THE ROAD



**23% FEWER**  
PARAMEDIC INJURIES



## COMMUNITY

The community is having a greater voice in our work and the services we deliver.

**8**

NEW AMBULANCE BRANCHES OPENED

**6**

NEW SUPER RESPONSE CENTRES TO MEET GROWING DEMAND



**31,600**

NEW AMBULANCE MEMBERS WELCOMED



**2.6M**  
PEOPLE NOW COVERED ACROSS VICTORIA

EMERGENCY



**11,600**

FEWER PATIENTS TRANSPORTED TO HOSPITAL, HELPING FREE UP EMERGENCY DEPARTMENTS

UPDATED AMBULANCE BOARDS AT

**40**

HOSPITALS WITH ARRIVAL TIME AND PATIENT PRIORITY INFORMATION

**5,338**

STROKE PATIENTS TAKEN TO A HOSPITAL STROKE UNIT WITHIN 60 MINUTES

**102,000**

TRIPLE ZERO (000) CALLERS REFERRED TO ANOTHER HEALTH SERVICE OR SELF-TREATED AT HOME

**632**

POWERED STRETCHERS FITTED IN EVERY AMBULANCE TO ELIMINATE HEAVY LIFTING



**4 OUT OF 5**

STAFF IMMUNISED AGAINST INFLUENZA



**200,000+**

VICTORIANS LEARNED HOW TO RECOGNISE AND RESPOND TO A HEALTH EMERGENCY



**450**

EVENTS AND FESTIVALS SUPPORTED TO KEEP EVENT GOERS SAFE AND WELL

**3,000+ PARAMEDICS**

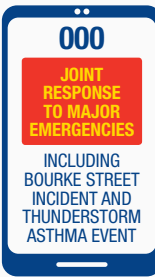
TRAINED TO UNDERSTAND AND RESPOND TO FAMILY VIOLENCE, SUPPORTING A SAFER COMMUNITY



**000**

JOINT RESPONSE TO MAJOR EMERGENCIES

INCLUDING BOURKE STREET INCIDENT AND THUNDERSTORM ASTHMA EVENT



**74**

RESEARCH PROJECTS

INCLUDING 4 WORLD-LEADING CLINICAL TRIALS TO IMPROVE PATIENT CARE



**9** ADDITIONAL CFA BRIGADES

TRAINED TO CO-RESPOND TO MEDICAL EMERGENCIES



**Ambulance**Victoria

# 2016-17: A TRANSFORMATIONAL YEAR

An ongoing program of major reform, supported by a record \$500 million State Government investment in our people and services, has delivered best ever outcomes.

