

**Incident Information**

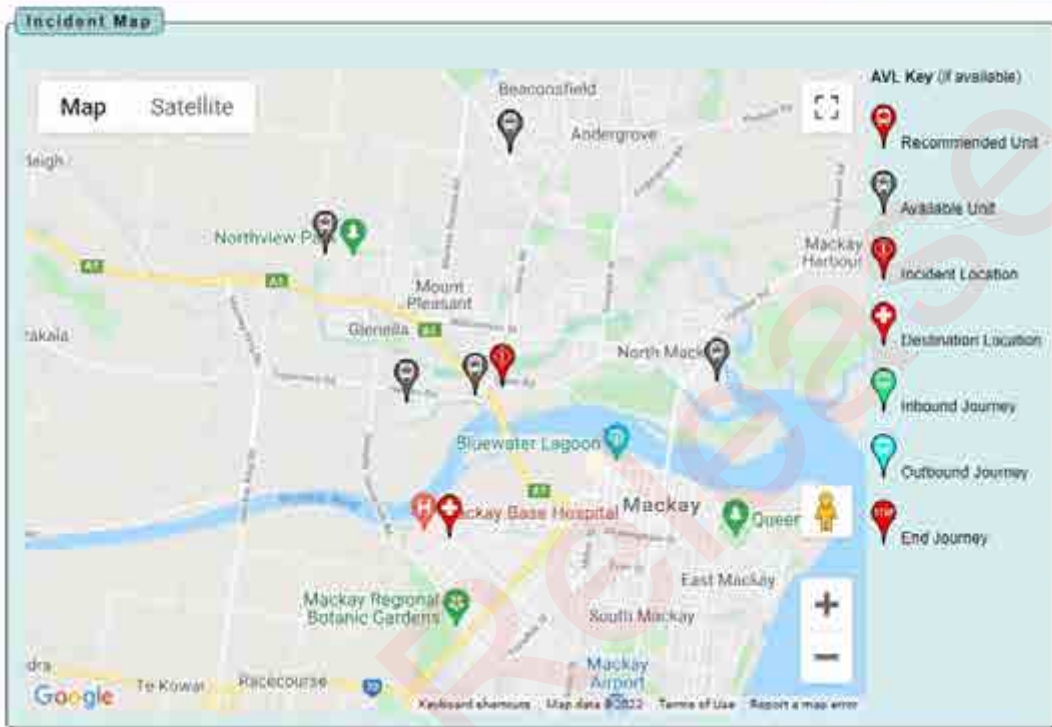
Incident Number: 158129E Incident Date: 21/01/2022 Priority: ZA AMPUS

Incident Address: 78 Willels Rd Incident Suburb: NORTH MACKAY Incident Postcode: 4740

Destination Location: MGRH (ASV) Address: 475 Bridge Rd WEST MACKAY

eARF	Unit ↑	Response Area	First Unit	Transport	Cancel	Dispatched	On Case	On Scene
<a href="#">View</a>	2228	North Mackay	Y	Y	N	21/01/2022 16:52:12	21/01/2022 16:52:54	21/01/2022 17:02:08
<a href="#">View</a>	2535	North Mackay	N	Y	N	21/01/2022 19:28:24	21/01/2022 19:28:40	21/01/2022 19:28:40

[Return](#) [CAD Image](#) [Refresh](#)



**Unit Snapshot**

Unit ↑	Status	Skill Level	ETA	Recommend	Assigned	Active Incident	Code	MPDS
2117	At Scene	B	N/A	No	No	<a href="#">View</a>	2	MATA3
2117	At Scene	B	N/A	No	No	<a href="#">View</a>	1	26C01
2129	Dep	B	N/A	No	No	<a href="#">View</a>	4	MATB6
2142	At Scene	B	N/A	No	No	<a href="#">View</a>	2	17A04G
2161	Dep	B	N/A	No	No	<a href="#">View</a>	2	MATA3
2228	Dispatched	B	N/A	No	Yes	<a href="#">View</a>	1	13C01
2534	Station	S	N/A	No	No	<a href="#">View</a>	-	-
2535	Station	N	N/A	No	No	<a href="#">View</a>	2	MATA3

DOH DISCLOSURE LOG 1 - 8

**Active Cases Prior to Incident:**

Incident	Incident Time	Priority	MPDS	MPDS Description	Address	Suburb
15381012	15:37:46	1C	07B02F	<b>Irrelevant</b>		Farleigh
15380540	16:20:52	4B	-			Mt Pleasant
15381303	16:50:26	2A	-			North Mackay

\*Note that incident 15381303 was assigned and transported from the same address, to the same destination, at the same time, by the same unit as the incident being reviewed.

**MAP indicating location of Hot Zone at MBH:**



## Mackay Base Hospital

### Hospital Status

At 16:45pm on 21 January 2022, the time of the call for incident 15381292 there were 3 QAS units located at MHHS, Mackay Base Hospitals and of these 2 had been 'ramped' for over 30 minutes, with the longest being 42 mins. At the time of the call, Mackay Base Hospitals were on level 1.

The SIR reflects that at 20:59 the patient was moved from the ramp to a cubicle. At the time Mackay Base Hospitals had 7 QAS units located at MBH and of these 4 had been 'ramped' for over 30 minutes, with the longest being 3hrs 44 mins. At the time of the call, Mackay Base Hospitals were on level 3.

Fifteen-minute snapshots for hospital delays at Mackay Base Hospitals prior to the call, at the time of the call and while the call was pending reveal moderate to extreme delays at hospitals as follows:

	Hospital	Total no. ambulance units at Hospital (with pts on stretcher)	Total no. ambulance units ramped (>30 mins POST)	Maximum ramped time	Hospital escalation level
15:45 to 15:59 21/01/2022	Mackay Base Hospital	3	2	42 mins	1
16:45 to 17:00	Mackay Base Hospital	1	0	11 mins	0
18:00 to 18:14	Mackay Base Hospital	5	3	59 mins	1
19:00 to 19:15	Mackay Base Hospital	4	4	1hr 59 mins	2
20:00 to 20:14	Mackay Base Hospital	4	4	2 hrs 59 mins	3
20:45 to 21:00	Mackay Base Hospital	7	4	3 hrs 44 mins	3

# DOH DISCLOSURE LOG

## Operational Review

Fifteen-minute snapshots for pending cases within the Mackay District response area prior to the call, at the time of the call and while the call was pending within the community as follows:

	Priority	Number of Incidents	Average Wait (h:mm:ss)	Maximum Wait (h:mm:ss)	No. incidents pending > 1hour
15:45 to 15:59 21/01/2022	1				0
	2	1	24 mins	24 mins	
16:45 17:00	1				0
	2	1	13 Sec	13 Sec	
18:00 to 18:14	1	0			0
	2	0			
19:00 to 19:14	1	0			0
	2	0			
20:00 to 20:14	1	0			0
	2	0			
20:45 to 21:00	1	0			0
	2	0			

## System Pressures

On 21 January 2022, Mackay Base Hospitals experienced 13.55 hours of 'Lost Time' at Emergency Departments.

Please note - 'Lost Time' data is derived from QAS electronic Ambulance Report Forms (eARFs). All Patient Off Stretcher (POST) performance data, including QAS patient volumes is a point in time and subject to change as eARFs move into completed status and become available for reporting. This report includes Code 1 and 2 incidents that result in a patient transport to a Queensland Health reportable hospital and have a valid at hospital time interval which is greater than 30 minutes for completed eARFs only (approx. 85-90% for prior day)

This 'Lost Time' reduces the number of ambulances available to deploy to pending incidences. When this occurs, the QAS prioritises responses according to clinical acuity. The effects of lost availability compound as pending incidents continue to accrue as more Triple Zero (000) requests are received; however, ambulance crews are unable to be released from hospitals. The outcome results in QAS prioritising the most urgent of incidents (i.e. Code 1 lights and sirens).

# DOH DISCLOSURE LOG

## Review Recommendations:

### Outcomes of SIR:

1. QAS response
  - a. Allocated unit was appropriate based on location and availability.
  - b. The response times for this incident were appropriate.
  - c. The skill sets of the Officers involved were appropriate.
  - d. It was indicated that both patients were Covid positive and thus a single resource usage was deemed the most appropriate for this transfer.

### Concerns of SIR:

1. Clinical assessment and handover from MECC.
  - a. The allocation of a single responding unit at the time of dispatch was appropriate once the crew arrived on scene a review of this would have been recommended. This was due to two acutely unwell patients.
  - b. This was discussed in the Clinical Discussion and Case Reflection
2. MECC nurse confusion in ordering an Ambulance.
  - a. The Nurse who ordered the Ambulance was not aware of a Lights and Siren response and what this meant. The call was transferred to the MECC Doctor
  - b. The Doctor was aware of a Lights and Siren response and requested No Lights and Siren response.
3. The documentation completed by the initial responding crew was below standard.
  - a. This was discussed in the Clinical Discussion and Case Reflection
4. The care and documentation provided by the A/OS was below standard
  - a. This was discussed in the Clinical Discussion and Case Reflection
5. A/OS was attempting to deal with level 3 escalation and manage three patients.
  - a. This has been discussed formally with the A/Director and Mackay Base Hospital via ESMC meeting.

# DOH DISCLOSURE LOG

## Recommendations/Intended Actions:

**Actions Post Event:**

1. The Medical Director's Office was notified of the case.
2. The QAS Commissioner's Office is aware of the Hot Issues Brief.
3. The Central Region Assistant Commissioner is aware of the Hot Issue Brief.
4. The Mackay Acting District Director is aware of the Hot Issue Brief.
5. Clinical case reflection completed via Eclipse and clinic discussions with attending officers
6. District Director to raise formally with Mackay Base Hospital the MEDAI recommendations via ESMC.
7. District Director and the A/EMO has raised QAS handover and escalations for Mackay Base Hospital via ESMC meeting. Mackay Base Hospital has formalised a Ramping Committee to discuss and manage issues associated with Ramping.

**Appendix of relevant documents/files:**

The following documents are attached to this Significant Incident Review:

1. IDR
2. DARF (initial).
3. DARF (addendum).
4. Operations Centre case audio files.
5. Mackay Roster.
6. Eclipse case reflection
7. File notes of clinical discussions

**Document location:**

S:\QAS\_CR\_XO\EMO\Significant events and case investigations\2022\Mackay District\28.01.2022 - IDR 15381292 IHT MECC to MBH

**District and Regional Endorsement**

Role	Name	Position	Signature	Date
Reviewer	Loretta Johnson	A/Director	Irrelevant	31.03.2022
Endorsement	Robbie Medlin	Assistant Commissioner		

# DOH DISCLOSURE LOG



# Incident Detail Report

Data Source: **QACIR**  
 Incident Status: **Closed**  
 Incident number: **15381292**  
 ProQA number:  
 Console name: **PA268**  
 Incident Date: **21/01/2022 16:46:10**  
 Last Updated:

**Incident Information**

<b>Incident Type:</b>	ACUTE-STR	<b>Alarm Level:</b>	
<b>Priority:</b>	2A	<b>Problem:</b>	MATA3
<b>Determinant:</b>		<b>Agency:</b>	QAS
<b>Base Response#:</b>	095600	<b>Jurisdiction:</b>	2 North West
<b>Confirmation#:</b>	00081465	<b>Division:</b>	2 Mackay North
<b>Taken By:</b>	Irrelevant	<b>Battalion:</b>	2 Mackay North
<b>Response Area:</b>	2 Mackay North	<b>Response Plan:</b>	Acute-Str
<b>Disposition:</b>	A Case Completed	<b>Command Ch:</b>	
<b>Cancel Reason:</b>		<b>Primary TAC:</b>	VHF Ch 44/UHF Ch13 MT PLEASANT
<b>Incident Status:</b>	Closed	<b>Secondary TAC:</b>	
<b>Certification:</b>	MATI	<b>Delay Reason (if any):</b>	
<b>Longitude:</b>	30834358	<b>Latitude:</b>	68871133
<b>Patient Name:</b>	Irrelevant	<b>Patient DOB:</b>	Irrelevant

**Incident Location**

<b>Location Name:</b>	MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)	<b>County:</b>	MACKAY
<b>Address:</b>	76 Willetts Rd	<b>Location Type:</b>	Private Hospital Sub-Premise
<b>Apartment:</b>		<b>Cross Street:</b>	MERCY DR/Not less 1km
<b>Building:</b>		<b>Map Reference:</b>	MKY8N13
<b>City, State, Zip:</b>	NORTH MACKAY QLD 4740		

**Call Receipt**

<b>Caller Name:</b>		<b>Original CLI Phone:</b>	
<b>Method Received:</b>		<b>Call Back Phone:</b>	Irrelevant
<b>Caller Type:</b>		<b>Caller Location:</b>	

**Time Stamps**

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	21/01/2022	16:46:05				
1st Key Stroke	21/01/2022	16:46:10			Received to In Queue	00:03:49
In Waiting Queue	21/01/2022	16:49:59			Call Taking	00:04:10
Call Taking Complete	21/01/2022	16:50:20	Irrelevant		In Queue to 1st Assign	00:02:13
1st Unit Assigned	21/01/2022	16:52:12			Call Received to 1st Assign	00:06:07
1st Unit Enroute	21/01/2022	16:52:54			Assigned to 1st Enroute	00:00:42.6
1st Unit Arrived	21/01/2022	17:02:08			Enroute to 1st Arrived	00:09:13.7
Closed	21/01/2022	21:17:53			Incident Duration	04:31:48

**Resources Assigned**

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B2228	16:52:12	A Case Completed	16:52:54		17:02:08		19:28:29			
N2535	19:28:24	A Case Completed	19:28:40		19:28:40	20:59:31	21:17:53			

**Personnel Assigned**

Unit	Name
2228	Irrelevant
2535	

**Pre-Scheduled Information**

No Pre-Scheduled Information

**Transports**

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2228	MKBH (A&E) 475 Bridge Rd		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	17:28:45	17:39:55	19:28:29
2535	MKBH (A&E) 475 BRIDGE RD		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	19:28:57	19:29:06	21:17:53

**Comments**

Date	Time	User	Type	Comments
21/01/2022	16:49:55	2LISFOR	Response	PT VOMITING BLOOD AND BLOOD IN STOOL - HX GI BLEED - LETHARGIC - TO GO TO MK ED - NIL L&S
21/01/2022	16:50:18	2LISFOR	Response	++ PT COVID POS ++
21/01/2022	16:50:19	2REBBUS	Response	Delay in dispatch due to workload - NO CREWS
21/01/2022	16:52:12	PS	Response	[Page] Dispatch page sent to Unit:2228, Sent From: KEDCADQASPIS01
21/01/2022	16:52:21	PS	Response	[Page] Dispatch page to Unit:2228 complete to PIN Irrelevant

21/01/2022	16:52:22	PS	Response	Irrelevant Message sent successfully to Whispir [Page] Dispatch page to Unit:2228 complete to PIN Irrelevant Message sent successfully to Whispir
21/01/2022	17:59:54	2KIRBRE	Response	2228 RAMPED NIL TIMEFRAME
21/01/2022	18:38:36	2TAYMCG	Response	2228 RAMPED AS PER 2161
21/01/2022	19:28:24	PS	Response	[Page] Dispatch page sent to Unit:2535, Sent From: KEDCADQASPIS01
21/01/2022	19:28:31	PS	Response	[Page] Dispatch page to Unit:2535 complete to PIN Irrelevant Message sent successfully to Whispir
21/01/2022	19:28:32	PS	Response	[Page] Dispatch page to Unit:2535 complete to PIN Irrelevant Message sent successfully to Whispir
21/01/2022	19:28:32	PS	Response	[Page] Dispatch page to Unit:2535 complete to PIN Irrelevant Message sent successfully to Whispir
21/01/2022	19:28:39	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
21/01/2022	19:28:39	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
21/01/2022	21:18:02	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
21/01/2022	21:18:03	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
21/01/2022	21:18:03	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir

**Priority Changes**  
**No Priority Changes**

**Call Activities**

Date	Time	Radio	Activity	Location	Comments	User
21/01/2022	16:49:59		Incident in Waiting Queue			
21/01/2022	16:49:59		Read Comment		Comment for Incident 753 was Marked as2LISFOR Read.	
21/01/2022	16:49:59		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
21/01/2022	16:50:04		Read Incident		Incident 753 was Marked as Read.	2REBBUS
21/01/2022	16:50:09		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
21/01/2022	16:50:09		Incident in Waiting Queue Timer Clear			
21/01/2022	16:50:20		UserAction		User dicked Exit/Save	2LISFOR
21/01/2022	16:50:22		UserAction		User dicked Exit/Save	2REBBUS
21/01/2022	16:52:04		Read Comment		Comment for Incident 753 was Marked as2LISFOR Read.	
21/01/2022	16:52:12		UserAction		User dicked Exit/Save	2LISFOR
21/01/2022	16:52:12	2228	Dispatched	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]	Response Number (095600)	2REBBUS
21/01/2022	16:52:39		Read Comment		Comment for Incident 753 was Marked as2REBBUS Read.	
21/01/2022	16:52:47		UserAction		User dicked Exit/Save	2REBBUS
21/01/2022	16:52:54	2228	Resp	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]	Responding From = 8 Carr St, BLDG HOUSE.	2REBBUS
21/01/2022	16:57:13		UserAction		User dicked Exit/Save	2REBBUS
21/01/2022	17:02:08	2228	At Scene	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]		2REBBUS
21/01/2022	17:28:45	2228	Dep	MKBH (A&E)		2REBBUS
21/01/2022	17:39:55	2228	Dest	475 Bridge Rd [ MKBH (A&E) ]		2REBBUS
21/01/2022	17:39:55	2228	Transport Time	475 Bridge Rd [ MKBH (A&E) ]	Depart Scene Time: 21/01/2022 17:28:45, Arrive Destination Time: 21/01/2022 17:39:55	2REBBUS
21/01/2022	19:28:24	2535	Dispatched	76 Willetts Rd [MMH MACKAY (ECC)]	Response Number: 096185;	2TAYMCG
21/01/2022	19:28:29	2228	Available	475 Bridge Rd [ MKBH (A&E) ]		2TAYMCG
21/01/2022	19:28:29	2228	Disposition	MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)	A Case Completed	2TAYMCG
21/01/2022	19:28:40	2535	Resp	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]	Status bypassed by user due to allowable status change	2TAYMCG
21/01/2022	19:28:40	2535	Resp	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]	Responding From = 475 BRIDGE RD, BLDG E BLOCK [MKBH (A&E)].	2TAYMCG
21/01/2022	19:28:40	2535	At Scene	76 Willetts Rd [MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)]		2TAYMCG
21/01/2022	19:28:57	2535	Dep	MKBH (A&E)		2TAYMCG



21/01/2022	19:29:06	2535	Dest	475 Bridge Rd [ MKBH (A&E) ]		DOH RTI 3987	2TAYMCG
21/01/2022	19:29:06	2535	Transport Time	475 Bridge Rd [ MKBH (A&E) ]	Depart Scene Time: 21/01/2022 19:28:57, Arrive Destination Time: 21/01/2022 19:29:06		2TAYMCG
21/01/2022	20:59:31	2535	Partially Av	475 Bridge Rd [ MKBH (A&E) ]			2COLGRA
21/01/2022	21:17:53	2535	Available	475 Bridge Rd [ MKBH (A&E) ]			2TAYMCG
21/01/2022	21:17:53	2535	Disposition	MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)	A Case Completed		2TAYMCG
21/01/2022	21:17:53	2535	Response Closed	MMH MACKAY (ECC) (MATER PRIVATE HOSPITAL MACKAY)	Response Disposition: A Case Completed		2TAYMCG

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
21/01/2022	16:46:11	Address	(Blank)	/MKMAT	Premise Used.	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:18	Address	/MKMAT	76 WILLETTS RD	Premise Verified	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:18	Latitude	0	68871133	Premise Verified	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:18	Longitude	0	30834358	Premise Verified	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	Jurisdiction		2 North West	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	Division		2 Mackay North	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	Battalion		2 Mackay North	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	Response_Area		2 Mackay North	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	Primary_TAC_Channel		VHF Ch 44/UHF Ch13 MT PLEASANT	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:19	City		NORTH MACKAY	Updated City	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:46:36	Field_Data		<b>Irrelevant</b>	Patient Name:	Response_User_Data_Fields	PA268	2LISFOR
21/01/2022	16:49:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:49:59	Problem		MATA3	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:49:59	Pickup_Map_Info	(Blank)	MKY8N13		Response_Transports	KEDCADQASCXA262	LISFOR
21/01/2022	16:49:59	Map_Info	(Blank)	MKY8N13		Response_Master_Incident	KEDCADQASCXA262	LISFOR
21/01/2022	16:50:04	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA266	2REBBUS
21/01/2022	16:50:13	Field_Data		<b>Irrelevant</b>	Patient DOB:	Response_User_Data_Fields	PA268	2LISFOR
21/01/2022	16:52:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA268	2LISFOR
21/01/2022	16:52:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266	2REBBUS
21/01/2022	17:28:50	Map_Info	(Blank)	MKY11K4		Response_Transports	KEDCADQASCXA302	REBBUS
21/01/2022	19:28:57	Map_Info	(Blank)	MKY11K4		Response_Transports	KEDCADQASCXA302	TAYMCG
21/01/2022	20:59:31	CAT - Change Unit Priority	2A	CLD2A	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
21/01/2022	20:59:31	CAT - Change Unit Priority	2A	COLD2A	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS

# DOH DISCLOSURE LOG

## Significant Incident Review

Version 1.0 July 2020

### Far Northern Region Cairns and Hinterland District

#### Authority:

- By authority of Assistant Commissioner, Far Northern Region, Michelle Baxter.

#### Executive Summary:

- On 25 January 2022, at 13:36:42, the Cairns Operations Centre received calls for a motorcyclist versus truck at Irvinebank. Incident number 15396857.
- A fourteen (14) year old had significant head injuries and was declared deceased at the scene.
- The incident has been reviewed with nil clinical or operational concerns.

#### Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 15396857.
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

#### LASN Clinical Incident Summary Report:

- The incident was clinically audited through ECLIPSE. There are no clinical concerns with the care provided.
- The patient suffered a significant head injury and was in cardiac arrest on arrival of first responders from the Queensland Police Service and Queensland Fire and Emergency Services.
- On arrival, the paramedics followed traumatic arrest protocol, which included chest decompression, laryngeal mask airway and intravenous fluid administration. The patient remained in asystole throughout.
- Recognition of Life Extinct was declared 30 minutes after paramedics arrived on scene.

#### State OpCen ProQA:

- The Cairns Operations Centre reviewed the call. The overall call-taking performance was **non-compliant**.
- The call taker took 5 minutes for address identification, with supervision intervention required to progress the call.
- Call received to first unit assigned was 6 minutes 16 seconds.

#### Incident Review/Investigation:

##### Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 1539687.

## Queensland Ambulance Service: Operational Incident Reporting

- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland District will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

### Background

- On 25 January 2022, at 13:36:42, the Cairns Operations Centre received calls for a motorcyclist versus truck at Irvinebank. Incident number 15396857.
- The case was coded as a 1A, MPDS determinant 29D07, patient unconscious.
- The closest Bravo Unit was dispatched from Atherton and the closest Critical Care Paramedic was dispatched from Mareeba.

### Timeline

First key stroke:	13:36:42
In waiting queue:	13:42:16
Assigned:	13:42:54
Enroute:	13:42:59
At Scene:	14:15:42
Deceased:	14:44

### Review

- The first key stroke was at 13:36:42 and it took 6 minutes 16 seconds to assign the first unit.
- The call was reviewed by the Operations Centre and found to be non-complaint, with the supervisor needing to intervene as the call taker was unable to correctly enter an address.
- An incident was also received via ICEMS at 13:38:52.
- Queensland Police Service arrived on scene at approximately 14:03:10 and reported cardiopulmonary resuscitation was in progress, patient in arrest.
- The first unit from Atherton arrived on scene at 14:15:42 with a response time of 32minutes 48seconds, which is appropriate for the distance.
- On arrival, the crew reported an unconscious patient with nil signs of life and penetrating head injury.
- Traumatic arrest protocols were followed and life extinct was declared after 30 minutes of resuscitation attempts at 14:44.
- The Critical Care unit arrive at 14:46:12, confirming life extinct.

### Outcomes

- The call taking has been reviewed and the call taker will be mentored for their next 4 shifts, with a safety check carried out by the Professional Development Officer at shift 5.
- Resuscitation following traumatic arrest protocols was performed.
- Patient declared life extinct at 14:44.
- Nil clinical or operational concerns – patient with significant head injuries.

### Post OIRR actions

- Peer support was activated for attending staff and communications staff.
- Senior Operations Supervisor and Officer-in-Charge followed up with welfare checks.



## Queensland Ambulance Service: Operational Incident Reporting

- The Operations Centre Manager will update the Assistant Commissioner regarding call-taking mentoring outcomes.

### Review Recommendations:

- Nil

### Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Consultation with State OpCen Assistant Commissioner (for "State ProQA Special Review" if relevant);
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- State level clinical audits (should be requested from the Medical Directors Office for complex clinical incidents or incidents with deviations from clinical policy and procedure);
- Relevant audio (wav) files;
- AVL tracking of unit positions at time of incident;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active;
- Workforce planning reports; and
- Any reports or documents received from the Queensland Police Service (QPrime Number).

### Region Endorsement

(Document must be signed by Regional Manager, converted to PDF, sent to [Irrelevant@ambulance.qld.gov.au](mailto:Irrelevant@ambulance.qld.gov.au))

Name	Position	Signature	Date
Michelle Baxter	Assistant Commissioner	Irrelevant	11.02.22

# DOH DISCLOSURE LOG

# Incident Detail Report

Data Source: QACIR  
 Incident Status: Closed  
 Incident number: 15396857  
 ProQA number: 18327352  
 Console name: PA703  
 Incident Date: 25/01/2022 13:38:22  
 Last Updated:

## Incident Information

**Incident Type:** ACUTE AND CCP IF AVAILABLE  
**Priority:** 1A  
**Determinant:** 29D07  
**Base Response#:** 112314  
**Confirmation#:** 00095266  
**Taken By:** Irrelevant  
**Response Area:** 7 Atherton  
**Disposition:** A Case Completed  
**Cancel Reason:**  
**Incident Status:** Closed  
**Certification:** ACUTE  
**Longitude:** 34780908  
**Patient Name:** ANDREW

**Alarm Level:**  
**Problem:** RTC UNCON  
**Agency:** QAS  
**Jurisdiction:** 7 Tablelands and Cape York  
**Division:** 7 Atherton  
**Battalion:** 7 Atherton  
**Response Plan:** 1A  
**Command Ch:**  
**Primary TAC:** VHF Ch 27 HALLORANS HILL  
**Secondary TAC:**  
**Delay Reason (if any):**  
**Latitude:** 72579047  
**Patient DOB:**

## Incident Location

**Location Name:** APPROX 3KLM OUT OF IRVINE BANK  
**Address:** 2558-2572 HERBERTON PETFORD RD  
**Apartment:**  
**Building:**  
**City, State, Zip:** IRVINEBANK QLD 4887

**County:** MAREEBA  
**Location Type:** Residence  
**Cross Street:** IRVINEBANK LAND FILL ACCS/ANNIE ST  
**Map Reference:** 7963

## Call Receipt

**Caller Name:** Irrelevant  
**Method Received:**  
**Caller Type:**

**Original CLI Phone:**  
**Call Back Phone:** Irrelevant  
**Caller Location:**

## Time Stamps

Description	Date	Time	User
Phone Pickup	25/01/2022	13:36:38	
1st Key Stroke	25/01/2022	13:36:42	
In Waiting Queue	25/01/2022	13:42:16	
Call Taking Complete	25/01/2022	14:16:50	Irrelevant
1st Unit Assigned	25/01/2022	13:42:54	
1st Unit Enroute	25/01/2022	13:42:59	
1st Unit Arrived	25/01/2022	14:15:42	
Closed	25/01/2022	15:24:20	Irrelevant

## Elapsed Times

Description	Time
Received to In Queue	00:03:54
Call Taking	00:38:28
In Queue to 1st Assign	00:00:38
Call Received to 1st Assign	00:06:16
Assigned to 1st Enroute	00:00:05
Enroute to 1st Arrived	00:32:43
Incident Duration	01:47:42

## Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7120	13:42:54	A Case Completed	13:42:59		14:15:42			15:13:11			
A7400	13:46:03	Services Not Required	13:47:46		14:46:15			15:13:50			
R8510	13:52:57	A Case Completed	14:14:48		14:44:29			15:24:20			

## Personnel Assigned

Unit	Name

7120  
7400  
8510

# Irrelevant

DOH RTI 3907

Pre-Scheduled Information  
No Pre-Scheduled Information

Transports  
No Transports

### Comments

Date	Time	User	Type
25/01/2022	13:38:52	ICEMS	Response
25/01/2022	13:38:52	ICEMS	Response
25/01/2022	13:38:52	ICEMS	Response
25/01/2022	13:38:52	ICEMS	Response
25/01/2022	13:39:04	ICEMS	Response
25/01/2022	13:42:16	7DAVJAC	Response
25/01/2022	13:42:16	7DAVJAC	Response
25/01/2022	13:42:44	ICEMS	Response
25/01/2022	13:42:45	7DAVJAC	Response
25/01/2022	13:42:45	7DAVJAC	Response
25/01/2022	13:42:55	PS	Response
25/01/2022	13:43:05	PS	Response
25/01/2022	13:45:10	7MICMAN	Response
25/01/2022	13:45:10	7MICMAN	Response
25/01/2022	13:45:15	7MICMAN	Response
25/01/2022	13:45:15	7MICMAN	Response
25/01/2022	13:46:03	PS	Response
25/01/2022	13:46:14	PS	Response
25/01/2022	13:46:29	PS	Response
25/01/2022	13:46:30	PS	Response
25/01/2022	13:46:54	8KATWRI	Response
25/01/2022	13:46:58	7DAVJAC	Response
25/01/2022	13:48:08	7DAVJAC	Response
25/01/2022	13:48:20	7KARBEA	Response
25/01/2022	13:48:30	7MICMAN	Response
25/01/2022	13:51:00	7TALRAD	Response
25/01/2022	13:51:00	7TALRAD	Response
25/01/2022	13:51:34	7TALRAD	Response
25/01/2022	13:51:36	7MICMAN	Response
25/01/2022	13:52:24	7DAVJAC	Response
25/01/2022	13:52:57	PS	Response
25/01/2022	13:53:04	7MICMAN	Response

### Comments

[Appended, 13:51:00] [POL-Q] Exact Lat/Lon=D17.38841/D145.3774  
 [Appended, 13:51:00] [POL-Q] Contact at scene: 0497188848 MR MURRAY DAW  
 [Appended, 13:51:00] [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : BIKE HAS COME AROUND CORNER AND HIT INFS TRUCK UNSURE IF HE IS ALIVE  
 [Appended, 13:51:00] [POL-Q] Initial Incident Address information: HERBERTON PETFORD RD HERBERTON, TABLELANDS, QLD 4887  
 [Appended, 13:51:00] POL-Q EnRoute  
 [ProQA Dispatch] Dispatch Level: 29D07 (Unconscious) Response Text: 1A QPS 15-year-old, Male, Not Conscious, Breathing. Problem Description: MOTORBIKE INTO SIDE OF TRUCK  
 [ProQA: Key Questions] 1. The incident involves a vehicle v. motorcycle.  
 [Appended, 13:51:00] The 'IRA' acknowledgement has not been received from POL-Q.  
 [ProQA: Key Questions] 1. The incident involves a vehicle v. motorcycle. 2. Chemicals or other hazards are not involved. 3. There is no one trapped. 4. Everyone is not completely awake (alert). 5. His injuries are described as other than to a NOT DANGEROUS area. 6. There is SERIOUS bleeding.  
 [ProQA] : 15-year-old, Male, Not Conscious, Breathing.  
 [Page] Dispatch page sent to Unit:7120, Sent From: KEDCADQASPIS01  
 [Page] Dispatch page to Unit:7120 complete to PIN Irrelevant Message sent successfully to Whispir  
 [Appended, 13:51:00] [ProQA Dispatch] Dispatch Level: 29B05 (Unknown status/Other codes not applicable) Response Text: 1C QPS Age unknown, Male, Consciousness unknown, Breathing status unknown. Problem Description: MALE MOTORBIKE INTO TRUCK  
 [Appended, 13:51:00] [ProQA: Key Questions] 1. The incident involves a single motorcycle. 2. Chemicals or other hazards are not involved. 3. It's not known if anyone is trapped. 4. It's not known if everyone is completely awake (alert). 5. The type and nature of his injuries are not known. 6. It's not known if there is SERIOUS bleeding.  
 [Appended, 13:51:00] [ProQA: Key Questions] 1. The incident involves a single motorcycle. 2. Chemicals or other hazards are not involved. 3. It's not known if anyone is trapped. 4. It's not known if everyone is completely awake (alert). 5. The type and nature of his injuries are not known. 6. It's not known if there is SERIOUS bleeding.  
 [Appended, 13:51:00] [ProQA] : Age unknown, Male, Consciousness unknown, Breathing status unknown.  
 [Page] Dispatch page sent to Unit:7400, Sent From: KEDCADQASPIS01  
 [Page] Dispatch page to Unit:7400 complete to PIN Irrelevant Message sent successfully to Whispir  
 [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir  
 [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir  
 CONF NZCC WITH Q7 OCS  
**Irrelevant**  
 Irrelevant was added to the incident 25/01/2022 13:48:20.  
 FPARA ADVISED  
 Dispatcher Appended [15396844] to this incident  
 LINK: [15396844] to [15396857] because [15396844] appends to [15396857]  
 CASE APPENDED BY PDO SONHOD  
 LOCATION IS NEAR THE WASTE TRANSFER STATION WHICH IS -17.420716 145.220681  
 PT HAS A SERIOUS BLEEDING FROM NOSE  
 [Page] Dispatch page sent to Unit:8510, Sent From: KEDCADQASPIS01  
 >FIRE-Q> QAS RESP TO LOCATION WHICH IS NEAR THE WASTE TRANSFER STATION IN IRVINBANK -17.420716 145.220681 MALE 15YOS MOTORBIKE INTO A SIDE OF A TRUCK, HEAD INJ, QAS RESP AND HELO TASKED  
 223 of 234



25/01/2022	13:53:04	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q22-P005480	DOH RTI 3907
25/01/2022	13:53:05	PS	Response	[Page] Dispatch page to Unit:8510 complete to PIN Irrelevant	Message sent successfully to
25/01/2022	13:53:09	8KATWRI	Response	Whispir	
25/01/2022	13:53:47	ICEMS	Response	[Notification] [QAS]-R510 ACCEPTED TASKING	
25/01/2022	13:54:40	7MICMAN	Response	>FIRE-Q> FIRE-Q has been attached to the incident	
25/01/2022	13:55:33	7MICMAN	Response	HELO WILL BE ON VHF Ch 27 TO TALK TO THE CREW	
25/01/2022	13:57:00	ICEMS	Response	VHF WILL PROBABLY NOT WORK, IF HELO CALLS WE WILL HAVE TO PASS ON INSTRUCTIONS ON PTT	
25/01/2022	13:57:30	ICEMS	Response	FIRE-Q EnRoute	
25/01/2022	13:58:09	7DAVJAC	Response	<FIRE-Q< ANY ENTRAPMENTS AND DO YOU KNOW LOAD OF TRUCK? THANKS	
25/01/2022	14:00:26	7DAVJAC	Response	NO ISSUES WITH TRUCK LOAD, PT CLIPPED THE SIDE OF THE TRUCK UNKNOWN LOAD INFO	
25/01/2022	14:00:58	7DAVJAC	Response	LIPS ARE TURNING BLUE, BLEEDING SLOWED WEAK PULSE. ATTEMPTING TO PUT 02 ON HIM	
25/01/2022	14:02:34	7DAVJAC	Response	PT HAS 02 ON BAG	
25/01/2022	14:03:10	ICEMS	Response	CANT TELL IF THERE IS A PULSE	
25/01/2022	14:03:14	7DAVJAC	Response	POL-Q OnScene	
25/01/2022	14:03:49	7DAVJAC	Response	QPS ON SCENE	
25/01/2022	14:05:18	ICEMS	Response	SLIGHT PULSE	
25/01/2022	14:05:46	ICEMS	Response	<POL-Q< REQUESTING RESCUE 510 - RIDER IS NOT CONSCIOUS ASSISTED BREATHNG - CPR IN PROGRESS	
25/01/2022	14:09:15	7MICMAN	Response	<POL-Q< LAT LONG TO COME SHORTLY FOR RESUCE 510	
25/01/2022	14:09:48	7DAVJAC	Response	>POL-Q> THANK YOU	
25/01/2022	14:09:53	ICEMS	Response	DEFIB BEING USED	
25/01/2022	14:11:17	7DAVJAC	Response	<POL-Q< LAT AND LONG IS -17.42095 145.21909 . MEMBERS OF PUBLIC ON SCENE DOING CPR.	
25/01/2022	14:11:38	7MICMAN	Response	[Notification] [QAS]-CPR IN PROGRESS	
25/01/2022	14:11:48	PS	Response	Address 2558-2572 HERBERTON PETFORD RD verified by Latitude / Longitude	
25/01/2022	14:11:49	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
25/01/2022	14:11:50	PS	Response	[Page] Page processing complete to PIN	Message sent successfully to Whispir
25/01/2022	14:12:04	7DAVJAC	Response	[Page] Page processing complete to PIN	Message sent successfully to Whispir
25/01/2022	14:12:58	7MICMAN	Response	QPS PERFORMING CPR	
25/01/2022	14:12:58	7TALRAD	Response	>POL-Q> WE ARE APPROX 2 MINS AGO	
25/01/2022	14:13:32	7MICMAN	Response	8510 AIRBORNE A FEW MINS AGO 5 POB - ETA 1435	
25/01/2022	14:15:23	ICEMS	Response	>POL-Q> HELO ETA 1435	
25/01/2022	14:15:25	7DAVJAC	Response	<POL-Q< NOTED THANKS QAS	
25/01/2022	14:15:35	7MICMAN	Response	QAS ARRIVED	
25/01/2022	14:16:36	7MICMAN	Response	>POL-Q> WE ARE ON SCENE	
25/01/2022	14:16:45	8DIACRA	Response	>FIRE-Q> QAS ON SCENE	
25/01/2022	14:16:48	7DAVJAC	Response	[Notification] [QAS]-RSQ SPOKE TO R510 ADVISED CPR IN PROGRESS - ETA 1435 WEATHER PERMITTING	
25/01/2022	14:16:48	7DAVJAC	Response	[ProQA: Key Questions] 1. The incident involves a vehicle v. motorcycle. 2. Chemicals or other hazards are not involved. 3. There is no one trapped. 4. Everyone is not completely awake (alert). 5. His injuries are described as other than to a NOT DANGEROUS area. 6. There is SERIOUS bleeding.	
25/01/2022	14:17:03	8DIACRA	Response	[ProQA] : 15-year-old, Male, Not Conscious, Breathing.	
25/01/2022	14:20:06	7TALRAD	Response	Flight Following for 8510: [LAT]16°52'58.35"S[LON]145°44'54.06"E[ALT][HDG][SPD][ETA]1435[FUEL][SOB]5	
25/01/2022	14:20:10	ICEMS	Response	8510 CAN ONE OF THE CREWS EITHER QAS QPS OR QFES GO TO UHF CHANNEL 90	
25/01/2022	14:20:51	ICEMS	Response	<POL-Q< HERBERTON POLICE ADVD THAT THE QAS WILL TRANSPORT TO THE FOOTBALL FIELD IN HERBERTON, FOR RESCUE 510.	
25/01/2022	14:22:59	7KARBEA	Response	<POL-Q< CORRECTION ..... MEANT TO SAY IRVINEBANK FOOTBALL FIELD.	
25/01/2022	14:23:41	7KARBEA	Response	>POL-Q> ROGER	
25/01/2022	14:24:07	8KATWRI	Response	>POL-Q> ARE YOU ABLE TO PROVIDE LATS AND LONGS	
25/01/2022	14:25:34	7MICMAN	Response	[Notification] [QAS]-CONFIRMED WITH R510 IN FLIGHT - NOW HEADING TO HERBERTON FOOTBALL FIELD	
25/01/2022	14:26:07	7TALRAD	Response	SOS ADVISED	
25/01/2022	14:29:06	7KARBEA	Response	8510 HAVE REQUESTED LATS AND LONGS FOR FOOTBALL FIELD, BUT SHOULDN'T BE TOO HARD TO FIND ANYWAY	
25/01/2022	14:29:17	7DAVJAC	Response	7120 CPR IN PROGRESSS , ASYTOLE , FIXED DIALTED PUPIS AND # RIGHT ARM	
25/01/2022	14:29:39	ICEMS	Response	LATS 17.34661 144.94200	
25/01/2022	14:30:01	7MICMAN	Response	<POL-Q< -17.42080 145.22064	
25/01/2022	14:30:07	ICEMS	Response	>POL-Q> THANK YOU	
				<POL-Q< ABOVE LAT AND LONG IS WHAT APPEARS TO BE THE FOOTBALL FIELDS NEARBY CRASH SITE	

25/01/2022	14:30:56	7KARBEA	Response	7120 Irrelevant
25/01/2022	14:35:02	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
25/01/2022	14:36:14	ICEMS	Response	FIRE-Q OnScene
25/01/2022	14:39:31	7KARBEA	Response	7400 3-4 KM FROM SCENE
25/01/2022	14:40:41	7MICMAN	Response	>FIRE-Q.POL-Q> HELO IS ABOVE AND CANNOT LAND AT SCENE - ARE ALL THE CREWS STILL AT THE TRANSFER STATION OR HAS THE PT BEEN MOVED TO THE FOOTBALL FIELDS AS PER THE LAT LONS?
25/01/2022	14:41:52	7KARBEA	Response	7120 QPS AT THE SCHOOL FOR THE FLIGHT PARA AND DR
25/01/2022	14:43:20	ICEMS	Response	<POL-Q< PT IS STILL BEING TREATED AT THE SCENE - REQUEST HELO GO TO THE FOOTBALL FIELD
25/01/2022	14:44:24	7KARBEA	Response	7120 DUE TO CIRCUMSTANCES AND TIME SCENE PT IS SIGNAL 4
25/01/2022	14:45:48	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
25/01/2022	14:46:47	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
25/01/2022	14:46:50	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
25/01/2022	14:48:33	7MICMAN	Response	SOS ADV
25/01/2022	14:48:44	ICEMS	Response	<POL-Q< CONFIRM PT DECEASED
25/01/2022	14:49:17	7KARBEA	Response	7400 CASE HAS BEEN CALLED THE DR FROM THE HELO WILL STILL ATTEND AND TO SEE WHATS GOING ON
25/01/2022	14:50:44	7KARBEA	Response	7400 FLIGHT CREW ARE ON SCENE
25/01/2022	15:13:21	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
25/01/2022	15:14:08	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
25/01/2022	15:21:51	8DIACRA	Response	8510 RETURNING TO BASE ETA 1540
25/01/2022	15:24:34	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
25/01/2022	18:07:57	7MICMAN	Response	GAVE Irrelevant QPS THE NAMES OF THE CREWS THAT ATTENDED
25/01/2022	21:31:06	7JULGUI	Response	Premise Case Hx accessed for the purpose of obtaining additional information
25/01/2022	21:31:52	7JULGUI	Response	OPENED FOR QPS ENQUIRING ABOUT THE ATTENDING OFFICERS DATE OF BIRTH FOR THEIR DOCUMENTATION
27/01/2022	22:26:52	7MICMAN	Response	OPENED TO GET UNIT ACTIVITY LOG FOR SIG

**Priority Changes**  
No Priority Changes

**Call Activities**

Date	Time	Radio	Activity	Location	Comments	User
25/01/2022	13:42:16		Incident in Waiting Queue			
25/01/2022	13:42:16		Read Comment		Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	13:42:16		ProQA	63-104 Herberton Rd	ProQA determinant sent	7DAVJAC
25/01/2022	13:42:16		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
25/01/2022	13:42:26		Read Incident		Incident 352 was Marked as Read.	7KARBEA
25/01/2022	13:42:26		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
25/01/2022	13:42:26		Incident in Waiting Queue Timer Clear			
25/01/2022	13:42:46		UserAction		User clicked Initial Assign	7KARBEA
25/01/2022	13:42:47		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7120 (00:01:34),7400 (00:22:50)	7KARBEA
25/01/2022	13:42:52		Initial Assignment		The following unit(s) is (are) cleared from assignment: 7400	7KARBEA
25/01/2022	13:42:54	7120	Dispatched	63-104 Herberton Rd [APPROX 3KLM OUT OF IRVINE BANK]	Response Number (112314)	7KARBEA
25/01/2022	13:42:59	7120	Resp	63-104 Herberton Rd [APPROX 3KLM OUT OF IRVINE BANK]	Responding From = MAZLIN ST\JACK ST	7KARBEA
25/01/2022	13:44:35		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:45:43		Read Comment		Comment for Incident 352 was Marked as Read.	7MICMAN
25/01/2022	13:46:03	7400	Dispatched	63-104 Herberton Rd	Response Number: 112328;	7KARBEA
25/01/2022	13:46:04		Read Comment		Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	13:46:26		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	13:46:27		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:46:32		Read Comment		Comment for Incident 352 was Marked as Read.	7KARBEA
25/01/2022	13:46:35		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:46:48		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:47:03		Incident Late		Active incident marked as late	7TALRAD

25/01/2022	13:47:46	7400	Resp	HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]	Responding From = 7 MAREEBA	DOH RTI 72907 7KARBEA
25/01/2022	13:48:04		Read Comment		Comment for Incident 352 was Marked as Read.	7TALRAD
25/01/2022	13:48:22		Read Comment		Comment for Incident 352 was Marked as Read.	22ANGWAT
25/01/2022	13:48:32		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	13:48:59		Read Comment		Comment for Incident 352 was Marked as Read.	7KARBEA
25/01/2022	13:49:07		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:49:24		UserAction		User clicked Exit/Save	22ANGWAT
25/01/2022	13:49:44		UserAction		User clicked Exit/Save	7TALRAD
25/01/2022	13:49:55		UserAction		User clicked Exit/Save	22ANGWAT
25/01/2022	13:50:32		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:51:00		Append Incident		Dispatcher Appended [15396844] to this incident	7TALRAD
25/01/2022	13:51:00		Link Incident		LINK: [15396844] to [15396857] because [15396844] appends to [15396857]	7TALRAD
25/01/2022	13:51:01		[ICEMS]		[ICEMS] Incident 15396844 has been merged with 15396857	ICEMS
25/01/2022	13:51:02		Read Comment		Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	13:51:35		UserAction		User clicked Exit/Save	7TALRAD
25/01/2022	13:52:57	8510	Dispatched	HERBERTON PETFORD RD	Response Number: 112365;	8KATWRI
25/01/2022	13:52:57	8510	Update Sector	HERBERTON PETFORD RD	From Sector 7C to 7CY	8KATWRI
25/01/2022	13:52:58		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P005480, Status: EnRoute	ICEMS
25/01/2022	13:53:04		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q22-P005480	ICEMS
25/01/2022	13:53:47		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q22-P005480	ICEMS
25/01/2022	13:53:49		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P005480, Resource Status: WillAttend	ICEMS
25/01/2022	13:53:57		Incident Late		Active incident marked as late	
25/01/2022	13:54:15		Read Comment		Comment for Incident 352 was Marked as Read.	7KARBEA
25/01/2022	13:54:42		Read Comment		Comment for Incident 352 was Marked as Read.	7MICMAN
25/01/2022	13:54:46		UserAction		User clicked Exit/Save	8KATWRI
25/01/2022	13:55:10	7120	Calculate Vehicle ETA	BROADWAY\GRANT ST	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 00:38:57	7DAVJAC
25/01/2022	13:55:11	7400	Calculate Vehicle ETA	KENNEDY HWY\MARTIN AVENUE CONN	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 01:09:10	7DAVJAC
25/01/2022	13:55:11	8510	Calculate Vehicle ETA	7 CAIRNS_AIRPORT RTY	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 01:45:28	7DAVJAC
25/01/2022	13:55:33		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	13:55:39		Read Comment		Comment for Incident 352 was Marked as Read.	5SANTHO
25/01/2022	13:55:57		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	13:56:56		UserAction		User clicked Exit/Save	5SANTHO
25/01/2022	13:57:00		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P005480, Resource Status: EnRoute	ICEMS
25/01/2022	13:57:17		Read Comment		Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	13:57:27		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q22-P005480	ICEMS
25/01/2022	13:57:30		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q22-P005480	ICEMS
25/01/2022	13:57:47		Read Comment		Comment for Incident 352 was Marked as Read.	7RICLOP
25/01/2022	13:58:05		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q22-P005480	ICEMS
25/01/2022	13:58:18		UserAction		User clicked Exit/Save	7RICLOP
25/01/2022	13:59:50		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	13:59:59		Read Comment		Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	14:00:12		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	14:01:54	7120	Calculate Vehicle ETA	HERBERTON PETFORD RD\PROPOSED RD	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 00:32:07	7DAVJAC
25/01/2022	14:01:55	7400	Calculate Vehicle ETA	KENNEDY HWY\MORGANBURY RD	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 01:02:00	7DAVJAC

25/01/2022	14:01:55	8510	Calculate Vehicle ETA	7 CAIRNS_AIRPORT RTY	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK 7DAVJAC is 01:45:28	7DAVJAC
25/01/2022	14:02:16		Read Comment		Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	14:03:10		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P005480, Resource Status: OnScene	ICEMS
25/01/2022	14:03:14		Read Comment		Comment for Incident 352 was Marked as Read.	8LOUMIT
25/01/2022	14:03:18		Read Comment		Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	14:03:34		UserAction		User clicked Exit/Save	8KATWRI
25/01/2022	14:04:24		Read Comment		Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	14:04:36		UserAction		User clicked Exit/Save	8LOUMIT
25/01/2022	14:05:18		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:05:46		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:06:35		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:06:36		Read Comment		Comment for Incident 352 was Marked as Read.	7KARBEA
25/01/2022	14:06:58	7120	Calculate Vehicle ETA	HERBERTON PETFORD RD\UNNAMED WATSONVILLE RD	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 00:27:00	7MICMAN
25/01/2022	14:06:58	7400	Calculate Vehicle ETA	KENNEDY HWY\PILLINGER DR	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 00:56:02	7MICMAN
25/01/2022	14:06:58	8510	Calculate Vehicle ETA	7 CAIRNS_AIRPORT RTY	ETA to Scene Address HERBERTON PETFORD RD, IRVINEBANK is 01:45:28	7MICMAN
25/01/2022	14:07:23		UserAction		User clicked Exit/Save	22ANGWAT
25/01/2022	14:08:13		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	14:08:15		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:08:23		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
25/01/2022	14:09:10		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	14:09:15		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:09:53		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:11:38		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:12:37	7120	Calculate Vehicle ETA	HERBERTON PETFORD RD\PROPOSED RD	ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is 00:01:25	7MICMAN
25/01/2022	14:12:37	7400	Calculate Vehicle ETA	MAIN ST\JACK ST	ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is 00:31:47	7MICMAN
25/01/2022	14:12:37	8510	Calculate Vehicle ETA	7 CAIRNS_AIRPORT RTY	ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is 01:45:28	7MICMAN
25/01/2022	14:12:38		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:12:46		Read Comment		Comment for Incident 352 was Marked as Read.	22ANGWAT
25/01/2022	14:12:58		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:13:13		Read Comment		Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	14:13:33		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:13:58		Read Comment		Comment for Incident 352 was Marked as Read.	8LEORIC
25/01/2022	14:14:02		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:14:17		UserAction		User clicked Exit/Save	7MICMAN
25/01/2022	14:14:29		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:14:36		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:14:38		UserAction		User clicked Exit/Save	7KARBEA
25/01/2022	14:14:48	8510	Resp	2558-2572 HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]	Responding From = 7 CAIRNS_AIRPORT RTY	8DIACRA
25/01/2022	14:14:50		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-	ICEMS



				P005480, Status: EnRoute		DOH RTI 3907
25/01/2022	14:14:53	UserAction			User clicked Exit/Save	22ANGWAT
25/01/2022	14:15:23	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:15:36	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:15:42	At Scene	7120	2558-2572 HERBERTON PETFORD RD	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P005480, Status: OnScene	7KARBEA
25/01/2022	14:15:43	[ICEMS]			[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P005480, Status: OnScene	ICEMS
25/01/2022	14:15:43	[ICEMS]			[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P005480, Status: OnScene	ICEMS
25/01/2022	14:16:07	UserAction			User clicked Exit/Save	8LEORIC
25/01/2022	14:16:23	UserAction			User clicked Exit/Save	7MICMAN
25/01/2022	14:16:24	Read Comment			Comment for Incident 352 was Marked as Read.	7MICMAN
25/01/2022	14:16:24	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:16:36	[ICEMS]			[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:16:50	UserAction			User clicked Exit/Save	7DAVJAC
25/01/2022	14:17:03	Reset Flight Timer	8510		[LAT]16°52'58.35"S[LON]145°44'54.06"E[ALT][HDG][SPD][ETA]1435[FUEL][SOB]5	8DIACRA
25/01/2022	14:17:11	[ICEMS]			[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:18:30	UserAction			User clicked Exit/Save	7MICMAN
25/01/2022	14:18:39	Read Comment			Comment for Incident 352 was Marked as Read.	7MICMAN
25/01/2022	14:18:45	UserAction			User clicked Exit/Save	7MICMAN
25/01/2022	14:18:48	Calculate Vehicle ETA	7120	2558-2572 HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]	ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is 00:00:00	7MICMAN
25/01/2022	14:18:48	Calculate Vehicle ETA	7400	ATHERTON HERBERTON RD\PROPOSED RD	ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is 00:24:43	7MICMAN
25/01/2022	14:18:48	Calculate Vehicle ETA	8510		ETA to Scene Address 2558-2572 HERBERTON PETFORD RD, IRVINEBANK is *00:17:04	7MICMAN
25/01/2022	14:19:28	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:20:10	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:20:51	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:21:29	Read Comment			Comment for Incident 352 was Marked as Read.	7MICMAN
25/01/2022	14:21:30	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:23:01	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:23:15	Read Comment			Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	14:23:41	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480	ICEMS
25/01/2022	14:23:42	Read Comment			Comment for Incident 352 was Marked as Read.	8LEORIC
25/01/2022	14:23:56	UserAction			User clicked Exit/Save	8LOUMIT
25/01/2022	14:24:22	UserAction			User clicked Exit/Save	8KATWRI
25/01/2022	14:24:43	UserAction			User clicked Exit/Save	7KARBEA
25/01/2022	14:25:23	Read Comment			Comment for Incident 352 was Marked as Read.	7DAVJAC
25/01/2022	14:25:41	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:25:48	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q22-P005480	ICEMS
25/01/2022	14:25:52	UserAction			User clicked Exit/Save	7MICMAN
25/01/2022	14:26:04	Read Comment			Comment for Incident 352 was Marked as Read.	7RICLOP
25/01/2022	14:26:17	UserAction			User clicked Exit/Save	7RICLOP
25/01/2022	14:26:36	Read Comment			Comment for Incident 352 was Marked as Read.	8KATWRI
25/01/2022	14:26:52	UserAction			User clicked Exit/Save	8LEORIC
25/01/2022	14:29:15	Read Comment			Comment for Incident 352 was Marked as Read.	5SANTHO
25/01/2022	14:29:39	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q22-	ICEMS

				DOH RTI 3907
25/01/2022	14:29:45		Read Comment	P005480
25/01/2022	14:30:02		[ICEMS]	Comment for Incident 352 was Marked as Read.
25/01/2022	14:30:07		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480
25/01/2022	14:30:14		UserAction	[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480
25/01/2022	14:30:26		UserAction	User clicked Exit/Save
25/01/2022	14:30:45		UserAction	User clicked Exit/Save
25/01/2022	14:30:59		Read Comment	User clicked Exit/Save
25/01/2022	14:31:54		UserAction	Comment for Incident 352 was Marked as Read.
25/01/2022	14:32:33		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480
25/01/2022	14:32:48		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time
25/01/2022	14:33:20		UserAction	User clicked Exit/Save
25/01/2022	14:34:05		UserAction	User clicked Exit/Save
25/01/2022	14:34:59		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480
25/01/2022	14:35:02		[ICEMS]	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
25/01/2022	14:35:08		UserAction	User clicked Exit/Save
25/01/2022	14:36:01		Read Comment	Comment for Incident 352 was Marked as Read.
25/01/2022	14:36:01		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480
25/01/2022	14:36:09		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time
25/01/2022	14:36:14		[ICEMS]	[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P005480, Resource Status: OnScene
25/01/2022	14:36:17		Read Comment	Comment for Incident 352 was Marked as Read.
25/01/2022	14:36:21		UserAction	User clicked Exit/Save
25/01/2022	14:36:45		[ICEMS]	[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read
25/01/2022	14:36:57		UserAction	User clicked Exit/Save
25/01/2022	14:38:31		UserAction	User clicked Exit/Save
25/01/2022	14:39:14		UserAction	User clicked Exit/Save
25/01/2022	14:40:41		[ICEMS]	[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P005480
25/01/2022	14:40:42		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P005480
25/01/2022	14:40:52		Read Comment	Comment for Incident 352 was Marked as Read.
25/01/2022	14:41:17		UserAction	User clicked Exit/Save
25/01/2022	14:41:17		[ICEMS]	[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P005480
25/01/2022	14:43:20		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480
25/01/2022	14:44:29	8510	At Scene	2558-2572 HERBERTON PETFORD RD
25/01/2022	14:44:31		UserAction	User clicked Exit/Save
25/01/2022	14:45:48		[ICEMS]	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
25/01/2022	14:45:54		Read Comment	Comment for Incident 352 was Marked as Read.
25/01/2022	14:46:15	7400	At Scene	2558-2572 HERBERTON PETFORD RD
25/01/2022	14:46:47		[ICEMS]	[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time
25/01/2022	14:46:50		[ICEMS]	[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time
25/01/2022	14:47:08		UserAction	User clicked Exit/Save
25/01/2022	14:48:17		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident



Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
25/01/2022	14:48:19	Read Comment			Q22-P005480			
25/01/2022	14:48:35	UserAction			Comment for Incident 352 was Marked as Read.			7KARBEA
25/01/2022	14:48:35	UserAction			User clicked Exit/Save			7KARBEA
25/01/2022	14:48:44	[ICEMS]			User clicked Exit/Save			7MICMAN
					[ICEMS] Received Incident Update from POL-Q for Incident Q22-P005480			ICEMS
25/01/2022	14:48:50	[ICEMS]			[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time			ICEMS
25/01/2022	14:49:28	UserAction			User clicked Exit/Save			8LEORIC
25/01/2022	14:49:42	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480			ICEMS
25/01/2022	14:49:43	Read Comment			Comment for Incident 352 was Marked as Read.			7KARBEA
25/01/2022	14:49:49	UserAction			User clicked Exit/Save			7KARBEA
25/01/2022	14:50:05	[ICEMS]			[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read			KB
25/01/2022	14:50:10	UserAction			User clicked Exit/Save			5SANTHO
25/01/2022	14:50:22	UserAction			User clicked Exit/Save			7KARBEA
25/01/2022	14:50:41	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P005480			ICEMS
25/01/2022	14:50:48	[ICEMS]			[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time			ICEMS
25/01/2022	14:50:53	UserAction			User clicked Exit/Save			7MICMAN
25/01/2022	14:52:54	UserAction			User clicked Exit/Save			8DIACRA
25/01/2022	14:54:41	Read Comment			Comment for Incident 352 was Marked as Read.			5SANTHO
25/01/2022	14:54:44	UserAction			User clicked Exit/Save			5SANTHO
25/01/2022	15:13:11	7120 Available		2558-2572 HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]				7KARBEA
25/01/2022	15:13:11	7120 Disposition		APPROX 3KLM OUT OF IRVINE BANK	A Case Completed			7KARBEA
25/01/2022	15:13:50	7400 Available		2558-2572 HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]				7KARBEA
25/01/2022	15:13:50	7400 Disposition		APPROX 3KLM OUT OF IRVINE BANK	Services Not Required			7KARBEA
25/01/2022	15:14:31	Read Comment			Comment for Incident 352 was Marked as Read.			8KATWRI
25/01/2022	15:15:06	UserAction			User clicked Exit/Save			8KATWRI
25/01/2022	15:17:39	UserAction			User clicked Exit/Save			8LOUMIT
25/01/2022	15:24:20	8510 Available		2558-2572 HERBERTON PETFORD RD [APPROX 3KLM OUT OF IRVINE BANK]				8DIACRA
25/01/2022	15:24:20	8510 Disposition		APPROX 3KLM OUT OF IRVINE BANK	A Case Completed			8DIACRA
25/01/2022	15:24:20	8510 Response Closed		APPROX 3KLM OUT OF IRVINE BANK	Response Disposition: A Case Completed			8DIACRA
25/01/2022	15:24:23	Read Comment			Comment for Incident 352 was Marked as Read.			8DIACRA
25/01/2022	15:24:23	[ICEMS]			[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-P005480, Status: Closed			ICEMS
25/01/2022	15:24:23	[ICEMS]			[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q22-P005480, Status: Closed			ICEMS
25/01/2022	15:25:15	UserAction			User clicked Exit/Save			8DIACRA
25/01/2022	15:30:52	UserAction			User clicked Exit/Save			7MICMAN
25/01/2022	18:05:14	Read Comment			Comment for Incident 352 was Marked as Read.			7DAVJAC
25/01/2022	18:06:24	UserAction			User clicked Exit/Save			7DAVJAC
25/01/2022	18:09:11	UserAction			User clicked Exit/Save			7MICMAN
25/01/2022	21:28:10	Read Comment			Comment for Incident 352 was Marked as Read.			7JULGUI
25/01/2022	21:31:53	UserAction			User clicked Exit/Save			7JULGUI
25/01/2022	22:14:19	Read Comment			Comment for Incident 352 was Marked as Read.			7SARSHA
25/01/2022	22:20:42	UserAction			User clicked Exit/Save			7SARSHA
27/01/2022	22:27:08	UserAction			User clicked Exit/Save			7MICMAN

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Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
25/01/2022	13:36:42	City		IRVINEBANK	Updated City	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:36:42	City		IRVINEBANK	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC

25/01/2022	13:38:24	Address	(Blank)	BURKE*	New Entry	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:38:58	Address	(Blank)	WALK*	New Entry	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Jurisdiction		3 Toowoomba Country	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Division		3 Warwick	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Battalion		3 Warwick	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Response_Area		3 Warwick	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Primary_TAC_Channel		VHF Ch 46 WARICK	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Address	WALK*	19 WALKER ST	Premise Verified	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	City	IRVINEBANK	WARWICK	Updated City	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Latitude	0	61772067	Premise Verified	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:22	Longitude	0	27972296	Premise Verified	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:41	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:39:42	ProQaCaseNumber		18327352	(Response Viewer)	Incident	PA703	7DAVJAC
25/01/2022	13:40:11	Address	(Blank)	HERBERTON*	New Entry	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:40:35	Address	(Blank)	HERBERTON*	New Entry	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:40:59	Address	HERBERTON*	63-104 HERBERTON RD	Entry	Response_Master_Incident	PA703	7DAVJAC
					Selected/Returned from GeoLocator			
25/01/2022	13:40:59	Latitude	61772067	72724936	Entry	Response_Master_Incident	PA703	7DAVJAC
					Selected/Returned from GeoLocator			
25/01/2022	13:40:59	Longitude	27972296	34527511	Entry	Response_Master_Incident	PA703	7DAVJAC
					Selected/Returned from GeoLocator			
25/01/2022	13:41:01	Jurisdiction		7 Tablelands and Cape York	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	Division		7 Atherton	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	Battalion		7 Atherton	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	Response_Area		7 Atherton	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	Primary_TAC_Channel		VHF Ch 27 HALLORANS HILL	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:01	City	IRVINEBANK	ATHERTON	Updated City	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:41:02	Cross_Street		PEAKE ST/WEAVER ST	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Problem		RTC UNCON	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Response_Plan		1A	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	Determinant		29D07	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:16	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:42:17	Pickup_Map_Info	(Blank)	ATH1E14		Response_Transports	POLCADQASCXA177DAVJAC	
25/01/2022	13:42:17	Map_Info		ATH1E14		Response_Master_Incident	POLCADQASCXA177DAVJAC	
25/01/2022	13:42:26	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	13:45:43	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:45:52	Address	63-104 Herberton Rd	HERBERTON*	Address Change	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	13:46:14	Location_Name	3RES MCHARDY, PAUL	APPROX 3KLM OUT OF IRVINE BANK	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:46:18	Address	63-104 Herberton Rd	HERBERTON PETFORD RD	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	City	ATHERTON	IRVINEBANK	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Postal_Code	4883	4887	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Latitude	72724936	72550779	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Longitude	34527511	34972509	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Street_Id	176207	149631	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Cross_Street	PEAKE ST/WEAVER ST	EMUFORD USL	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN

25/01/2022	13:46:18	County	TABLELANDS	MAREEBA	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:18	Address	HERBERTON*	HERBERTON PETFORD RD	Change Verified	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:46:19	Pickup_Map_Info	(Blank)	7963		Response_Transports	POLCADQASCXA07	7MICMAN
25/01/2022	13:46:19	Map_Info	ATH1E14	7963		Response_Master_Incident	POLCADQASCXA07	7MICMAN
25/01/2022	13:46:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	13:48:00	Caller_Name		Irrelevant	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:48:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7TALRAD
25/01/2022	13:48:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901852	22ANGWAT
25/01/2022	13:48:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	13:51:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	13:53:11	Caller_Name	Irrelevant		(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:54:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	13:54:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	13:55:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA401	5SANTHO
25/01/2022	13:57:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	13:57:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
25/01/2022	13:59:58	Caller_Name	Irrelevant		(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	13:59:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	14:02:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:03:11	Field_Data		Irrelevant	Patient Name:	Response_User_Data_Fields	PA703	7DAVJAC
25/01/2022	14:03:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8LOUMIT
25/01/2022	14:03:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:04:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:06:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	14:07:30	Caller_Name	Irrelevant		(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:11:36	Address	HERBERTON PETFORD RD	#17.42095/145.21909	Address Change	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Address	HERBERTON PETFORD RD	17°25'15.43"S & 145°13'08.73"E	Address Change	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Address	HERBERTON PETFORD RD	2558-2572 HERBERTON PETFORD RD	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Latitude	72550779	72579047	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Longitude	34972509	34780908	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Street_Id	149631	224332	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:36	Cross_Street	EMUFORD USL	IRVINEBANK LAND FILL	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
			ACCS/EMUFORD WOEPEN RD	ACCS/ANNIE ST				
25/01/2022	14:11:36	Address	17°25'15.43"S & 145°13'08.73"E	2558-2572 HERBERTON PETFORD RD	Change Verified	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:11:37	Pickup_Map_Info	(Blank)	7963		Response_Transports	POLCADQASCXA07	7MICMAN
25/01/2022	14:11:37	Map_Info	7963	7963		Response_Master_Incident	POLCADQASCXA07	7MICMAN
25/01/2022	14:12:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901852	22ANGWAT
25/01/2022	14:13:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:13:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA566	8LEORIC
25/01/2022	14:16:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:16:48	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:16:48	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA703	7DAVJAC
25/01/2022	14:18:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:21:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:23:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	14:23:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA566	8LEORIC
25/01/2022	14:25:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	14:26:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
25/01/2022	14:26:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	14:29:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA401	5SANTHO
25/01/2022	14:29:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA401	5SANTHO
25/01/2022	14:30:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP

25/01/2022	14:36:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	14:36:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN
25/01/2022	14:40:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TRICLOP
25/01/2022	14:45:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7SHECAR
25/01/2022	14:48:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	14:49:43	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KARBEA
25/01/2022	14:54:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA401	5SANTHO
25/01/2022	15:14:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KATWRI
25/01/2022	15:24:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568	8DIACRA
25/01/2022	18:05:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7DAVJAC
25/01/2022	21:28:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7JULGUI
25/01/2022	22:14:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA

DOH RTI 397

RTI Release

## Significant Incident Review

### Townsville District – Northern Region

#### Authority:

By authority of James Cunington, Acting Assistant Commissioner, Northern Region.

#### Executive Summary:

The Queensland Ambulance Service (QAS) received a request for service via the 000 system at 20:05hrs on Friday 28<sup>th</sup> January 2022. (Caller **Irrelevant**).

This request for service was in relation to a **Irrelevant** male patient (**Irrelevant**) experiencing Stroke symptoms:

**Incident number:** 15410054

**ProQA:** 18342122

**Priority:** 1C

**Determinant:** 28C01J

**Problem:** CVA NOT ALRT CLEAR EVID <3HR.

**Problem description:** Stroke. History of blood clots.

**Address:** **Irrelevant** Home Hill

The initial triple zero call was received by the Townsville Operations Centre (Tsv OpCen); the incident was coded a 1C (28C01J), incident number 15410054.

Two Paramedics on emergency availability (EA) were dispatched at 20:08hrs; the attending Paramedics comprised one ACPII Paramedic **Irrelevant** and one ACPI Paramedic **Irrelevant**. The first unit arrived on scene at 20:19hrs **Irrelevant** followed by the second unit at 20:24hrs **Irrelevant**. At 20:28hrs a priority request for assistance was made for Queensland Fire and Emergency Service (QFES) to assist with extrication (large set of stairs). The patient was transported uneventfully from scene at 20:45hrs and arrived at the Ayr District Hospital (ADH) at 20:58hrs.

At approximately 20:57hrs during handover inside the ADH Emergency Department (ED) during transfer from the QAS stretcher to the hospital bed, the patient has fallen to the floor sustaining an injury to his neck. Reports/statements provided by Ayr District Hospital, and Officers **Irrelevant** and **Irrelevant** indicate the patient was on the QAS stretcher immediately prior to the fall:

- The Ayr District Hospital report reflects, "QAS officers parked stretcher away from bed, removed safety straps and left-hand side rail then unattended left-hand side of bed. Patient has then rolled and had been witnessed by Senior Medical Officer to fall to ground. SMO attempt to call out to alert QAS officers without avail".
- Officer **Irrelevant** states "the patient rolled off the stretcher onto the foot end of the hospital bed, then onto the floor".
- Officer **Irrelevant** states he "saw that he (patient) rolled half of his body onto the hospital bed and then slipped down between the two beds and onto the floor".

The patient was assisted back to the hospital bed by QAS and ADH staff and reassessed; handover was completed.

# DOH DISCLOSURE LOG