



Recruiting people with experience of ambulance services to participate in the design of new models of care.

Safe Non-Transport Improvement Plan

The Patient Care Academy is a team within Ambulance Victoria that brings together our people, patients, family and carers, and health sector partners to improve the health outcomes and experiences of the people we care for. We are currently designing improvements in the way we provide assessment and treatment to patients who can safely be left at home and don't require transport to the Emergency Department (Safe Non-Transport).

If you have been attended to by an ambulance within the last year, regardless of whether you went to the Emergency Department, we would like to invite you to take part in our research, drawing on your experience to provide feedback, good or bad.

What are we asking you to do?

In sharing your experience using ambulance services, you will directly contribute to the design of solutions and resources for patients and paramedics. Opportunities to participate may include;

- Being a member of a focus group.
- One-on-one discussion and feedback about your experiences with ambulance services in person or over the phone.
- Workshops/ working group to improve ambulance responses to patients that don't require transport to the Emergency Department.

The Academy design team will facilitate the sessions, which will take place from May 24th to May 26th at our offices in Blackburn North, Victoria. Successful applicants will receive confirmation of time commitments and other details.

Who are we looking for?

We are looking for people with a genuine interest in changing the way things are done to improve patient care.

Key attributes include:

- Experience accessing Ambulance Victoria's services as a patient, family member or carer.
- Sound interpersonal and communication skills.
- Willingness to participate in the work of the Academy through the development of better ways of caring for people.
- Internet access and an email address, for receiving information.

Reimbursement and support

Participation is voluntary. Reimbursement is provided for the costs of any travel associated with meetings (via public transport or privately owned vehicle).

If you are interested in joining virtually you will require access to a computer with a working microphone and camera. Technical support in using our meeting software will be provided.

How to apply

Applicants are invited to apply online (or paste link in browser <https://forms.office.com/r/qj1GiE0yv1>)





AmbulanceVictoria



Patient Care Academy

Applications close Sunday 21 May 2023 at 23:59PM.

Further information

Please send any enquiries to: PatientCare.Academy@ambulance.vic.gov.au

