



# Ambulance Victoria



## CERTs Q&As

### ***Why have Ambulance Victoria and the Royal Flying Doctor Service Collaborated?***

Ambulance Victoria and the Royal Flying Doctor Service Victoria are working together, utilising their collective expertise in logistical health, to improve emergency care provided to remote and rural locations to facilitate a healthier population across all of Victoria.

Ambulance Victoria and The Royal Flying Doctor Service are committed to improving the health outcomes of those living in the country by increasing volunteer response capability.

### ***How will Ambulance Victoria and the Royal Flying Doctor Service improve emergency care in remote rural locations?***

Under a new partnership initiative, Ambulance Victoria and the Royal Flying Doctor Service Victoria are seeking community based opportunities to develop emergency responder capabilities. The first of these initiatives is the establishment of a number of Community Emergency Response Teams (CERTs).

### ***What is the term of the CERTs partnership between Ambulance Victoria and the Royal Flying Doctor Service Victoria?***

Ambulance Victoria and the Royal Flying Doctor Service Victoria have committed to work together on the CERTs initiative for the next three years.

### ***What are CERTs?***

CERTs refers to Community Emergency Response Teams.

CERT volunteers are first responders dispatched at the same time as an ambulance to potentially life threatening emergencies within their local community. They do not transport patients but are supported by ongoing training with Ambulance Victoria to provide basic emergency care services until the ambulance arrives.

These volunteers provide timely response to medical emergencies, with early intervention and support for patients. Each community team is a group of volunteers trained to provide basic emergency care until ambulance paramedics arrive at emergencies.

### ***How are CERTs established?***

CERTs are established in rural communities where it has been identified a CERT may help to improve patient outcomes. In this instance, Ambulance Victoria and the Royal Flying Doctor Service have identified there may be an opportunity to establish a CERT in Katandra West and are seeking expressions of interest from the local community.

The program is maintained through training and support of the CERT volunteers with several conferences around Victoria each year to maintain First Responder networks and augment skill levels.

***Where are CERTs based?***

CERTs are based in rural locations that are some distance away from an ambulance branch. Sustainable CERT models have been successfully implemented across the state building community resilience to improve health outcomes.

***Are the number of emergencies high where CERTs are based?***

While the population and number of emergency cases in these areas are not high, CERTs can make a real difference to the outcomes of patients who need urgent care.

In 2014–2015, CERTs arrived before an ambulance in 83.6 per cent of cases they responded to, illustrating the high value of these teams.

***How many CERTs are there in Victoria at the moment?***

There are 27 CERTs and 250 CERT volunteers across the state who give back to their communities by providing provide exceptional care in time of emergency.