



IN AN EMERGENCY DIAL 000 AND ASK FOR AMBULANCE

YOU AND YOUR AMBULANCE SERVICE

Our Vision

Excellence in pre-hospital care.

Our Mission

As an integral part of the State's health care system, we will provide responsive, quality emergency clinical care and support for patient transport, rescue and retrieval services through:

- quality of service
- meeting community needs
- valuing our people
- organisational performance.

Our Corporate Values

We put our patients first, by:

- caring
- respecting people
- working together
- showing accountability and responsibility
- focusing on community satisfaction
- fostering technical and professional excellence
- ensuring equity of service provision.

Our Objectives

- To deliver high quality clinical care, patient transport and retrieval services.
- To work in partnership with the community and other health and emergency organisations and our stakeholders.
- To develop and support our staff to lead, manage and deliver quality pre-hospital care.
- To continually improve performance and value by optimising our organisational structure, business processes and systems.

Making a decision about your treatment and/or transport

Ambulance officers have a duty of care to the public to ensure appropriate clinical treatment is provided.

Refusing treatment and/or transport

Ambulance officers will not transport you to hospital against your will. Should you not comply with advice given, you will be required to sign a disclaimer that states you have rejected the advice provided.

This information is made available as a guide only on the understanding that the Ambulance Service of NSW shall have no liability arising by reason of any person using or relying on the information and whether caused by reason of any error, negligent act, omission or misrepresentation in the information or otherwise.

For further information please contact:
Ambulance Service of New South Wales
Locked Bag 105, Rozelle NSW 2039
Phone: (02) 9320 7777 Fax: (02) 9320 7800
24 hour/7 day community complaints hotline: 1800 269 133 (English only)
Or visit our website www.ambulance.nsw.gov.au



Accessing Your Records

The Ambulance Service of New South Wales is committed to providing you with a high quality service. This includes protecting your privacy and ensuring you know your rights and responsibilities. We are bound by the new Health Records and Information Privacy Act 2001, which sets out the principles concerning protection of your private information. Generally you are able to view your Ambulance Service records at your request. You should apply in writing to Ambulance Service Medical Records to obtain a copy of your information (fees apply).

How to use Freedom Of Information (FOI)

Under the FOI Act to see your files you will need to -

- write a letter to the FOI coordinator for the Ambulance Service which holds your files; or
- generally pay \$30.00 for each request, unless you receive a benefit which reduces the fee to \$15.00;
- pay a processing fee if there are lengthy investigations.

The FOI Coordinator
Ambulance Service of New South Wales
Locked Bag 105
Rozelle NSW 2039

Medicare

Ambulance services are not covered by Medicare.

Giving a compliment / making a complaint

You can give your opinion about the care or the service you received from the Ambulance Service. This may be in the form of a compliment or a complaint. You can make a complaint or a compliment verbally or in writing. Any complaint will be taken seriously and treated confidentially.

If you are not happy with how your complaint is managed contact the Professional Standards and Conduct Unit, Ambulance Service of NSW or phone (02) 9320 7777 or for the price of a local call 1300 655 200 (Monday to Friday 9am to 5pm).

Aboriginal and Torres Strait Islander Service

Enquiries relating to Aboriginal or Torres Strait Islander issues can be directed to the Aboriginal Employment and Liaison Officer for the cost of a local call on 1300 655 200.

Zero tolerance

All Ambulance Service of NSW staff have the right to work in a violence free work place. Patients and others have the right to receive health care in an environment free from risk to their personal safety. The Ambulance Service has adopted a zero tolerance response to all forms of violence on health service premises or any other place where health related activities are carried out.

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