

Queensland Ambulance Service: Operational Incident Reporting

At 21:47 hours on 28/01/2022, the patient was transferred (cold) by QAS (Unit 1131, incident 15410243) from the ADH to the TUH with an RN escort.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15410054. The review will examine ambulance operations prior to, during and following the incident. This review will include all requirements outlined in the *Operational Incident Review Process*.

District Clinical Incident Summary Report:

An ECLIPSE review was undertaken by Acting Senior Clinical Educator **Irrelevant** a Critical Care Paramedic level clinician. ECLIPSE review number 15410054 is attached. The review found:

Description of incident (per the narrative):

Presenting Complaint: C/t male patient t? Stroke

Hx of Presenting Complaint: On QAS arrival, patient located sitting at table with partner holding patient in her arms and stated she found her partner slumped over at the table unable to talk? Unknown down time when patient was found by partner, when he tried to talk it was like slurred speech and unable to move as well, patient also has a history of syncope episode in which is still under investigation, patient also has history DVT from **Irrelevant**. Patient has left sided weakness and wasn't able to hold a smile for 30 seconds, QFRS was called for help extrication due to patient living in a high set home, partner also stated patient had approximately 6 beers throughout the day as well.

Examination: Pt was able to respond when spoken to and try and talk to QAS officers, patient had left sided weakness, couldn't push or pull or hold a smile for a good 30 seconds, when asked if patient had any chest pain or tightness before episode, patient also c/o 10/10 pain behind right eye in which was a sudden onset when episode started, p3pearl, patient had good rise and fall of chest, patient c/o pin and needle to whole left arm as well, patient's skin was sweaty on scene and patient felt hot. Patient also had slurred speech and left sided facial droop.

Disposition: Nil change to patient's condition while in the care of QAS and while in transit to hospital.

Addendum Information

Irrelevant 28 Jan 2022 21:57 Clinical Note (other clinician) Patient rolled off stretcher at Hospital on hospital bed then continue onto the floor, Officer **Irrelevant** was between stretcher and hospital bed with defibrillator in his hand and turn to move defibrillator out of way then nurse was doing R.A.T test and patient pulled away and rolled off. Injuries, nurse stated slight abrasion to left side neck.

Methodology

- EARF review of case details and management only.
- Clinical review completed within ECLIPSE.

Summary of findings

- Male patient with L sided stroke symptoms.
- Stroke assessment identifies NIHSS score of 9 supporting possible LVO.
- Timely assessment and extrication given the requirement of QFES for assistance.
- Minor documentation anomaly with stroke assessment. Narrative identifies L sided weakness, NIHSS motor arm assessment documents R sided weakness.
- Documented ECG rates of sinus tachycardia, documented pulse rates normal.
- Clinical management of case at standard.
- Addendum notes a patient fell off ? hospital bed at hospital handover

State OpCen ProQA:

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No OpCen Incident Performance was conducted for this incident owing to the nature of the SIR.

Incident Review/Investigation:

Scope:

- This Significant Incident Review is to evaluate the role of the QAS during patient transfer from QAS stretcher to hospital bed at Ayr District Hospital (ADH) Emergency Department (ED) which resulted in patient injury during care.
- Officer **Irrelevant** states that after the fall, "Myself, officer **Irrelevant** and RN examined the patient from head to toe for any injuries, and noticed the patient had a small abrasion to the left side of his neck".
- The injury sustained by the patient during the fall was documented by Officer **Irrelevant** in an addendum to the DARF at 21:57hrs, and the SHE report at 16:51hrs on the 02/02/2022 as:
 - "Injuries, nurse stated slight abrasion to left side neck".
- The injury sustained by the patient during the fall was documented by the Ayr District Hospital DoN **Irrelevant** via the HHS "Risk-Man" reporting system as:
 - "Nil LOC, Nil head strike. Patient sustained small abrasion to left side of neck", and
 - Nil serious harm to unwell patient from the incident however urgent transfer to TUH for presenting concerns was required".
- This review has been conducted to ensure that the patient received care as outlined in the QAS Clinical Practice Guidelines, Clinical Practice Procedures and Manual Tasking procedures.
- This review will evaluate the application of QAS incident notification practices as per the relevant SOPs and guidelines.

Background:

- The Queensland Ambulance Service (QAS) received a request for service via the 000 system at 20:05hrs on Friday 28th January 2022. (Caller **Irrelevant**).
- This request for service was in relation to a **Irrelevant** male patient (**Irrelevant Irrelevant**) experiencing Stroke symptoms.
- 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 ACP11 Paramedic (Paramedic **Irrelevant**) and one ACP1 Paramedic (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 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. It is yet to be determined if the patient was on the QAS stretcher, the hospital bed, or a combination of both when he fell. The patient was assisted back to the hospital bed by QAS and ADH staff and reassessed; handover was completed.
- At 21:47hrs hours on 28/01/2022, the patient was transferred (cold) by QAS (Unit 1131, incident 15410243) from the ADH to the TUH with an RN escort whereby subsequently, the patient has passed away.
- On Monday 31st January 2022 at 08:36hrs Ayr Acting Officer in Charge **Irrelevant** received an email from the Ayr District Hospital DoN **Irrelevant** advising of the incident and requesting a meeting to discuss. This meeting occurred later in the afternoon of the 31st January at a mutually agreed time. The DoN was required to inform the QAS of the incident for recording in the HHS reporting system. The DoN read the statement from the HHS "Risk-Man" reporting system (statement attached) to A/OIC **Irrelevant**.
- ADH DoN **Irrelevant** was not witness to the incident and states other ADH staff were witness to the incident and provided the details for the statement.

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- 31/01/2022 following the meeting with the DoN. A/OIC Irrelevant proceeded to Home Hill station and spoke with the Acting Officer in Charge Irrelevant who was one of the officers involved in the incident. A/OIC Irrelevant enquired if A/OIC Irrelevant had completed a QAS SHE Incident report and if the incident had been recorded on the DARF. Officer Irrelevant advised that the incident was documented on the DARF in the addendum section, however a SHE report had not been submitted. Officer Irrelevant informed Officer Irrelevant that a SHE report is required in this situation. Officer Irrelevant completed a SHE Incident Report at 10:41hrs on the 1st February, 2022.
- 02/02/2022 A/OIC Ayr Irrelevant attends Home Hill station to meet with Officers Irrelevant and Irrelevant separately to take file-notes regarding the incident. File notes provided to A/District Director Irrelevant via email at 15:32hrs. At 1627hrs A/District Director calls Officer Irrelevant and requests more detailed statements to the file notes from both officers, in particular details of the incident, stretcher positioning, application of brakes, Manual Tasking manoeuvres etc. Officer Irrelevant provided his statement on 03/02/2022 following his fatigue break. Irrelevant Officer Irrelevant submitted his statement 07/02/2022 at 15:53hrs. Both statements attached to this review.

Timeline (from IDR and DARF):

- 20:05hrs 000 received
- 20:08hrs Assigned to Home Hill units 1142 and 1316
- 20:19hrs 1st unit on scene ACPI Irrelevant
- 20:24hrs 2nd unit on scene ACPI
- 20:28hrs Unit 1142 request for QFES assistance for extrication due to large set of stairs
- 20:45hrs Depart scene (1142)
- 20:58hrs Arrive Ayr District Hospital
- 20:58hrs Patient Triaged
- 20:58hrs Patient Off Stretcher
- 21:57hrs Addendum made to DARF regarding patient fall
- 21:59hrs Case completed

Review:

This review has considered the incident, and events immediately pre and post the incident, per the file notes and statements provided by the parties to the incident.

This review has also considered the findings of the ECLIPSE review and the treatment or care received by the patient against QAS Clinical Practice Guidelines and Procedures.

This review will evaluate the application of QAS incident notification practices as per the relevant SOPs and guidelines.

Upon review:

- The QAS stretcher and hospital bed were not aligned side-by-side or "squared-up"
- The restraint straps were removed from the patient.
- The side-rail of the stretcher was lowered.
- It is alleged only one wheel brake was engaged.
- Application of a RAT test on the patient on the QAS stretcher may have contributed to the untimely movement of the unsecured patient and may not have been communicated effectively prior.
- QAS Officers state they had their backs to the patient during the incident.
- Per the CPP – Clinical Handover and QAS Manual Tasking procedures, best practice patient handover was not adhered to.
- Communication, command and control during handover was not best practice.
- Patient sustained an injury to their neck during the fall.
- The attending QAS paramedics failed to advise the duty SOS or OpCen of the incident. As this incident involved an injury to a patient, OpCen Operations – Notification of QAS Senior Officers

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SOP advises that injuries to patients or their families while in the care of the QAS, that require medical attention, is a notifiable incident. This incident would have met this requirement and should have been reported by the attending QAS paramedics ASAP.

- The Workplace Health and Safety Policy Statement outlines that all WHS incidents, resulting or having potential to result in harm to a QAS worker or other person states that, all workers are required to:
 - Report all near misses and actual harm in the SHE system, as soon as practicable after a WHS incident.
 - Actively participate in the WHS incident management processes in their work area affected by QAS operations, are reported.
 - The attending QAS paramedics failed to comply with this policy.

Outcomes:

- **Irrelevant** male patient handed over to ADH by QAS at 20:58hrs on 28/01/2022.
- Patient fell to the floor during handover and sustained an injury to their neck.
- The decision to transport to the nearest health facility (ADH) was justifiable due to time spent on scene, and safe transport time to Townsville University Hospital not achievable in the required timeframe, per CPG- Neurological/ Stroke and Transient Ischemic Attack (attached).
- Patient transferred (cold) priority 2A (MPDS Red 2A) to Townsville University Hospital (TUH) at 21:47 hours on 28/01/2022.
- Patient deceased whilst inpatient at TUH.

Post OIRR actions:

- A/OIC Ayr station **Irrelevant** met with DoN of ADH on Monday 31st January 2021 post-email notification of incident from DoN.
- A/OIC Ayr station **Irrelevant** notified A/District Director **Irrelevant** of meeting just prior to the meeting.
- A/OIC Ayr station **Irrelevant** met with Officers **Irrelevant** separately (file noted).
- A/District Director notified A/Assistant Commissioner **Irrelevant**
- ECLIPSE review completed.
- A/AC **Irrelevant** requests dot-points for Hot Issues Brief.
- A/OIC Ayr station **Irrelevant** submitted dot point for Hot Issues Brief (HIB).
- A/District Director **Irrelevant** requested further particulars to the file notes from Officers **Irrelevant**
- Officer **Irrelevant** submitted statement to A/District Director **Irrelevant**
- Officer **Irrelevant** submitted statement to A/District Director **Irrelevant**
- A/Assistant Commissioner **Irrelevant** submitted HIB to DC **Irrelevant** with plan for SIR.
- A/District Director **Irrelevant** requests statement from ADH DoN.
- SIR completed.

Review Recommendations:

- Interview all parties for detailed particulars if required.
- Retraining – Manual Tasking refresher and patient transfer practices.
- Retraining – Relevant QAS reporting policies and procedures:
 - SOP03.3 V5.0.0 Notification of QAS Senior Officers.
 - Incident Management – Workplace Health and Safety Policy Statement WHS-POLST-004 V1.2.
- If applicable, consider Unsatisfactory Performance and Conduct – Performance Improvement Plan process.

Appendix of relevant documents/files:

- Email from ADH DoN to A/OIC Ayr station 31st January 2022.

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- A/OIC Avr station file note of meeting with Officers Irrelevant for "Hot Issues Brief".
- Officer Irrelevant and Irrelevant file note of conversation with A/OIC Avr Irrelevant
- Officer Irrelevant written statement at the request of the A/District Director.
- Officer Irrelevant written statement at the request of the A/District Director.
- A/Assistant Commissioner Irrelevant Hot Issues Brief to DC Irrelevant
- Statement from Avr District Hospital DoN from "Risk-Man" reporting system.
- Incident Detail Report (IDR).
- Electronic Ambulance Report Form (eARF).
- Local level clinical review (ECLIPSE).
- SHE Incident report completed by Officer Irrelevant

Region Endorsement:

(Document must be signed by Regional Manager, converted to PDF and sent to Irrelevant irrelevant@ambulance.qld.gov.au)

| Role | Name | Position | Signature | Date |
|----------|-----------------|--------------------------|------------|----------|
| Reviewer | James Cunington | A/Assistant Commissioner | Irrelevant | 24/02/22 |
| Endorsed | | | | |

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: **QACIR**
 Incident Status: **Closed**
 Incident number: **15410054**
 ProQA number: **18342122**
 Console name: **PA104**
 Incident Date: **28/01/2022 20:05:08**
 Last Updated:

Incident Information

| | | | |
|-------------------------|-------------------|-------------------------------|------------------------------|
| Incident Type: | ACUTE | Alarm Level: | |
| Priority: | 1C | Problem: | CVA NOT ALRT CLEAR EVID <3HR |
| Determinant: | 28C01J | Agency: | QAS |
| Base Response#: | 127335 | Jurisdiction: | 1 Townsville Coastal |
| Confirmation#: | 00108236 | Division: | 1 Home Hill |
| Taken By: | Lovisatti, Steven | Battalion: | 1 Home Hill |
| Response Area: | 1 Home Hill | Response Plan: | Acute |
| Disposition: | A Case Completed | Command Ch: | |
| Cancel Reason: | | Primary TAC: | VHF Ch 4 MT INKERMAN |
| Incident Status: | Closed | Secondary TAC: | |
| Certification: | ACUTE | Delay Reason (if any): | |
| Longitude: | 32586665 | Latitude: | 70333964 |
| Patient Name: | Irrelevant | Patient DOB: | Irrelevant |

Incident Location

| | | | |
|--------------------------|--------------------|-----------------------|------------|
| Location Name: | Irrelevant | County: | BURDEKIN |
| Address: | Irrelevant | Location Type: | Irrelevant |
| Apartment: | | Cross Street: | |
| Building: | | Map Reference: | |
| City, State, Zip: | HOME HILL QLD 4806 | | |

Call Receipt

| | | | |
|-------------------------|------------|----------------------------|-------------|
| Caller Name: | Irrelevant | Original CLI Phone: | Irrelevant |
| Method Received: | | Call Back Phone: | |
| Caller Type: | | Caller Location: | 18 FIFTH AV |

Time Stamps

| Description | Date | Time | User | Elapsed Times Description | Time |
|----------------------|------------|----------|------------|-----------------------------|------------|
| Phone Pickup | 28/01/2022 | 20:05:08 | | | |
| 1st Key Stroke | 28/01/2022 | 20:05:08 | | Received to In Queue | 00:02:29 |
| In Waiting Queue | 28/01/2022 | 20:07:37 | | Call Taking | 00:09:13 |
| Call Taking Complete | 28/01/2022 | 20:14:21 | Irrelevant | In Queue to 1st Assign | 00:00:40 |
| 1st Unit Assigned | 28/01/2022 | 20:08:17 | | Call Received to 1st Assign | 00:03:09 |
| 1st Unit Enroute | 28/01/2022 | 20:12:04 | | Assigned to 1st Enroute | 00:03:47.3 |
| 1st Unit Arrived | 28/01/2022 | 20:19:13 | | Enroute to 1st Arrived | 00:07:09.2 |
| Closed | 28/01/2022 | 21:59:29 | | Incident Duration | 01:54:21 |

Resources Assigned

| Unit | Assigned | Disposition | Enroute | Staged | Arrived | At Patient | Delay Avail | Complete | Odm. Enroute | Odm. Arrived | Cancel Reason |
|-------|----------|------------------------------|----------|--------|----------|------------|-------------|----------|--------------|--------------|---------------|
| B1142 | 20:08:17 | A Case Completed | 20:12:04 | | 20:19:13 | | 21:12:57 | 21:59:29 | | | |
| 1316 | 20:08:17 | Treated Other Unit Transport | 20:12:55 | | 20:24:19 | | | 20:46:08 | | | |

Personnel Assigned

| Unit | Name |
|------|------------|
| 1142 | Irrelevant |
| 1316 | |

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

| Unit | Location/Address | Patient | Mode | Protocol | Mileage Start/End/Total | Depart | Arrived | Complete |
|------|-------------------------------|---------|------|------------------------------|-------------------------|----------|----------|----------|
| 1142 | AYR HS (A&E) 2 Chippendale St | | Cold | Pre Hosp - patient condition | 0.0/0.0/0.0 | 20:45:57 | 20:58:45 | 21:59:29 |

Comments

| Date | Time | User | Type | Comments |
|------------|----------|---------|----------|--|
| 28/01/2022 | 20:07:37 | 1STELOV | Response | [ProQA Dispatch] Dispatch Level: 28C01 (Not alert) Suffix: 11 (CLEAR evidence of stroke (< T hours)) Response Text: 1C Irrelevant Male, Conscious, Breathing. Problem Description: STROKE |
| 28/01/2022 | 20:07:37 | 1STELOV | Response | [ProQA: Key Questions] 1. He is not completely alert (not responding appropriately). 2. He is not breathing normally. 3. He is having sudden speech problems. 4. The stroke diagnostic results indicate CLEAR evidence of stroke. 5. These symptoms started within the approved treatment window at: 1950 6. He has not had a STROKE before. |
| 28/01/2022 | 20:08:17 | PS | Response | [Page] Dispatch page sent to Unit:1142, Sent From: KEDCADQASPIS01 |
| 28/01/2022 | 20:08:18 | PS | Response | [Page] Dispatch page sent to Unit:1316, Sent From: KEDCADQASPIS01 |
| 28/01/2022 | 20:08:25 | PS | Response | [Page] Dispatch page to Unit:1142 complete to PIN Message sent successfully to Whispir |
| 28/01/2022 | 20:08:26 | PS | Response | [Page] Dispatch page to Unit:1316 complete to PIN Message sent successfully to Whispir |
| 28/01/2022 | 20:09:47 | 1STELOV | Response | PT HAS HX OF BLOOD CLOTS |
| 28/01/2022 | 20:11:31 | 1STELOV | Response | EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS |

| | | | | |
|------------|----------|---------|----------|---|
| 28/01/2022 | 20:14:19 | 1STELOV | Response | [ProQA: Key Questions] 1. He is not completely alert (not responding appropriately). 2. He is not breathing normally. 3. He is having sudden speech problems. 4. The stroke diagnostic results indicate CLEAR evidence of stroke. 5. These symptoms started within the approved treatment window at: 1950 6. He has not had a STROKE before. [ProQA] : Irrelevant Male, Conscious, Breathing. 1142 REQ QFES FOR ASSISTANCE FOR EXTRICATION PRIORITY >FIRE-Q> LARGE SET OF STAIRS FIRE-Q Request for Attendance sent for Incident Q22-A004042 >FIRE-Q> FIRE-Q has been attached to the incident FIRE-Q EnRoute FIRE-Q OnScene 1142 QFES DRIVING Irrelevant was removed from the incident 28/01/2022 20:45:52. was added to the incident 28/01/2022 20:45:52. |
| 28/01/2022 | 20:14:19 | 1STELOV | Response | |
| 28/01/2022 | 20:28:02 | 1STELOV | Response | |
| 28/01/2022 | 20:28:33 | 1STELOV | Response | |
| 28/01/2022 | 20:28:33 | ICEMS | Response | |
| 28/01/2022 | 20:28:52 | ICEMS | Response | |
| 28/01/2022 | 20:35:26 | ICEMS | Response | |
| 28/01/2022 | 20:38:18 | ICEMS | Response | |
| 28/01/2022 | 20:45:46 | 1KATGRA | Response | |
| 28/01/2022 | 20:45:52 | 1KATGRA | Response | |
| 28/01/2022 | 20:45:52 | 1KATGRA | Response | |
| 28/01/2022 | 20:46:14 | PS | Response | [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir |
| 28/01/2022 | 21:03:47 | ICEMS | Response | FIRE-Q has updated their incident status to Closed |
| 28/01/2022 | 21:59:36 | PS | Response | [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir |
| 29/01/2022 | 22:34:28 | 1STELOV | Response | REOPENED FOR ADDRESS HX |
| 31/01/2022 | 16:06:36 | 1SHABUR | Response | OPENED BY OCS AT REQUEST OF OIC AYR |
| 31/01/2022 | 16:06:40 | 1SHABUR | Response | OPENED BY OCS AT REQUEST OF OIC AYR |
| 02/02/2022 | 12:51:24 | 1MELTEC | Response | [Private] OPENED BY OCS FOR AYR OIC COMPLETING SHE REPORT. |

Priority Changes
No Priority Changes

Call Activities

| Date | Time | Radio | Activity | Location | Comments | User |
|------------|----------|-------|---|------------|---|---------|
| 28/01/2022 | 20:05:08 | | AML Data Received | | Center of caller area HELI: -19 39.973800, 147 24.790200 ESCAD: #-19.66623/147.41317 | SDSIAML |
| 28/01/2022 | 20:07:37 | | Incident in Waiting Queue | | | 1STELOV |
| 28/01/2022 | 20:07:37 | | ANI/ALI Statistics | | INT Insert:Jan 28 2022 20:05:04 / INT SendNP:Jan 28 2022 20:05:04 / WS RecvNP:Jan 28 2022 20:05:04 / WS Process:Jan 28 2022 20:07:37 | 1STELOV |
| 28/01/2022 | 20:07:37 | | Read Comment | | Comment for Incident 122 was Marked as Read. | 1STELOV |
| 28/01/2022 | 20:07:37 | | Waiting Pending Incident Time Warning | | Waiting Pending Incident Time Warning timer expired | |
| 28/01/2022 | 20:07:37 | | ProQA | Irrelevant | ProQA determinant sent | 1STELOV |
| 28/01/2022 | 20:07:47 | | Remove Waiting Pending Incident Warning | | Removing Waiting Pending Incident Time Warning timer expired | |
| 28/01/2022 | 20:07:47 | | Incident in Waiting Queue Timer Clear | | | |
| 28/01/2022 | 20:07:56 | | Read Incident | | Incident 122 was Marked as Read. | 1KATGRA |
| 28/01/2022 | 20:08:00 | | UserAction | | User clicked Initial Assign | 1KATGRA |
| 28/01/2022 | 20:08:01 | | Initial Assignment | | The following unit(s) is (are) recommended for assignment: 1131 (00:10:25) | 1KATGRA |
| 28/01/2022 | 20:08:06 | | VisiCAD Recommendation | | 1104: 00:10:41, 1142: 00:12:35, 1316: 00:13:59, 1126: 00:37:33, 1110: 01:00:46, User Accepted 1110 | 1KATGRA |
| 28/01/2022 | 20:08:07 | | UserAction | | The following unit(s) is (are) recommended for assignment: 1142 (00:12:35) | 1KATGRA |
| 28/01/2022 | 20:08:07 | | Initial Assignment | | 1104: 00:10:41, 1316: 00:13:59, 1126: 00:37:33, 1110: 01:00:46, 1121: 01:00:46, User Accepted 1110 | 1KATGRA |
| 28/01/2022 | 20:08:13 | | VisiCAD Recommendation | | The following unit(s) is (are) recommended for assignment: 1316 (00:13:59) | 1KATGRA |
| 28/01/2022 | 20:08:14 | | UserAction | | The following unit(s) is (are) cleared from assignment: 1131 | 1KATGRA |
| 28/01/2022 | 20:08:14 | | Initial Assignment | | Response Number (127335) | 1KATGRA |
| 28/01/2022 | 20:08:16 | | Initial Assignment | Irrelevant | Response Number (127336) | 1KATGRA |
| 28/01/2022 | 20:08:17 | 1142 | Dispatched | | Active incident marked as late | 1KATGRA |
| 28/01/2022 | 20:08:17 | 1316 | Dispatched | | User clicked Exit/Save | 1KATGRA |
| 28/01/2022 | 20:09:17 | | Incident Late | | Responding From = IONA RD\PROPOSED RD. | 1KATGRA |
| 28/01/2022 | 20:09:25 | | UserAction | | Active incident marked as late | 1KATGRA |
| 28/01/2022 | 20:12:04 | 1142 | Resp | | Comment for Incident 122 was Marked as Read. | 1KATGRA |
| 28/01/2022 | 20:12:04 | | Incident Late | | User clicked Exit/Save | 1KATGRA |
| 28/01/2022 | 20:12:07 | | Read Comment | | User clicked Exit/Save | 1KATGRA |
| 28/01/2022 | 20:12:20 | | UserAction | | Responding From = Irrelevant | 1KATGRA |
| 28/01/2022 | 20:12:52 | 1316 | UserAction | | Irrelevant | 1KATGRA |
| 28/01/2022 | 20:12:55 | | Resp | | User clicked Exit/Save | 1STELOV |
| 28/01/2022 | 20:14:21 | | UserAction | | Comment for Incident 122 was Marked as Read. | 1STELOV |
| 28/01/2022 | 20:19:13 | 1142 | At Scene | | [ICEMS] Sent Incident Attendance to FIRE-Q ICEMS : Incident Q22-A004042 | 1KATGRA |
| 28/01/2022 | 20:24:19 | 1316 | At Scene | | [ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q22-A004042 | 1KATGRA |
| 28/01/2022 | 20:28:09 | | Read Comment | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A004042, Resource Status: WillAttend | 1STELOV |
| 28/01/2022 | 20:28:33 | | [ICEMS] | | User clicked Exit/Save | 1STELOV |
| 28/01/2022 | 20:28:52 | | [ICEMS] | | Comment for Incident 122 was Marked as | 1STELOV |
| 28/01/2022 | 20:28:54 | | [ICEMS] | | | |
| 28/01/2022 | 20:29:02 | | UserAction | | | |
| 28/01/2022 | 20:31:04 | | Read Comment | | | |

| | | | | | | | | |
|------------|----------|------|-----------------|---------------------------------|--|--|--|---------|
| 28/01/2022 | 20:31:09 | | UserAction | | Read. | | | |
| 28/01/2022 | 20:35:26 | | [ICEMS] | | User clicked Exit/Save | | | 1STELOV |
| 28/01/2022 | 20:38:18 | | [ICEMS] | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A004042, Resource Status: EnRoute | | | ICEMS |
| 28/01/2022 | 20:45:37 | | Read Comment | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A004042, Resource Status: OnScene | | | ICEMS |
| 28/01/2022 | 20:45:39 | | UserAction | | Comment for Incident 122 was Marked as Read. | | | 1KATGRA |
| 28/01/2022 | 20:45:57 | 1142 | Dep | AYR HS (A&E) | User clicked Exit/Save | | | 1KATGRA |
| 28/01/2022 | 20:46:08 | 1316 | Available | Irrelevant | | | | 1KATGRA |
| 28/01/2022 | 20:46:08 | 1316 | Disposition | | Treated Other Unit Transport | | | 1KATGRA |
| 28/01/2022 | 20:46:08 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A004042, Status: LeftScene | | | ICEMS |
| 28/01/2022 | 20:58:45 | 1142 | Dest | 2 Chippendale St [AYR HS (A&E)] | | | | 1KATGRA |
| 28/01/2022 | 20:58:45 | 1142 | Transport Time | 2 Chippendale St [AYR HS (A&E)] | Depart Scene Time: 28/01/2022 20:45:57, Arrive Destination Time: 28/01/2022 20:58:45 | | | 1KATGRA |
| 28/01/2022 | 21:03:47 | | [ICEMS] | | [ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-A004042, Incident Status: Closed | | | ICEMS |
| 28/01/2022 | 21:12:57 | 1142 | Partially Av | BEACH RD\KALAMIA RD | | | | 1KATGRA |
| 28/01/2022 | 21:58:18 | | Read Comment | | Comment for Incident 122 was Marked as Read. | | | 1KATGRA |
| 28/01/2022 | 21:58:24 | | UserAction | | User clicked Exit/Save | | | 1KATGRA |
| 28/01/2022 | 21:59:29 | 1142 | Available | 2 Chippendale St [AYR HS (A&E)] | | | | 1KATGRA |
| 28/01/2022 | 21:59:29 | 1142 | Disposition | Irrelevant | A Case Completed | | | 1KATGRA |
| 28/01/2022 | 21:59:29 | 1142 | Response Closed | | Response Disposition: A Case Completed | | | 1KATGRA |
| 29/01/2022 | 22:34:10 | | Read Comment | | Comment for Incident 122 was Marked as Read. | | | 1STELOV |
| 29/01/2022 | 22:34:29 | | UserAction | | User clicked Exit/Save | | | 1STELOV |
| 31/01/2022 | 16:06:41 | | Read Comment | | Comment for Incident 122 was Marked as Read. | | | 1SHABUR |
| 02/02/2022 | 12:50:19 | | UserAction | | User clicked Exit/Save | | | 1MELTEC |
| 02/02/2022 | 12:51:25 | | UserAction | | User clicked Exit/Save | | | 1MELTEC |

Edit Log

| Date | Time | Field | Changed From | Changed To | Reason | Table | Workstation | User |
|------------|----------|---------------------|--------------|------------------------------|---|--------------------------|-------------|---------|
| 28/01/2022 | 20:05:08 | Call_Back_Phone | | Irrelevant | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:13 | City | | Irrelevant | Updated City | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:13 | City | | | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:13 | Address | (Blank) | Irrelevant | New Entry | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Jurisdiction | | 1 Townsville Coastal | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Division | | 1 Home Hill | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Battalion | | 1 Home Hill | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Response_Area | | 1 Home Hill | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | ResponsePlanType | 0 | 0 | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Primary_TAC_Channel | | VHF Ch 4 MT | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Address | | Irrelevant | Entry Selected/Returned from GeoLocator | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Latitude | 0 | 70333964 | Entry Selected/Returned from GeoLocator | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:20 | Longitude | 0 | 32586665 | Entry Selected/Returned from GeoLocator | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:05:25 | ProQaCaseNumber | | 18342122 | (Response Viewer) | Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | Problem | | CVA NOT ALRT CLEAR EVID <3HR | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | Response_Plan | | Acute | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | DispatchLevel | | Normal | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | ResponsePlanType | 0 | 1 | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | Incident_Type | | ACUTE | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/2022 | 20:07:37 | Priority_Number | 0 | 3 | Updated by | Response_Master_Incident | PA104 | 1STELOV |

| | | | | | | | |
|--------------------|----------------------------|---------|-------------------|--|----------------------------|-----------------|---------|
| 28/01/202220:07:37 | Determinant | | 28C01J | ProQA (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:07:37 | EMD_Used | 0 | 1 | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:07:37 | CIS_Used | 0 | null | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:07:38 | Pickup_Map_Info | (Blank) | HOME1F11 | | Response_Transports | KEDCADQASCXA061 | 1STELOV |
| 28/01/202220:07:38 | Map_Info | | HOME1F11 | | Response_Master_Incident | KEDCADQASCXA061 | 1STELOV |
| 28/01/202220:07:56 | Read Call | False | True | (Response Viewer) | Response_Master_Incident | PA108 | 1KATGRA |
| 28/01/202220:08:26 | Field_Data | | Irrelevant | Patient Name: | Response_User_Data_Fields | PA104 | 1STELOV |
| 28/01/202220:08:34 | Field_Data | | | Patient DOB: | Response_User_Data_Fields | PA104 | 1STELOV |
| 28/01/202220:12:07 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA108 | 1KATGRA |
| 28/01/202220:14:19 | CIS_Used | 0 | null | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:14:19 | ProQATerminationStateCode | | C | (Response Viewer) | Incident | PA104 | 1STELOV |
| 28/01/202220:28:09 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:31:04 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA104 | 1STELOV |
| 28/01/202220:45:37 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA108 | 1KATGRA |
| 28/01/202220:45:57 | Map_Info | (Blank) | AYR1H12 | | Response_Transports | KEDCADQASCXA271 | 1KATGRA |
| 28/01/202221:12:57 | CAT - Change Unit Priority | 1C | CLD1C | CAT Extension - Priority for Partially Available Units | Response_Vehicles_Assigned | BNECADQASCAT01 | CS |
| 28/01/202221:12:57 | CAT - Change Unit Priority | 1C | COLD1C | CAT Extension - Priority for Partially Available Units | Response_Vehicles_Assigned | BNECADQASCAT01 | CS |
| 28/01/202221:58:18 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA108 | 1KATGRA |
| 29/01/202222:34:10 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA108 | 1STELOV |
| 31/01/202215:50:16 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA105 | 1SHABUR |
| 02/02/202212:50:19 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA105 | 1MELTEC |

DOH DISCLOSURE LOG

Significant Incident Review

Mackay District

Authority:

By authority of Loretta Johnson, Acting Mackay District Manager and as per OPO4.0 the State District Operations procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

- Wednesday afternoon 2nd of February 2022 at approximately 15:41 hours, a Triple Zero call was received for a two-vehicle traffic crash – unknown injuries – one person trapped but conscious and breathing.
- The address given for this incident was the Peak Downs Highway at Strathfield, Isaac, Queensland, 4742
- Priority – 1B
- Determinant – 29D05Y
- Further information obtained revealed the second car involved had two persons trapped – both conscious and breathing
- At 15:43, Unit 2222 from Nebo Station was dispatched to this case with A/District Manager. At 15:50 Unit 2167 was dispatched from Dysart – later stood down. At 15:53, two units were dispatched from Moranbah, this crewing was later reconfigured to be only responding in unit 2299. Mackay Rescue 412 was assigned to this case at 15:58. A second unit from Nebo was assigned at 16:07 (Officer on days off and the Assistant Commissioner who was completing a District tour).
- Nebo Unit 2222 with Officers **Irrelevant** and **Irrelevant** arrived on scene at 15:58
- The first sitrep given by 2222 was at 16:02: *TWO VEHICLE RTC APPEARS TO BE HEAD ON **Irrelevant** **Irrelevant** F TRAPPED IN VEHICLE CONSCIOUS, **Irrelevant** M ALSO ENCAPSULATED IN PASSENGER SEAT IS CONSCIOUS CHEST PAIN, 2ND VEHICLE ANKLE INJURY MAY BE ABLE TO BE EXTRICATED, RESOURCING ACCEPTABLE INCLUDING HELO AND OFFICER FROM NEBO CODE 1*
- At 16:24 a further sitrep was given by Unit 2222 that a **Irrelevant** *F ENCAPSULATED AND ARREST UNABLE TO EXTRICATED MALE PT GCS 15 # HAVE REMOVED FROM VEHICLE - FEMALE PT LOWER LEG INJURIES SHOULD BE ABLE TO EXTRICATE - CONFIRMED FIRST PT GCS 3 UNABLE TO ACCESS*

Mackay District – In Confidence

- At 16:27, Unit 2326 gave a sitrep that the driver *SECOND FEMALE PT DRIVER OF VEHICLE ENCAPSULATED #HUMERUS SCAPULA AND TIB FIB WITH AN ENTRAPPED ANKLE LEFT SIDE*
- At 16:41, Sitrep from 2222 stated *1 DECEASED FEMALE PT 1 MALE PT TWO OFFICERS TREATING PT CLOSED CHEST INJ GCS 14 - MORANBAH CREW ARRIVED - 1 FEMALE PT ENTRAPPED WITH LOWER LEGS #AND UPPER ARM # LEFT SIDE*
- At 16:50 Unit 2222 gave a sitrep ^{Irrelevant} *M GCS 15 R SIDED CHEST # OBS STABLE - LOADED INTO AMBULANCE AND WILL ADVISE ABOUT TRANSPORT*
- At 17:29 Unit 2222 gave a sitrep *HELO IS ABOUT TO LIFT OFF WITH FEMALE PT WHO WAS ENTRAPPED, MORANBAH VEHICLE WILL DEBRIEF AND CLEAR, 2222 TX MALE PT STABLE CONDITION GCS 15 SOFT TISSUES INJS ABDO CHEST AREA HAS BEEN ASSESSED AND IS STABLE TX TO MKBH*
- Rescue 412 transported the female patient (patient 3 ^{Irrelevant}) at 17:43, landing at Mackay Base Hospital at 18:03
- Nebo Unit 2222 departed scene at 17:37 with the male patient (patient 2 ^{Irrelevant}) for Mackay Base Hospital and arrived at 19:09

Terms of Reference:

This review will investigate all aspects of ambulance responses to incident 15430190.

The review will examine ambulance operations prior to, during and following the response. This will be conducted by ^{Irrelevant} Acting Operations Supervisor.

This review will include all requirements outlined in the *Operational Incident Review Process*.

District Clinical Incident Summary Report:

A District Level Clinical Review was undertaken by ^{Irrelevant} Acting Manager of Clinical Education.

The review considered patient assessment, clinical decision making, treatment and cares provided. As well as clinical documentation standards.

The incident number 15430190 was reviewed in Eclipse with the following information:

- Eclipse review ID number – 48489
- EARF number 504097300 (**Patient 1** ^{Irrelevant})
- Documentation was at standard.
- The patient was managed in line with the QAS Clinical Practice Guidelines.
- The clinical interventions did align with the QAS Clinical Practice Procedures.
- The final outcome of the review was – at standard and the review was finalised however a comment was noted: There was only an 8 minute gap between fentanyl administration and 100microg of fentanyl given 2 mins prior to ROLE. IM administration would not have been effective at this stage.

Mackay District – in confidence

The incident number 15430190 was reviewed in Eclipse with the following information:

- Eclipse review ID number – 48511 and Clinical Incident Number 1041
- EARF number 504095662 (**Patient 2 Irrelevant**)
- The patient was managed in the line with the QAS Clinical Practice Guidelines.
- The clinical interventions did align with the QAS Clinical Practice Procedures.
- The Drug Management didn't align with the Drug Therapy Protocols
- The initial review was marked at standard however was reopened and a clinical incident due to a drug error. The case was marked as a clinical incident with a severity assessment code (SAC) of 3, due to temporary harm likely caused by the fentanyl administration
 - Error was 50mcg Fentanyl as first dose to a >70yo and not 25mcg
 - Actions taken
 - An Officer case reflection has been completed
 - An Clinical discussion with the officer and MCE has been completed
 - File notes send to the Medical Director office
- The final outcome of the review is now finalised, and no future action required.

The incident number 15430190 was reviewed in Eclipse with the following information:

- Eclipse review ID number – 48490.
- eARF number 504097025 (On-scene treatment), 504095502 (Aerial Leg) (**Patient 3 Irrelevant Irrelevant**) It is noted that the patient's name has been recorded as incorrect on the 2 eARF's, however this is the same patient. It has been confirmed with QPS that the patient's name is **Irrelevant**
- eARF number 504095502 Is unable to be reviewed in the ECLIPSE system due to the Mackay Airport normally having a medical officer on board for aerial cases. Therefore Mackay Manager of Clinical Education has personally reviewed the eARF I have found the case to be at standard.
 - eARF number 504095502
 - The documentation was at standard
 - The pharmacology administered as per the QAS Drug Therapy Protocols
 - The Patient management aligned with the QAS Clinical Practice Guidelines
 - The clinical interventions aligned with the QAS Clinical Practice Procedures
 - There are no clinical concerns with this case

DOH DISCLOSURE LOG

Mackay District – in confidence

Opcen ProQA:**Incident Detail Report**

Data Source: QACIR
 Incident Status: Closed
 Incident number: 15430190
 ProQA number: 18364257
 Console name: POLCADQASICM01
 Incident Date: 02/02/2022 15:41:44
 Last Updated:

Incident Review/Investigation:**Scope:**

The review of this incident was conducted by **Irrelevant** and considered the following:

- Incident Detail Report, Incident Number 15430190.
- Digital Ambulance Report Form,
 - Patient **Irrelevant** (Pt 1) eARF: 504097300
 - Patient (Pt 2) eARF: 504095662
 - Patient **Irrelevant** (Pt 3) eARF: 504095502 and eARF: 504097025
- Geographical data of the incident location in proximity to the resources deployed in response.
- Response times of all QAS resources responding to the incident.
- Skill sets of Officers deployed to the incident.
- Clinical condition of patients involved; and
- Any workplace health and safety issues arising from the incident.

Background of Incident:

On the afternoon of Wednesday 2nd of February 2022, Assistant Commissioner, **Irrelevant** and Acting Director, **Irrelevant** were visiting Nebo Sation and talking to staff as part of a district tour. At approx 15:41 a triple zero call was received for a two vehicle road traffic crash (RTC) on the Peak Downs Highway in the vicinity of Strathfield, Isaac. Unit 2222 from Nebo was tasked with responding. Nebo is a Cat 2 station with a single officer on a 8/6 roster. Officer **Irrelevant** joined Nebo Officer **Irrelevant** in Unit 2222 for the response.

As more information came to hand about the incident and the number and severity of the injuries of the patients, resources were dispatched from Dysart and Moranbah. Mackay Recsue Helicopter Rescue 412 was tasked with FCCP and MO. Officer **Irrelevant** (Nebo) was responded with Assistant Commissioner, **Irrelevant** to the scene.

DOH DISCLOSURE LOG

Mackay District – in confidence

Unit 2222 arrived on-scene and the crew noted multiple bystanders on scene including several mine site rescue personnel. It was noted that the accident scene cover a distance of approx. 80 meters from one end to another. The scene was made more difficult due to the location of the vehicle pertaining to Patient 1 and 2 being down a steep embankment.

Patient 1 **Irrelevant** was said to be "difficult access due to the excessive damage to the vehicle and the patient being pinned between the front seat and rear seat in a ball position. **Irrelevant**
Irrelevant

Irrelevant QAS personnel and bystanders did attempt to extricate **Irrelevant** from the vehicle but stated that due **Irrelevant** vehicle damage they were unable to. This patient died at 1632hours while still in the vehicle. QFES did not arrive on scene until 1637hours. ROLE was completed and **Irrelevant** was left with QPS.

As more resources arrived, Patients 2 **Irrelevant** and Patient 3 **Irrelevant** were able to be managed and extricated. Both patients were later transported to Mackay Base Hospital. Patient **Irrelevant** was transported via Mackay Recuse 412.

Officer(s) Involved:

| Primary Response Officers: | | |
|----------------------------|-------------------------------|------------------------|
| Officer Name | Classification | Station |
| Irrelevant | ACP2 | Nebo |
| | ACP2 / Acting Director Mackay | Mackay District Office |
| | ACP2 | Nebo |
| | Assistant Commissioner | Rockhampton |
| | ACP2 | Moranbah |
| | FCCP | Mackay |
| | ACP2 | Moranbah |

Patient Conditions:

| | |
|---|--|
| Patient 1: Irrelevant (DARF: 504097300) | ? Traumatic head injury, partial amputation of R) tibia / fibula, compound fracture to radius / ulna, second degree burns; deteriorated into traumatic cardiac arrest. |
|---|--|

| | |
|---|--|
| Patient 2: Irrelevant (DARF: 504095662) | Initially GCS 14 which improved, pain and crepitus to R) side chest wall, multiple skin tears to extremities |
|---|--|

| | |
|---|---|
| Patient 3: Irrelevant (DARF: 504097025 and 504095502) | Muscular / soft tissue injuries, fracture to R) clavicle and humerus, lacerations to knee |
|---|---|

Mackay District – in confidence

Timeline:

| Time: | Activity: |
|-------|--|
| 15:41 | Call from bystander stating to POL-Q: 2 VEHICLE TRAFFIC CRASH – UNK INJURIES – ONE PERSON TRAPPED BUT CONSCIOUS AND BREATHING: PEAK DOWNS HIGHWAY Strathfield, ISAAC, QLD 4742 |
| 15:42 | POL-Q: second vehicle has 2 persons trapped – both conscious and breathing |
| 15:43 | Dispatch level: 29D05 (multiple patients and additional response required) |
| 15:43 | Unit 2222 dispatched from Nebo (Irrelevant) |
| 15:45 | Multiple attempts to contact initial informant but phone goes to message bank |
| 15:46 | Update from POL-Q: nil fluids leaking or smoke at this stage – appears 2 entrapments in one vehicle and one entrapped on another vehicle – all conscious and breathing at this time – nil significant visible bleeding |
| 15:48 | Fire-Q Enroute |
| 15:48 | POL-Q: have messaged saying they have a crew heading from Nebo very shortly |
| 15:50 | Unit 2167 dispatched from Dysart Irrelevant |
| 15:53 | Units 2299 and 2108 dispatched from Moranbah, later reconfigured to both officers responding in Unit 2299 |
| 15:55 | Pol-Q enroute |
| 15:55 | RSQ – Irrelevant – approved for rotary |
| 15:58 | R412 accepted tasking |
| 16:00 | Dispatch page sent to 2512 |
| 16:00 | Pol-Q update: between Coppabella and Nebo, approx. 1km towards Nebo two vehicle head-on crash, five other vehicles on site assisting, approx. 4-5 persons injured. Vehicles are off the road not causing a traffic hazard, but vehicles are blocking vision because it is on the crest and debris on road |
| 16:02 | Unit 2222 on scene: two vehicle RTC appears to be head on Irrelevant F trapped in vehicle conscious Irrelevant M also encapsulated in passenger seat is conscious chest pain 2 nd vehicle ankle injury may be able to be extricated resourcing acceptable including Helo and Officer from Nebo Code 1 |
| 16:07 | Unit 2222: Irrelevant M GCS 14 chest injury and significant chest pain Irrelevant = in same vehicle compound tib/fib other vehicle fracture R leg and torso injury should be able to extricate this patient |
| 16:07 | Police on scene |
| 16:20 | Unit 2326 confirmed latitude and longitude |
| 16:24 | 2222: Irrelevant F encapsulated and in arrest unable to extricate male GCS 15 with fracture have removed from vehicle - female patient lower leg injuries should be able to extricate – confirmed first patient GCS 3 unable to access |
| 16:25 | Have heard updates, 5 minutes from Coppabella mine |
| 16:27 | 2326: Second female patient driver of vehicle encapsulated with fractured humerus, scapula and tib/fib with an entrapped ankle left side |
| 16:28 | ETA for R412 is 16:46 – med team advised of sitrep |
| 16:37 | QFES on scene |

Mackay District – in confidence

| | |
|-------|---|
| 16:41 | 2222: 1 deceased female patient, 1 male patient two officers treating patient closed chest injuries, GCS 14. Moranbah crew have arrived – 1 female patient entrapped with lower leg fracture and upper arm fracture left side |
| 16:48 | 2326 confirmed nil other resources required |
| 16:49 | R412 confirmed to have landed on road |
| 16:50 | 2222: Irrelevant M GCS 15 R sided chest fracture obs stable – loaded into ambulance and will advise about transport |
| 17:02 | 2222: Female patient has been extricated from the vehicle |
| 17:29 | 2222: Helo is about to lift off with female patient who was entrapped, Moranbah vehicle will debrief and clear, 2222 transport male patient in stable condition GCS 15 soft tissue injuries abdo, chest area has been assessed and is stable to transport to Mackay Base Hospital |
| 17:37 | 2222: Helo has departed, Unit 2222 transporting with Officers Irrelevant |
| 18:53 | 2222: about 20km from Mackay |
| 19:09 | 2222 arrived at Mackay Base Hospital |
| 19:57 | 2222 complete paperwork |

Response Times (Incident 15430190):

The time stamps for incidents as follows:

| Time Stamps: | Time: |
|--------------------------------------|-------------------|
| Phone Pick Up: | 15:41:44 |
| Waiting in Queue: | 15:43:18 |
| Assigned: | 15:43:21 |
| 1 st Unit Enroute: | 15:43:51 |
| 1 st Unit Arrived: | 15:58:33 |
| Time of call to first unit on scene: | 16 minutes 49 sec |

The breakdown of the timed intervals for this incident are as follows:

| Interval: | Time: |
|----------------------|-------------------|
| Activation Interval: | 97 Seconds |
| Turnout Interval: | 30 Seconds |
| Travel Interval: | 14:42 minutes |
| Scene Interval: | 1 hour 38 minutes |
| Transport Interval: | 1hour 52 minutes |
| Response Time: | 4 hour 42 minutes |

Mackay District – in confidence

Active Cases Prior to Incident:

| Incident | Incident Time | Priority | MPDS | MPDS Description | Address | Suburb |
|-----------------|---------------|----------|--------|-------------------|---------|---------|
| 15428285 (2512) | 08:33 | 2A | 17B01P | Irrelevant | | Ooralea |

Nil other active cases by any unit / crew involved in this RTC prior to incident 15430190.

Incident Information

Incident Number 15430190
 Incident Date 02/02/2022
 Priority 1B
 AMPDS 29D05Y

Incident Address PEAK DOWNS HWY
 Incident Suburb STRATHFIELD
 Incident Postcode 4742

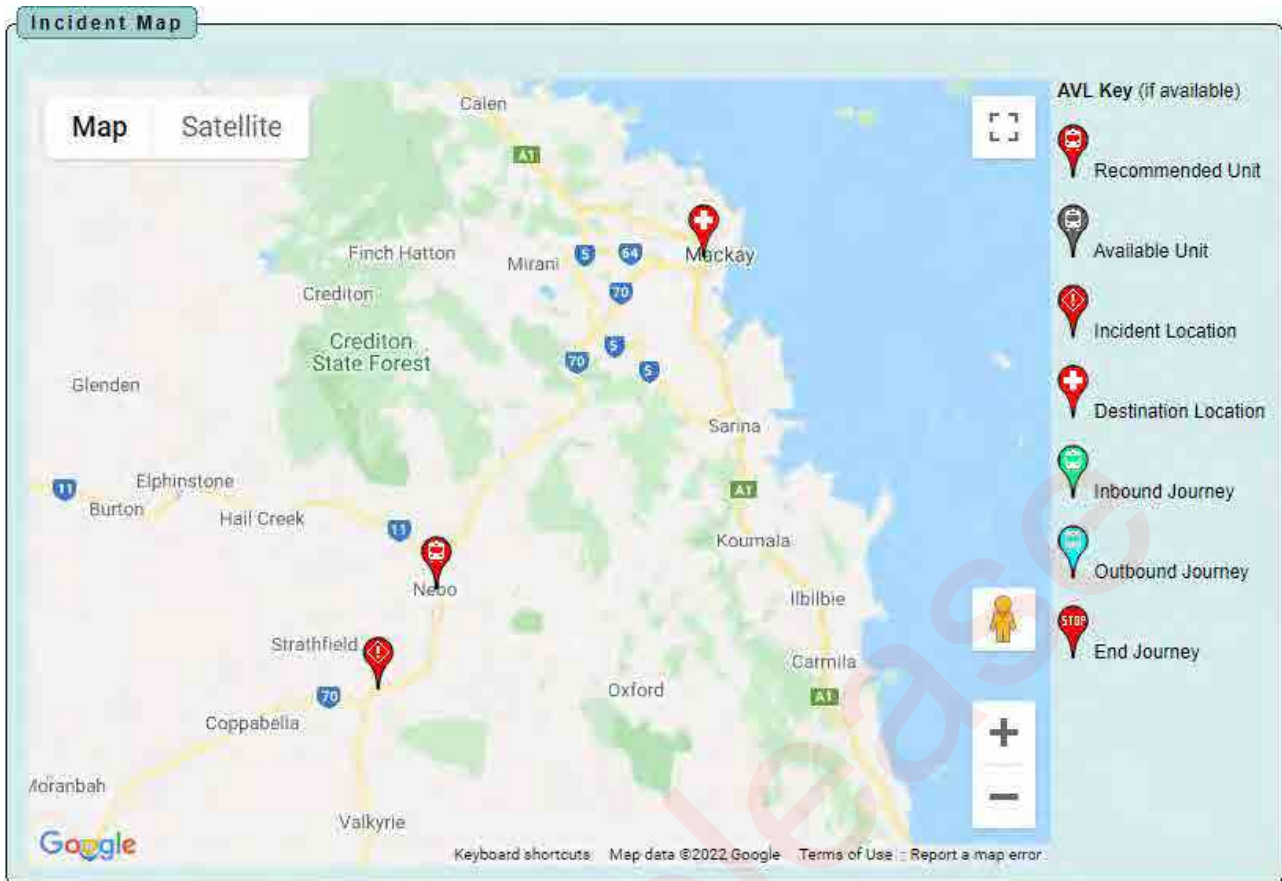
Destination Location MKBH (A&E)
 Address 475 Bridge Rd WEST MACKAY

AVL None
 Inbound
 Outbound
 Both
 All Units
 Play (Standard)
 Play (Slow)
 Play (Quick)

| AVL | eARF | Unit ↑ | Response Area | First Unit | Transport | Cancel | Dispatched | On Case | On Scene |
|----------------------|----------------------|--------|---------------|------------|-----------|--------|------------------------|------------------------|------------------------|
| View | View | 2108 | Nebo | N | N | Y | 02/02/2022 15:53:11 | 02/02/2022 15:54:03 | - |
| View | View | 2167 | Nebo | N | N | Y | 02/02/2022 15:50:45 | 02/02/2022 15:51:38 | - |
| View | View | 2222 | Nebo | Y | Y | N | 02/02/2022 15:43:21 | 02/02/2022 15:43:51 | 02/02/2022 15:58:33 |
| View | View | 2222 | Nebo | Y | Y | N | 02/02/2022 15:43:21 | 02/02/2022 15:43:51 | 02/02/2022 15:58:33 |
| View | View | 2299 | Nebo | N | N | N | 02/02/2022 15:53:19 | 02/02/2022 15:54:05 | 02/02/2022 16:37:08 |
| View | View | 2326 | Nebo | N | N | N | 02/02/2022 16:07:30 | 02/02/2022 16:07:33 | 02/02/2022 16:18:58 |
| View | View | 2512 | Nebo | N | N | Y | 02/02/2022 16:00:21 | 02/02/2022 16:00:25 | - |
| View | View | 8412 | Nebo | N | Y | N | 02/02/2022 15:58:24 | 02/02/2022 16:28:57 | 02/02/2022 16:48:28 |

DOH DISCLOSURE LOG

Mackay District – in confidence

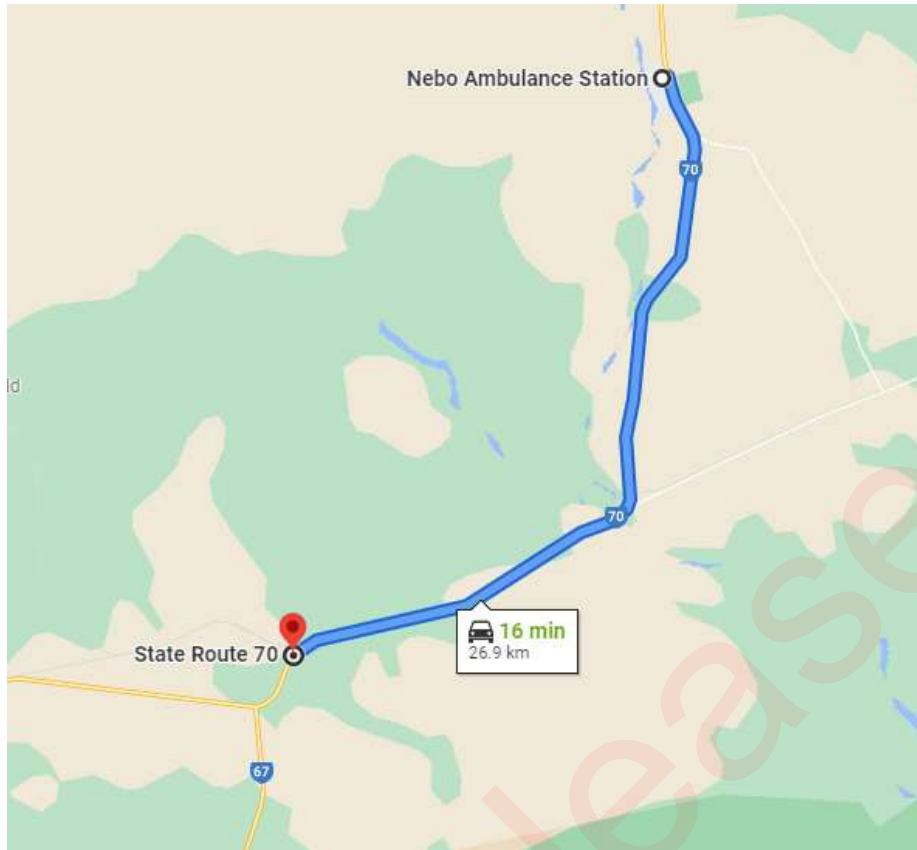


| First Unit On Scene Times | |
|---------------------------|---------------------|
| Received | 02/02/2022 15:43:18 |
| Dispatched | 02/02/2022 15:43:21 |
| On Case | 02/02/2022 15:43:51 |
| On Scene | 02/02/2022 15:58:33 |
| Depart Scene | 02/02/2022 17:37:09 |
| At Destination | 02/02/2022 19:09:34 |
| Available | 02/02/2022 19:55:46 |
| Clear | 02/02/2022 20:24:42 |
| Upgrade | 02/02/2022 15:43:14 |
| Rec-Disp | 00:00:03 |
| Disp-On Case | 00:00:30 |
| On Case-On Scene | 00:14:42 |
| On Scene-Depart | 01:38:36 |
| Depart-At Dest | 01:32:25 |
| At Dest-Clear | 01:15:08 |
| Response Time | 00:15:19 |

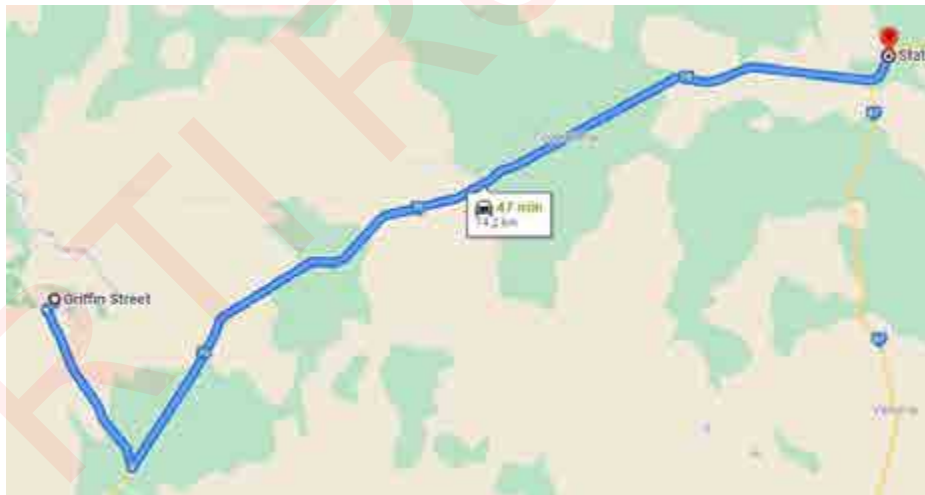
| Unit Snapshot | | | | | | | | |
|---------------|---------|-------------|----------|-----------|----------|----------------------|------|------|
| Unit ↑ | Status | Skill Level | ETA | Recommend | Assigned | Active Incident | Code | MPDS |
| 2222 | Station | B | 00:16:22 | Yes | Yes | view | - | - |

Nebo Ambulance station to scene, approximately 27km or 16 minutes driving under normal conditions.

Mackay District – in confidence



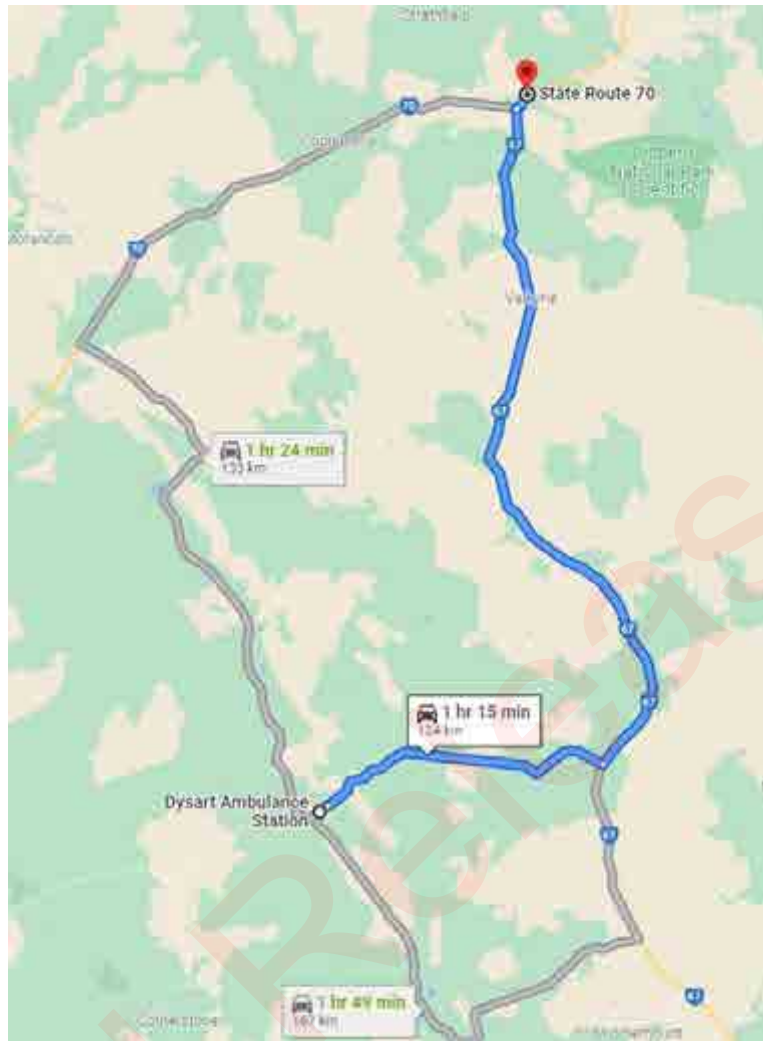
Moranbah Ambulance Station to scene, approximately 75km or 47 minutes driving under normal conditions.



DOH DISCLOSURE LOG

Mackay District – in confidence

Dysart Ambulance station to scene, approximately 124km or one hour and fifteen minutes driving time under normal road conditions.



Rockhampton Open Daily Operations Brief – Peer Support Activation

| | | | | | | | | | |
|------|----------|-----|----------------------------|---|--|---|----------------|-------------------|----|
| 1643 | 18430190 | MCK | Netto Morantsh OpCon | 35901 22707 34526 34525 23306 | STRATFIELD, Peak Downs Highway OPS ICEMS report of 2 Vehicle RTC with Potential 3 entrapments All Services are responsible | 1607hrs Cvx 2 vehicle Head on RTC 1st vehicle 2 patients trapped and conscious Encapsulated with Chest Pain 2nd vehicle Female pt with Ankle Injury 1624hrs Encapsulated OCS 2 unable to extricate now Traumatic Aortic Female Patient Left Side R/Fs Leg into Arm Tr by History Male Patient Closed chest Injuries by Road | PSO Email here | OCM SOB PSO | HE |
|------|----------|-----|----------------------------|---|--|---|----------------|-------------------|----|

DOH DISCLOSURE LOG

Mackay District – in confidence

Review Recommendations:**Outcomes/ Concerns of SIR:****Outcomes:**

- Peer support has been offered to the QAS staff involved.

Concerns:

- During the clinical review via Eclipse review ID number – 48511 and Clinical Incident Number 1041
- A clinical drug error was identified. The officer completed clinical case reflections and a clinical discussion with the Mackay District Acting Manager Clinical Education **Irrelevant** has been conducted and no future clinical action is required.
- On return from leave Ms **Irrelevant** will follow up with the officer Re peer support and discuss future options of single officer response stations.

Recommendations/Intended Actions:

- Nil of note.

Actions Post Event:

Peer Support activation

Appendix of relevant documents/files:

The following documents are attached to this Significant Incident Review:

- IDR 15430190.
- eARF **Irrelevant**
- OpCen Brief
- Mackay Roster
- Clinical review

All file locations is

S:\QAS_CR_XO\EMO\Significant events and case investigations\2022\Mackay District\02022022 - IDR 15430190 RTC Nebo Fatality

DISTRICT Endorsement

| Role | Name | Position | Signature | Date |
|-------------|-----------------|-------------------------|-------------------|------------|
| Reviewer | Loretta Johnson | Acting District Manager | Irrelevant | 15.03.2022 |
| Endorsement | Robbie Medlin | Assistant Commissioner | | |

Mackay District – in confidence

Incident Detail Report

Data Source: **QACIR**
 Incident Status: **Closed**
 Incident number: **15430190**
 ProQA number: **18364257**
 Console name: **POLCADQASICM01**
 Incident Date: **02/02/2022 15:41:44**
 Last Updated:

Incident Information

Incident Type: ACUTE
Priority: 1B
Determinant: 29D05Y
Base Response#: 008484
Confirmation#: 00126736
Taken By: ICEMS
Response Area: 2 Nebo
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 31409999
Patient Name:

Alarm Level:
Problem: RTC ENTRAP MULTI PT/RESOURCES
Agency: QAS
Jurisdiction: 2 North West
Division: 2 Nebo
Battalion: 2 Nebo
Response Plan: Acute
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 68149326
Patient DOB:

Incident Location

Location Name:
Address: PEAK DOWNS HWY
Apartment:
Building:
City, State, Zip: STRATHFIELD QLD 4742

County: ISAAC
Location Type:
Cross Street: COCKENZIE RD/MOUNT FLORA RD
Map Reference: 8654

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type: ICEMS

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

Time Stamps

| Description | Date | Time | User |
|----------------------|------------|----------|------------|
| Phone Pickup | 02/02/2022 | 15:41:44 | |
| 1st Key Stroke | 02/02/2022 | 15:41:44 | |
| In Waiting Queue | 02/02/2022 | 15:43:18 | |
| Call Taking Complete | 02/02/2022 | 15:41:44 | ICEMS |
| 1st Unit Assigned | 02/02/2022 | 15:43:21 | |
| 1st Unit Enroute | 02/02/2022 | 15:43:51 | |
| 1st Unit Arrived | 02/02/2022 | 15:58:33 | |
| Closed | 02/02/2022 | 20:24:42 | Irrelevant |

Elapsed Times

| Description | Time |
|-----------------------------|------------|
| Received to In Queue | 00:00:00 |
| Call Taking | 00:00:00 |
| In Queue to 1st Assign | 00:00:03 |
| Call Received to 1st Assign | 00:01:37 |
| Assigned to 1st Enroute | 00:00:30.3 |
| Enroute to 1st Arrived | 00:14:42.1 |
| Incident Duration | 04:42:58 |

Resources Assigned

| Unit | Assigned | Disposition | Enroute | Staged | Arrived | At Patient | Delay Avail | Complete | Odm. Enroute | Odm. Arrived | Cancel Reason |
|-------|----------|------------------------------|----------|--------|----------|------------|-------------|----------|--------------|--------------|------------------|
| 2222 | 15:43:21 | A Case Completed | 15:43:51 | | 15:58:33 | | 19:55:46 | 20:24:42 | | | |
| B2167 | 15:50:45 | Assistance Only | 15:51:38 | | | | | 15:52:52 | | | Assistance Only |
| B2108 | 15:53:11 | Vehicle Change | 15:54:03 | | | | | 15:57:39 | | | Vehicle Change |
| B2299 | 15:53:19 | Treated Other Unit Transport | 15:54:05 | | 16:37:08 | | | 17:41:19 | | | |
| R8412 | 15:58:24 | A Case Completed | 16:28:57 | | 16:48:28 | | 18:34:01 | 18:36:43 | | | |
| A2512 | 16:00:21 | Cancel En Route | 16:00:25 | | | | | 16:03:40 | | | FCCP now on Helo |

Personnel Assigned

| Unit | Name |
|------|------|
| 2108 | |
| 2167 | |
| 2222 | |
| 2299 | |
| 2326 | |
| 2512 | |
| 8412 | |

Irrelevant

Pre-Scheduled Information
No Pre-Scheduled Information

Transports

| Unit | Location/Address | Patient | Mode | Protocol | Mileage Start/End/Total | Depart | Arrived | Complete |
|------|------------------------------|---------|------|------------------------------|-------------------------|----------|----------|----------|
| 2222 | MKBH (A&E) 475 Bridge Rd | | Cold | Pre Hosp - patient condition | 0.0// | 17:37:09 | 19:09:34 | 20:24:42 |
| 8412 | MKBH (HELIPAD) 439 Bridge Rd | | Cold | Pre Hosp - patient condition | 0.0// | 17:43:39 | 18:03:38 | 18:36:43 |

Comments

| Date | Time | User | Type | Comments |
|------------|----------|---------------|----------|--|
| 02/02/2022 | 15:41:45 | ICEMS | Response | [POL-Q] Exact Lat/Lon=D21 85067/D148 59 |
| 02/02/2022 | 15:41:45 | ICEMS | Response | [POL-Q] Contact at scene: Irrelevant |
| 02/02/2022 | 15:41:45 | ICEMS | Response | [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : AJA RE 2 VEHICLE TRAFFIC CRASH - UNK INJURIES - ONE PERSON TRAPPED BUT CONSCIOUS AND BREATHING |
| 02/02/2022 | 15:41:45 | ICEMS | Response | [POL-Q] Initial Incident Address information: PEAK DOWNS HWY STRATHFIELD, ISAAC, QLD 4742 |
| 02/02/2022 | 15:41:51 | ICEMS | Response | <POL-Q<FIRE-Q has been attached to the incident |
| 02/02/2022 | 15:42:14 | 2KAHBAR | Response | Address PEAK DOWNS HWY verified by Latitude / Longitude |
| 02/02/2022 | 15:42:37 | ICEMS | Response | <POL-Q< SECOND VEHICLE HAS 2 PERSONS TRAPPED - BOTH CONSCIOUS AND BREATHING |
| 02/02/2022 | 15:43:14 | 2KAHBAR | Response | [ProQA Dispatch] Dispatch Level: 29D05 (Trapped victim) Suffix: Y (Multiple patients and Additional response required) Response Text: 1B QFES QPS MED QASPAGE QAS-SUP Age unknown, Gender unknown, Conscious, Breathing, Multiple patients involved: 2. Problem Description: 2 VEH RTC - 2 PERSONS TRAPPED |
| 02/02/2022 | 15:43:14 | 2KAHBAR | Response | [ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. The number of people pinned is: 2 |
| 02/02/2022 | 15:43:20 | 2KAHBAR | Response | [ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. The number of people pinned is: 2 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding. |
| 02/02/2022 | 15:43:20 | 2KAHBAR | Response | [ProQA] : Age unknown, Gender unknown, Conscious, Breathing, Multiple patients involved: 2. |
| 02/02/2022 | 15:43:22 | PS | Response | [Page] Dispatch page sent to Unit:2222, Sent From: KEDCADQASPIS01 |
| 02/02/2022 | 15:43:22 | PAGINGSERVICE | Response | Paging Groups Notified:2 CCS |
| 02/02/2022 | 15:43:30 | PS | Response | [Page] Dispatch page to Unit:2222 complete to PIN Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:43:32 | PS | Response | [Page] Dispatch page to Unit:2222 complete to PIN Message sent successfully to Whispir |
| 02/02/2022 | 15:43:32 | PS | Response | [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:43:54 | 2KAHBAR | Response | >FIRE-Q,POL-Q> ARE THERE ANY BETTER LOCATION DETAILS ON THE HWY? |
| 02/02/2022 | 15:44:53 | ICEMS | Response | <POL-Q< INF MAPPING LOCATION IS ON PEAK DOWNS HWY NEAR FITROY DEVELOPMENTAL ROAD - AND MOUNT FLORA ROAD NEAR MINDI RAIL STN |
| 02/02/2022 | 15:45:06 | 2KAHBAR | Response | ATTEMPTED CALLING INF MOBILE, GOES STRAIGHT TO VOICE MAIL |
| 02/02/2022 | 15:45:14 | 2KAHBAR | Response | [ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. The number of people pinned is: 2 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding. |

| | | | | |
|------------|----------|---------|----------|--|
| 02/02/2022 | 15:45:14 | 2KAHBAR | Response | [ProQA] : Age unknown, Gender unknown, Conscious, Breathing, Multiple patients involved. DOH RTI 3907 |
| 02/02/2022 | 15:46:20 | ICEMS | Response | <POL-Q> NIL FLUIDS LEAKING OR SMOKE AT THIS STAGE - APPEARS 2 ENTRAPMENTS IN ONE VEHICLE AND ONE ENTRAPPED IN ANOTHER - ALL CONSCIOUS AND BREATHING AT THIS TIME - NIL SIGNIFICANT VISIBLE BLEEDING |
| 02/02/2022 | 15:46:38 | 2KAHBAR | Response | [ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. The number of people pinned is: 2 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding. |
| 02/02/2022 | 15:46:38 | 2KAHBAR | Response | [ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown, Multiple patients involved: 3. |
| 02/02/2022 | 15:48:02 | ICEMS | Response | FIRE-Q EnRoute |
| 02/02/2022 | 15:48:18 | 2KAHBAR | Response | ATTEMPTED CALLING INF MOBILE AGAIN - GOES TO MSG BANK |
| 02/02/2022 | 15:48:52 | ICEMS | Response | <POL-Q> HI QAS WE HAVE A CREW HEADING FROM NEBO VERY SHORTLY |
| 02/02/2022 | 15:48:59 | ICEMS | Response | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. |
| 02/02/2022 | 15:49:56 | ICEMS | Response | [AMB-Q] Sent error 55 - Message received after Operational Acceptance time |
| 02/02/2022 | 15:50:45 | PS | Response | [Page] Dispatch page sent to Unit:2167, Sent From: KEDCADQASPIS01 |
| 02/02/2022 | 15:50:54 | PS | Response | [Page] Dispatch page to Unit:2167 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:50:54 | PS | Response | [Page] Dispatch page to Unit:2167 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:53:01 | PS | Response | [Page] Page processing complete to PIN Whispir Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:53:02 | PS | Response | [Page] Page processing complete to PIN Whispir Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:53:12 | PS | Response | [Page] Dispatch page sent to Unit:2108, Sent From: KEDCADQASPIS01 |
| 02/02/2022 | 15:53:19 | PS | Response | [Page] Dispatch page sent to Unit:2299, Sent From: KEDCADQASPIS01 |
| 02/02/2022 | 15:53:21 | PS | Response | [Page] Dispatch page to Unit:2108 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:53:22 | PS | Response | [Page] Dispatch page to Unit:2108 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:53:25 | PS | Response | [Page] Dispatch page to Unit:2299 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:53:27 | PS | Response | [Page] Dispatch page to Unit:2299 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 15:55:02 | ICEMS | Response | POL-Q EnRoute |
| 02/02/2022 | 15:55:31 | 2HEALID | Response | RSO - Irrelevant JZCC APPROVED FOR ROTARY |
| 02/02/2022 | 15:57:31 | 2BELTIB | Response | Irrelevant was removed from the incident 02/02/2022 15:57:31. |
| 02/02/2022 | 15:57:31 | 2BELTIB | Response | Irrelevant was added to the incident 02/02/2022 15:57:31. |
| 02/02/2022 | 15:57:47 | PS | Response | [Page] Page processing complete to PIN Whispir Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:57:49 | PS | Response | [Page] Page processing complete to PIN Whispir Irrelevant Message sent successfully to Whispir |
| 02/02/2022 | 15:58:19 | 8DALMAN | Response | [Notification] [QAS]-R412 ACCEPTED TASKING |
| 02/02/2022 | 15:58:57 | 8DALMAN | Response | [Private] OCS ADV R412 ACCEPTED |
| 02/02/2022 | 16:00:21 | PS | Response | [Page] Dispatch page sent to Unit:2512, Sent From: KEDCADQASPIS01 |
| 02/02/2022 | 16:00:29 | PS | Response | [Page] Dispatch page to Unit:2512 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 16:00:30 | PS | Response | [Page] Dispatch page to Unit:2512 complete to PIN Whispir Irrelevant Message sent successfully to |
| 02/02/2022 | 16:00:47 | ICEMS | Response | [Appended, 16:08:10] [POL-Q] Exact Lat/Lon=D21.87446/D148.4538 |
| 02/02/2022 | 16:00:47 | ICEMS | Response | [Appended, 16:08:10] [POL-Q] Contact at scene: Irrelevant |
| 02/02/2022 | 16:00:47 | ICEMS | Response | [Appended, 16:08:10] [POL-Q] BETWEEN COPPABELLA AND NEBO, APPROX 1KM TOWARDS NEBO TWO VEH HEADING CRASH, FIVE OTHER VEHs ON SITE ASSITING, APPROX 4-5 PERSONS INJURED, VEHs ARE OFF THE ROAD NOT CAUSING A TRAFFIC HAZARD BUT VEHs THAT ARE BLOCKING VEHs BECAUSE IT IS ON THE CREST DEBRIS ON ROAD ALSO |
| 02/02/2022 | 16:00:47 | ICEMS | Response | [Appended, 16:08:10] [POL-Q] Initial Incident Address information: PEAK DOWNS HWY COPPABELLA, ISAAC, QLD 4741 |
| 02/02/2022 | 16:00:53 | ICEMS | Response | [Appended, 16:08:10] <POL-Q>FIRE-Q has been attached to the incident |
| 02/02/2022 | 16:02:03 | 2BELTIB | Response | 2222 TWO VEH RTC APPEARS TO HAVE HEAD ON Irrelevant TRAPPED IN VEH CONS Irrelevant ALSO ENCAPSULATED IN PASSENGER SEAT IS CONS CHEST PAIN 2ND VEHICLE ANKLE INJ MAY BE ABLE TO BE EXTRICATED RESOURCING ACCEPTABLE INCLUDING HELO AND OFFICER FROM NEBO CODE 1 |
| 02/02/2022 | 16:02:10 | ICEMS | Response | [Appended, 16:08:10] <FIRE-Q> IS THIS A SEPERATE INCIDENT FROM THE 2 VEH RTC AT STRATHFIELD |
| 02/02/2022 | 16:03:18 | ICEMS | Response | <FIRE-Q> QAS CAN YOU PROVIDE AN UPDATE ASAP |

| | | | | | | |
|------------|----------|---------|----------|---|------------|--------------------------------------|
| 02/02/2022 | 16:03:47 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 16:03:49 | PS | Response | [Page] Page processing complete to PIN | | Message sent successfully to Whispir |
| 02/02/2022 | 16:07:09 | 2BELTIB | Response | 2222 Irrelevant M MALE GCS 14 CHEST INJ AND SIGNIFICANT CHEST PAIN Irrelevant F IN SAME VEH | | |
| 02/02/2022 | 16:07:15 | ICEMS | Response | COMPOUND TIB FIB OTHER VEH #R LEG AND TORSO INJ SHOULD BE ABLE TO EXTRICATE THIS PT | | |
| 02/02/2022 | 16:07:31 | PS | Response | POL-Q OnScene | | |
| 02/02/2022 | 16:07:39 | PS | Response | [Page] Dispatch page sent to Unit:2326, Sent From: KEDCADQASPI01 | | |
| 02/02/2022 | 16:07:40 | 2BELTIB | Response | [Page] Dispatch page to Unit:2326 complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 16:07:42 | PS | Response | 2326 ACK TO PROVIDE LAT LONG ON SCENE | | |
| 02/02/2022 | 16:08:10 | 2SHEMOR | Response | [Page] Dispatch page to Unit:2326 complete to PIN | | Message sent successfully to Whispir |
| 02/02/2022 | 16:08:11 | 2SHEMOR | Response | Whispir | | |
| 02/02/2022 | 16:20:19 | 2BELTIB | Response | 2326 ACK TO PROVIDE LAT LONG ON SCENE | | |
| 02/02/2022 | 16:24:14 | 2BELTIB | Response | [Page] Dispatch page to Unit:2326 complete to PIN | | Message sent successfully to Whispir |
| 02/02/2022 | 16:25:12 | 2BELTIB | Response | Whispir | | |
| 02/02/2022 | 16:27:23 | 2BELTIB | Response | Duplicate call appended to incident at 16:08:10 | | |
| 02/02/2022 | 16:28:21 | 8AMAMIL | Response | Address PEAK DOWNS HWY verified by Latitude / Longitude [Shared] | | |
| 02/02/2022 | 16:29:13 | 8AMAMIL | Response | 2326 SOUTH 21 31.088 EAST 48 35.182 | | |
| 02/02/2022 | 16:29:52 | BT | Response | 2222 Irrelevant F ENCAPSULATED AND ARREST UNABLE TO EXTRICATED MALE PT GCS 15 # HAVE | | |
| 02/02/2022 | 16:29:52 | BT | Response | REMOVED FROM VEHICLE - FEMALE PT LOWER LEG INJURIES SHOULD BE ABLE TO EXTRICATE - | | |
| 02/02/2022 | 16:29:52 | BT | Response | CONFIRMED FIRST PT GCS 3 UNABLE TO ACCESS | | |
| 02/02/2022 | 16:36:45 | 2LISFOR | Response | 2299 WLC HAVE HEARD UPDATES 5MINS FROM COPPABELLA MINE | | |
| 02/02/2022 | 16:37:38 | ICEMS | Response | 2326 SECOND FEMALE PT DRIVER OF VEHICLE ENCAPSULATED #HUMERUS SCAPULA AND TIB FIB | | |
| 02/02/2022 | 16:37:39 | ICEMS | Response | WITH AN ENTRAPPED ANKLE LEFT SIDE | | |
| 02/02/2022 | 16:38:43 | ICEMS | Response | [Notification] [QAS]-R412 ETA SCENE 1646 - MED TEAM ADVISED OF SITREP- PLEASE SECURE LZ | | |
| 02/02/2022 | 16:38:47 | ICEMS | Response | Flight Following for 8412: [LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD] | | |
| 02/02/2022 | 16:38:52 | 2HEALID | Response | [ETA]1646[FUEL]2HR11MIN[SOB]5 | | |
| 02/02/2022 | 16:39:33 | 2LISFOR | Response | [Page]Response Times Sent To Units: 8896, Sent From: PA266, HELO ETA 1646 PLEASE SECURE LZ | | |
| 02/02/2022 | 16:39:50 | 2HEALID | Response | [Page]Response Times Sent To Units: 11772, Sent From: PA266, HELO ETA 1646 PLEASE SECURE LZ | | |
| 02/02/2022 | 16:40:51 | 8DALMAN | Response | [Page]Response Times Sent To Units: 10749, Sent From: PA266, HELO ETA 1646 PLEASE SECURE LZ | | |
| 02/02/2022 | 16:41:05 | 2BELTIB | Response | >POL-Q> (Urgent) HI QPS - ETA OF HELO IS 1646 - ARE YOU ABLE TO GET YOUR CREW TO SECURE A | | |
| 02/02/2022 | 16:44:34 | ICEMS | Response | SAFE LANDING ZONE? | | |
| 02/02/2022 | 16:44:50 | 2BELTIB | Response | FIRE-Q OnScene | | |
| 02/02/2022 | 16:45:05 | 2BELTIB | Response | FIRE-Q OnScene | | |
| 02/02/2022 | 16:47:01 | ICEMS | Response | <POL-Q< CREW ADV TO LAND TO THE SOUTHERN SIDE OF THE CRASH SIGHT, POSSIBLY IN A | | |
| 02/02/2022 | 16:47:08 | ICEMS | Response | PADDOCK. CREW WILL THEN CUT A FENCE TO GIVE FURTHER ACCESS. ROAD IS TOO BUSY TO TURN | | |
| 02/02/2022 | 16:47:22 | 2BELTIB | Response | CARS AROUND OTHERWISE | | |
| 02/02/2022 | 16:48:23 | 2BELTIB | Response | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. | | |
| 02/02/2022 | 16:49:02 | 8AMAMIL | Response | MANAGEMENT PAGE SENT | | |
| 02/02/2022 | 16:50:54 | 2BELTIB | Response | >POL-Q> THANKS QPS | | |
| 02/02/2022 | 17:02:45 | 2BELTIB | Response | RSQ UPDATED WITH LZ INFO | | |
| 02/02/2022 | 17:07:27 | 2HEALID | Response | R412 GIVEN LZ DETAILS | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2222 1 DECEASED FEMALE PT 1 MALE PT TWO OFFICERS TREATING PT CLOSED CHEST INJ GCS 14 - | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | MORANBAH CREW ARRIVED - 1 FEMALE PT ENTRAPPED WITH LOWER LEGS #AND UPPER ARM # LEFT | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | SIDE | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2326 ?MSG TO HELO - LZ IS NOT CLEARED FOR LANDING YET | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | [Notification] [QAS]-2326 ?MSG TO HELO - LZ IS NOT CLEARED FOR LANDING YET | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | [AMB-Q] Sent error 55 - Message received after Operational Acceptance time | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | [AMB-Q] Sent error 55 - Message received after Operational Acceptance time | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2326 HELO HAS LANDED | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2326 CONFIRMING NO OTHER RESOURCES - CONFIRMED | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | [Private] R412 CONFIRMED LANDED ON ROAD | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2222 76YOM GCS 15 R SIDED CHEST # OBS STABLE - LOADED INTO AMBULANCE AND WILL ADVISE | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | ABOUT TRANSPORT | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2222 FEMALE PT HAS BEEN EXTRCATED FROM VEHICLE | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | PHONED MKBH - CHRIS CN ADVISED | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2222 HELO IS ABOUT TO LIFT OFF WITH FEMALE PT WHO WAS ENTRAPPED, MORANBAH VEHICLE | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | WILL DEBRIEF AND CLEAR, 2222 TX MALE PT STABLE CONDITION GCS 15 SOFT TISSUES INJS ABDO | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | CHEST AREA HAS BEEN ASSESSED AND IS STABLE TX TO MKBH | | |
| 02/02/2022 | 17:07:27 | 2BELTIB | Response | 2222 HELO HAS DEPARTED, UNIT 2222 TX WITH OFFICER | Irrelevant | TO TX |
| 02/02/2022 | 17:37:02 | 2BELTIB | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 17:41:27 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 17:41:28 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |

| | | | | | | |
|------------|----------|---------|----------|---|------------|--------------------------------------|
| 02/02/2022 | 17:42:57 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 17:42:59 | PS | Response | [Page] Page processing complete to PIN | | Message sent successfully to Whispir |
| 02/02/2022 | 17:44:55 | 8AMAMIL | Response | Flight Following for 8412: [LAT]21°51'02.43"S[LON]148°35'24"E[ALT][HDG][SPD] [ETA]1801[FUEL]1HR39MINS[SOB]6[CMT]SECURITY ADV NIL REQUIREMENTS 2222 WLC - NO ANS FIRE-Q has updated their incident status to Closed FIRE-Q has updated their incident status to Closed WLC - WE ARE ABOUT 20KM FROM MACKAY [Page] Units: 2222 Sent From: PA266, Please update your current status via radio - are you ramped, POST or partial? Cheers, 2222 COMPLETING PAPERWORK AND THEN WILL RING WITH PLAN FOR THE EVNEING | Irrelevant | |
| 02/02/2022 | 18:08:40 | 2LISFOR | Response | | | |
| 02/02/2022 | 18:31:48 | ICEMS | Response | | | |
| 02/02/2022 | 18:31:49 | ICEMS | Response | | | |
| 02/02/2022 | 18:53:04 | 2JILALL | Response | | | |
| 02/02/2022 | 19:42:47 | 2JILALL | Response | | | |
| 02/02/2022 | 19:57:47 | 2JILALL | Response | | | |
| 02/02/2022 | 20:24:48 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |
| 02/02/2022 | 20:24:53 | PS | Response | [Page] Page processing complete to PIN | Irrelevant | Message sent successfully to Whispir |

Priority Changes

| Date | Time | Changed from Priority | Reason | User |
|------------|----------|-----------------------|-------------------|----------------|
| 02/02/2022 | 15:43:14 | ICEMS | Patient Condition | Barker, Kahlia |

Call Activities

| Date | Time | Radio | Activity | Location | Comments | User |
|------------|----------|-------|---|----------------|---|---------|
| 02/02/2022 | 15:41:44 | | Incident in Waiting Queue | | | |
| 02/02/2022 | 15:41:44 | | Incident in Waiting Queue | | | |
| 02/02/2022 | 15:41:44 | | [ICEMS] | | [ICEMS] Received Incident Attendance Request from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:41:44 | | [ICEMS] | | [ICEMS] System Acknowledgment sent to POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:41:44 | | Waiting Pending Incident Time Warning | | Waiting Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:41:45 | | Incident Created | | New incident created with VisiCAD Engine Wrapper API. | ICEMS |
| 02/02/2022 | 15:41:54 | | Remove Waiting Pending Incident Warning | | Removing Waiting Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:41:55 | | Read Incident | | Incident 257 was Marked as Read. | 2KAHBAR |
| 02/02/2022 | 15:41:55 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2KAHBAR |
| 02/02/2022 | 15:41:55 | | Incident in Waiting Queue Timer Clear | | | |
| 02/02/2022 | 15:42:14 | | [ICEMS] | | [ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:42:14 | | [ICEMS] | | [ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:42:37 | | [ICEMS] | | [ICEMS] Received Incident Update from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:42:37 | | [ICEMS] | | [ICEMS] Sent incident update acknowledgment message to POL-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:42:44 | | Pending Incident Time Warning | | Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:42:44 | | Incident Late | | | |
| 02/02/2022 | 15:43:14 | | Incident Priority Change | | Incident priority changed from ICEMS to 1B due to Patient Condition | 2KAHBAR |
| 02/02/2022 | 15:43:14 | | Waiting Pending Incident Time Warning | | Waiting Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:43:15 | | Pending Incident Time Warning | | Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:43:15 | | Incident Late | | | |
| 02/02/2022 | 15:43:15 | | Pending Incident Time Warning | | Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:43:15 | | ProQA | PEAK DOWNS HWY | ProQA determinant sent | 2KAHBAR |
| 02/02/2022 | 15:43:18 | | Incident in Waiting Queue | | | |
| 02/02/2022 | 15:43:18 | | Waiting Pending Incident Time Warning | | Waiting Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:43:19 | | UserAction | | User clicked Initial Assign | 2BELTIB |
| 02/02/2022 | 15:43:19 | | Initial Assignment | | The following unit(s) is (are) recommended for assignment: 2222 (00:16:22) | 2BELTIB |
| 02/02/2022 | 15:43:19 | | [RESET_TIMERS] | | Incident queue timers have been reset | ICEMS |
| 02/02/2022 | 15:43:21 | 2222 | Dispatched | PEAK DOWNS HWY | Response Number (008484) | 2BELTIB |

| | | | | | | DOH RTI 3907 |
|------------|----------|------|---|----------------|--|--------------|
| 02/02/2022 | 15:43:22 | | Incident Timer Clear | | Incident Timer Cleared | |
| 02/02/2022 | 15:43:22 | | Incident Timer Clear | | Incident Timer Cleared | |
| 02/02/2022 | 15:43:22 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007315, Status: WillAttend | ICEMS |
| 02/02/2022 | 15:43:29 | | Remove Waiting Pending Incident Warning | | Removing Waiting Pending Incident Time Warning timer expired | |
| 02/02/2022 | 15:43:51 | 2222 | Resp | PEAK DOWNS HWY | Responding From = 2(054) NEBO. | 2BELTIB |
| 02/02/2022 | 15:43:52 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007315, Status: EnRoute | ICEMS |
| 02/02/2022 | 15:43:52 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007315, Status: EnRoute | ICEMS |
| 02/02/2022 | 15:43:55 | | [ICEMS] | | [ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:43:55 | | [ICEMS] | | [ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:43:56 | | [ICEMS] | | [ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:44:53 | | [ICEMS] | | [ICEMS] Received Incident Update from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:45:49 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2BELTIB |
| 02/02/2022 | 15:46:01 | | [ICEMS] | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007315, Resource Status: WillAttend | ICEMS |
| 02/02/2022 | 15:46:03 | | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 15:46:20 | | [ICEMS] | | [ICEMS] Received Incident Update from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:46:39 | | [ICEMS] | | [ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:46:39 | | [ICEMS] | | [ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:46:50 | | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 15:47:04 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2LISFOR |
| 02/02/2022 | 15:47:38 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 15:47:49 | | [ICEMS] | | [ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P007315, Resource Status: WillAttend | ICEMS |
| 02/02/2022 | 15:48:02 | | [ICEMS] | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007315, Resource Status: EnRoute | ICEMS |
| 02/02/2022 | 15:48:21 | | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 15:48:52 | | [ICEMS] | | [ICEMS] Received Incident Update from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:48:59 | | [ICEMS] | | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. | ICEMS |
| 02/02/2022 | 15:49:13 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2HEALID |
| 02/02/2022 | 15:49:51 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 15:49:56 | | [ICEMS] | | [ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time | ICEMS |
| 02/02/2022 | 15:50:17 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2LISFOR |
| 02/02/2022 | 15:50:45 | 2167 | Dispatched | PEAK DOWNS HWY | Response Number: 008522; | 2BELTIB |
| 02/02/2022 | 15:51:32 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 15:51:38 | 2167 | Resp | PEAK DOWNS HWY | Responding From = 2(057) DYSART. | 2BELTIB |
| 02/02/2022 | 15:51:50 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2BELTIB |
| 02/02/2022 | 15:51:58 | | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 15:52:01 | | [ICEMS] | | [ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read | BT |
| 02/02/2022 | 15:52:02 | | [ICEMS] | | [ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 15:52:52 | 2167 | Disposition | PEAK DOWNS HWY | Assistance Only | 2BELTIB |
| 02/02/2022 | 15:52:52 | 2167 | Available | PEAK DOWNS HWY | Unit Cleared From Incident 15430190 | 2BELTIB |
| 02/02/2022 | 15:52:52 | 2167 | Reassign Vehicle | 2(057) DYSART | ReAssign Reason: Assistance Only | 2BELTIB |

| | | | | | | | |
|------------|----------|------|------------------------|--------------------------|---|--------------|---------|
| 02/02/2022 | 15:52:52 | 2167 | Reassign Response | 2(057) DYSART | ReAssign Reason: Assistance Only | DOH RTI 2897 | 2BELTIB |
| 02/02/2022 | 15:53:11 | 2108 | Dispatched | PEAK DOWNS HWY | Response Number: 008537; | | 2BELTIB |
| 02/02/2022 | 15:53:18 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8DALMAN |
| 02/02/2022 | 15:53:19 | 2299 | Dispatched | PEAK DOWNS HWY | Response Number: 008538; | | 2BELTIB |
| 02/02/2022 | 15:54:03 | 2108 | Resp | PEAK DOWNS HWY | Responding From = BATCHELOR PDE\GRIFFIN ST. | | 2BELTIB |
| 02/02/2022 | 15:54:05 | 2299 | Resp | PEAK DOWNS HWY | Responding From = BATCHELOR PDE\GRIFFIN ST. | | 2BELTIB |
| 02/02/2022 | 15:54:09 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2BELTIB |
| 02/02/2022 | 15:54:21 | | UserAction | | User clicked Exit/Save | | 2BELTIB |
| 02/02/2022 | 15:55:02 | | [ICEMS] | | [ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P007315, Resource Status: EnRoute | | ICEMS |
| 02/02/2022 | 15:55:57 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2LISFOR |
| 02/02/2022 | 15:57:39 | 2108 | Disposition | PEAK DOWNS HWY | Vehicle Change | | 2BELTIB |
| 02/02/2022 | 15:57:39 | 2108 | Available | PEAK DOWNS HWY | Unit Cleared From Incident 15430190 | | 2BELTIB |
| 02/02/2022 | 15:57:39 | 2108 | Reassign Vehicle | BATCHELOR PDE\GRIFFIN ST | ReAssign Reason: Vehicle Change | | 2BELTIB |
| 02/02/2022 | 15:57:39 | 2108 | Reassign Response | BATCHELOR PDE\GRIFFIN ST | ReAssign Reason: Vehicle Change | | 2BELTIB |
| 02/02/2022 | 15:57:52 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8DALMAN |
| 02/02/2022 | 15:58:02 | | UserAction | | User clicked Exit/Save | | 2LISFOR |
| 02/02/2022 | 15:58:24 | 8412 | Dispatched | PEAK DOWNS HWY | Response Number: 008561; | | 8DALMAN |
| 02/02/2022 | 15:58:33 | 2222 | At Scene | PEAK DOWNS HWY | | | 2BELTIB |
| 02/02/2022 | 15:58:34 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007315, Status: OnScene | | ICEMS |
| 02/02/2022 | 15:58:34 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007315, Status: OnScene | | ICEMS |
| 02/02/2022 | 15:59:24 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 16:00:21 | 2512 | Dispatched | PEAK DOWNS HWY | Response Number: 008569; | | 2BELTIB |
| 02/02/2022 | 16:00:22 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 16:00:25 | 2512 | Resp | PEAK DOWNS HWY | Responding From = 2(041) MACKAY AIRPORT FCCP. | | 2BELTIB |
| 02/02/2022 | 16:00:25 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 16:00:32 | | UserAction | | User clicked Exit/Save | | 2HEALID |
| 02/02/2022 | 16:01:00 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8TIMCUR |
| 02/02/2022 | 16:01:28 | | UserAction | | User clicked Exit/Save | | 2KAHBAR |
| 02/02/2022 | 16:01:39 | | UserAction | | User clicked Exit/Save | | 8TIMCUR |
| 02/02/2022 | 16:01:51 | | UserAction | | User clicked Exit/Save | | 8DALMAN |
| 02/02/2022 | 16:03:18 | | [ICEMS] | | [ICEMS] Received Incident Update from FIRE-Q for Incident Q22-P007315 | | ICEMS |
| 02/02/2022 | 16:03:30 | 2512 | Available | PEAK DOWNS HWY | Unit Cleared From Incident 15430190 | | 2BELTIB |
| 02/02/2022 | 16:03:40 | 2512 | Cancel Vehicle Assig | | Unit Cleared From Incident 15430190 | | 2BELTIB |
| 02/02/2022 | 16:04:37 | | [ICEMS] | | [ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q22-P007315 | | ICEMS |
| 02/02/2022 | 16:05:44 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2HEALID |
| 02/02/2022 | 16:05:54 | | UserAction | | User clicked Exit/Save | | 2HEALID |
| 02/02/2022 | 16:07:15 | | [ICEMS] | | [ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P007315, Resource Status: OnScene | | ICEMS |
| 02/02/2022 | 16:07:30 | 2326 | Dispatched | PEAK DOWNS HWY | Response Number: 008596; | | 2BELTIB |
| 02/02/2022 | 16:07:31 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 16:07:33 | 2326 | Resp | PEAK DOWNS HWY | Responding From = 2(054) NEBO. | | 2BELTIB |
| 02/02/2022 | 16:07:34 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 16:07:41 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2HEALID |
| 02/02/2022 | 16:07:41 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2HEALID |
| 02/02/2022 | 16:08:10 | | Duplicate Call Warning | | Duplicate Call Warning - New call appended to incident | | 2SHEMOR |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:12 | | [ICEMS] | | [ICEMS] Incident 15430260 has been merged with 15430190 | | ICEMS |
| 02/02/2022 | 16:08:22 | | UserAction | | User clicked Exit/Save | | 2SHEMOR |
| 02/02/2022 | 16:08:40 | | UserAction | | User clicked Exit/Save | | 2HEALID |
| 02/02/2022 | 16:11:15 | | UserAction | | User clicked Exit/Save | | 2KAHBAR |

| | | | | | | |
|------------|----------|------|--------------------|----------------|--|------------------|
| 02/02/2022 | 16:11:51 | | Read Comment | | Comment for Incident 257 was Marked as Read. | DOH RTI 5907 |
| 02/02/2022 | 16:17:33 | | UserAction | | User clicked Exit/Save | 5PAUVEN1 |
| 02/02/2022 | 16:18:52 | | [ICEMS] | | [ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P007315,Q22-P007320 | 2HEALID ICEMS |
| 02/02/2022 | 16:18:58 | 2326 | At Scene | PEAK DOWNS HWY | | 2BELTIB |
| 02/02/2022 | 16:18:59 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007320, Status: OnScene | ICEMS |
| 02/02/2022 | 16:18:59 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007320, Status: OnScene | ICEMS |
| 02/02/2022 | 16:18:59 | | Incident Late | | Active incident marked as late | |
| 02/02/2022 | 16:19:09 | | [ICEMS] | | [ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 16:19:24 | | [ICEMS] | | [ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:12 | | [ICEMS] | | [ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:12 | | [ICEMS] | | [ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:14 | | [ICEMS] | | [ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:14 | | [ICEMS] | | [ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:39 | | [ICEMS] | | [ICEMS]POL-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:39 | | [ICEMS] | | [ICEMS]POL-Q has performed a merge on the following incidents: Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:20:58 | | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 16:21:38 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2KAHBAR |
| 02/02/2022 | 16:23:09 | | UserAction | | User clicked Exit/Save | 5PAUVEN1 |
| 02/02/2022 | 16:24:26 | | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 16:24:47 | | [ICEMS] | | [ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:26:21 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 8AMAMIL |
| 02/02/2022 | 16:26:48 | | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 16:27:06 | | [ICEMS] | | [ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 16:27:06 | | [ICEMS] | | [ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P007320 | ICEMS |
| 02/02/2022 | 16:27:32 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 8AMAMIL |
| 02/02/2022 | 16:28:57 | 8412 | Resp | PEAK DOWNS HWY | Responding From = 2(040) MACKAY AIRPORT RTY | 8AMAMIL |
| 02/02/2022 | 16:29:13 | 8412 | Reset Flight Timer | | [LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD][ETA]1646[FUEL]2HR11MIN[SOB]5 | 8AMAMIL |
| 02/02/2022 | 16:29:22 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 8AMAMIL |
| 02/02/2022 | 16:30:44 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2LISFOR |
| 02/02/2022 | 16:31:27 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 16:32:11 | | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 16:33:42 | | UserAction | | User clicked Exit/Save | 8AMAMIL |
| 02/02/2022 | 16:35:18 | | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 16:35:23 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 16:36:46 | | [ICEMS] | | [ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:37:08 | 2299 | At Scene | PEAK DOWNS HWY | | 2BELTIB |
| 02/02/2022 | 16:37:38 | | [ICEMS] | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007315, Resource Status: OnScene | ICEMS |
| 02/02/2022 | 16:37:39 | | [ICEMS] | | [ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007320, Resource Status: OnScene | ICEMS |
| 02/02/2022 | 16:37:41 | | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 16:37:47 | | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 16:38:08 | | Read Comment | | Comment for Incident 257 was Marked as Read. | 2HEALID |

| Timestamp | Time | Action | Location | Description | Unit |
|------------|----------|----------------|----------------|--|----------|
| 02/02/2022 | 16:38:20 | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 16:38:43 | [ICEMS] | | [ICEMS] Received Incident Update from POL-Q for Incident Q22-P007315 | ICEMS |
| 02/02/2022 | 16:38:47 | [ICEMS] | | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. | ICEMS |
| 02/02/2022 | 16:38:58 | [ICEMS] | | [ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read | BT |
| 02/02/2022 | 16:38:59 | [ICEMS] | | [ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:39:22 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8DALMAN |
| 02/02/2022 | 16:39:29 | [ICEMS] | | [ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read | BB |
| 02/02/2022 | 16:39:33 | [ICEMS] | | [ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P007315,Q22-P007320 | ICEMS |
| 02/02/2022 | 16:39:40 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8DALMAN |
| 02/02/2022 | 16:39:57 | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 16:40:10 | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 16:40:22 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8DALMAN |
| 02/02/2022 | 16:41:23 | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 16:41:27 | Read Comment | | Comment for Incident 257 was Marked as Read. | 2KAHBAR |
| 02/02/2022 | 16:43:37 | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 16:44:34 | [ICEMS] | | The 'Incident Update' has not been actioned by POL-Q. Please contact agency. | ICEMS |
| 02/02/2022 | 16:44:39 | UserAction | | User clicked Exit/Save | 2KAHBAR |
| 02/02/2022 | 16:44:54 | Read Comment | | Comment for Incident 257 was Marked as Read. | 2BELTIB |
| 02/02/2022 | 16:45:05 | Notify Comment | | (Response Viewer) | |
| 02/02/2022 | 16:45:06 | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 16:46:47 | [ICEMS] | | [ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read | BT |
| 02/02/2022 | 16:47:01 | [ICEMS] | | [ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time | ICEMS |
| 02/02/2022 | 16:47:08 | [ICEMS] | | [ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time | ICEMS |
| 02/02/2022 | 16:47:11 | Read Comment | | Comment for Incident 257 was Marked as Read. | 5PAUVEN1 |
| 02/02/2022 | 16:48:04 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8AMAMIL |
| 02/02/2022 | 16:48:27 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8DALMAN |
| 02/02/2022 | 16:48:28 | At Scene | PEAK DOWNS HWY | | 8AMAMIL |
| 02/02/2022 | 16:48:56 | UserAction | | User clicked Exit/Save | 5PAUVEN1 |
| 02/02/2022 | 16:50:56 | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 16:53:25 | Read Comment | | Comment for Incident 257 was Marked as Read. | 2HEALID |
| 02/02/2022 | 16:53:42 | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 16:58:06 | UserAction | | User clicked Exit/Save | 2BELTIB |
| 02/02/2022 | 17:03:02 | Read Comment | | Comment for Incident 257 was Marked as Read. | 2LISFOR |
| 02/02/2022 | 17:03:17 | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 17:06:44 | UserAction | | User clicked Exit/Save | 8AMAMIL |
| 02/02/2022 | 17:07:25 | UserAction | | User clicked Exit/Save | 2LISFOR |
| 02/02/2022 | 17:14:21 | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 17:15:04 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8AMAMIL |
| 02/02/2022 | 17:16:49 | UserAction | | User clicked Exit/Save | 8AMAMIL |
| 02/02/2022 | 17:31:55 | Read Comment | | Comment for Incident 257 was Marked as Read. | 2HEALID |
| 02/02/2022 | 17:35:48 | UserAction | | User clicked Exit/Save | 2HEALID |
| 02/02/2022 | 17:37:09 | Dep | MKBH (A&E) | | 2BELTIB |
| 02/02/2022 | 17:38:50 | Read Comment | | Comment for Incident 257 was Marked as Read. | 8DALMAN |
| 02/02/2022 | 17:41:19 | Available | PEAK DOWNS HWY | | 2BELTIB |
| 02/02/2022 | 17:41:19 | Disposition | PEAK DOWNS HWY | Treated Other Unit Transport | 2BELTIB |
| 02/02/2022 | 17:42:48 | Available | PEAK DOWNS HWY | | 2BELTIB |

| | | | | | | | |
|------------|----------|------|--------------------|--------------------------------|--|--------------|----------|
| 02/02/2022 | 17:42:48 | 2326 | Disposition | PEAK DOWNS HWY | Treated Other Unit Transport | DOH RTI 2897 | 2HEALTIB |
| 02/02/2022 | 17:42:52 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8DALMAN |
| 02/02/2022 | 17:43:00 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8DALMAN |
| 02/02/2022 | 17:43:37 | | UserAction | | User clicked Exit/Save | | 2HEALID |
| 02/02/2022 | 17:43:39 | 8412 | Dep | MKBH (HELIPAD) | | | 8AMAMIL |
| 02/02/2022 | 17:44:14 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007315, Status: LeftScene | | ICEMS |
| 02/02/2022 | 17:44:14 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007315, Status: LeftScene | | ICEMS |
| 02/02/2022 | 17:44:14 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007320, Status: LeftScene | | ICEMS |
| 02/02/2022 | 17:44:14 | | [ICEMS] | | [ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007320, Status: LeftScene | | ICEMS |
| 02/02/2022 | 17:44:55 | 8412 | Reset Flight Timer | | [LAT]21°51'02.43"S[LON]148°35'24"E[ALT][HDG][SPD] [ETA]1801[FUEL]1HR39MINS[SOB]6[CMT]SECURITY ADV NIL REQUIREMENTS | | 8AMAMIL |
| 02/02/2022 | 17:46:32 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2LISFOR |
| 02/02/2022 | 17:47:02 | | UserAction | | User clicked Exit/Save | | 2LISFOR |
| 02/02/2022 | 17:52:30 | | UserAction | | User clicked Exit/Save | | 2HEALID |
| 02/02/2022 | 18:03:38 | 8412 | Dest | 439 Bridge Rd [MKBH (HELIPAD)] | | | 8DALMAN |
| 02/02/2022 | 18:03:38 | 8412 | Transport Time | | Depart Scene Time: 17:43:39, Arrive Destination Time: 18:03:38 | | 8DALMAN |
| 02/02/2022 | 18:07:23 | 2222 | User Timer | | Unit marked as late | | |
| 02/02/2022 | 18:18:26 | | UserAction | | User clicked Exit/Save | | 8DALMAN |
| 02/02/2022 | 18:31:48 | | [ICEMS] | | [ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-P007315, Incident Status: Closed | | ICEMS |
| 02/02/2022 | 18:31:49 | | [ICEMS] | | [ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-P007320, Incident Status: Closed | | ICEMS |
| 02/02/2022 | 18:32:00 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2NATSHE |
| 02/02/2022 | 18:33:38 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 18:34:01 | 8412 | Partially Av | 439 Bridge Rd [MKBH (HELIPAD)] | | | 8DIACRA |
| 02/02/2022 | 18:36:43 | 8412 | Available | 439 Bridge Rd [MKBH (HELIPAD)] | | | 8DIACRA |
| 02/02/2022 | 18:36:43 | 8412 | Disposition | PEAK DOWNS HWY | A Case Completed | | 8DIACRA |
| 02/02/2022 | 18:39:39 | | UserAction | | User clicked Exit/Save | | 2LORFAU |
| 02/02/2022 | 18:46:57 | | UserAction | | User clicked Exit/Save | | 2NATSHE |
| 02/02/2022 | 18:59:00 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2NATSHE |
| 02/02/2022 | 19:01:10 | | UserAction | | User clicked Exit/Save | | 2NATSHE |
| 02/02/2022 | 19:09:34 | 2222 | Dest | 475 Bridge Rd [MKBH (A&E)] | | | 2JILALL |
| 02/02/2022 | 19:09:34 | 2222 | Transport Time | | Depart Scene Time: 17:37:09, Arrive Destination Time: 19:09:34 | | 2JILALL |
| 02/02/2022 | 19:29:05 | | UserAction | | User clicked Exit/Save | | 2JILALL |
| 02/02/2022 | 19:39:34 | | Incident Late | | Active incident marked as late | | |
| 02/02/2022 | 19:55:46 | 2222 | Partially Av | 475 Bridge Rd [MKBH (A&E)] | | | 2JILALL |
| 02/02/2022 | 20:22:31 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 2JILALL |
| 02/02/2022 | 20:24:42 | 2222 | Available | 475 Bridge Rd [MKBH (A&E)] | | | 2JILALL |
| 02/02/2022 | 20:24:42 | 2222 | Disposition | PEAK DOWNS HWY | A Case Completed | | 2JILALL |
| 02/02/2022 | 20:24:42 | 2222 | Response Closed | PEAK DOWNS HWY | Response Disposition: A Case Completed | | 2JILALL |
| 02/02/2022 | 20:24:43 | | [ICEMS] | | [ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-P007315, Status: Closed | | ICEMS |
| 02/02/2022 | 20:24:43 | | [ICEMS] | | [ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-P007320, Status: Closed | | ICEMS |
| 02/02/2022 | 20:25:01 | | UserAction | | User clicked Exit/Save | | 2JILALL |
| 04/02/2022 | 08:13:34 | | Read Comment | | Comment for Incident 257 was Marked as Read. | | 8LOUMIT |
| 04/02/2022 | 08:15:28 | | UserAction | | User clicked Exit/Save | | 8LOUMIT |

Edit Log

| Date | Time | Field | Changed From | Changed To | Reason | Table | Workstation | User |
|------------|----------|-----------------|--------------|------------|--------------------------|--------------------------|----------------|-------|
| 02/02/2022 | 15:41:44 | Pickup_Map_Info | (Blank) | NOT FOUND | | Response_Transports | POLCADQASICM01 | ICEMS |
| 02/02/2022 | 15:41:44 | Map_Info | | NOT FOUND | | Response_Master_Incident | POLCADQASICM01 | ICEMS |
| 02/02/2022 | 15:41:45 | County | | ISAAC | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS |

| | | | | | | | | | |
|------------|----------|---------------------------|-----------------------------|-------------------------------|--------------------------|--------------------------|----------------|---------|--------------|
| 02/02/2022 | 15:41:45 | MethodOfCallRcvd | | ICEMS | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | ASU RTI 3827 |
| 02/02/2022 | 15:41:45 | State | | QLD | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Division | (NULL) | 2 Nebo | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | HomeSectorID | 0 | 9 | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Response_Area | | 2 Nebo | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Call_Back_Phone | | Irrelevant | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | CurrentDivision | (NULL) | 2 Nebo | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Jurisdiction | (NULL) | 2 North West | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Caller_Type | | ICEMS | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Caller_Location_Name | | | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | City | | STRATHFIELD | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Postal_Code | | 4742 | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Caller_Name | | Irrelevant | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | CurrentSectorID | 0 | 9 | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:45 | Battalion | | 2 Nebo | Wrapper generated update | Response_Master_Incident | POLCADQASICM01 | ICEMS | |
| 02/02/2022 | 15:41:55 | Read Call | False | True | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:41:55 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Address | PEAK DOWNS HWY [Verify] | #21.85067/148.59 | Address Change | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Address | PEAK DOWNS HWY [Verify] | 21°51'02.43"S & 148°35'24"E | Address Change | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Address | PEAK DOWNS HWY [Verify] | PEAK DOWNS HWY | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Latitude | 0 | 68149326 | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Longitude | 0 | 31409999 | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Street_Id | NULL | 841750 | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Cross_Street | | COCKENZIE RD/MOUNT FLORA RD | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Address | 21°51'02.43"S & 148°35'24"E | PEAK DOWNS HWY | Change Verified | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Pickup_Map_Info | (Blank) | 8654 | | Response_Transports | POLCADQASCXA09 | 2KAHBAR | |
| 02/02/2022 | 15:42:13 | Map_Info | NOT FOUND | 8654 | | Response_Master_Incident | POLCADQASCXA09 | 2KAHBAR | |
| 02/02/2022 | 15:42:25 | ProQaCaseNumber | | 18364257 | (Response Viewer) | Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Priority_Description | ICEMS | 1B | Patient Condition | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Priority_Number | 60 | 2 | Patient Condition | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Response_Plan | | Acute | Updated by ProQA | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | DispatchLevel | | Normal | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | ResponsePlanType | 0 | 1 | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Incident_Type | ICEMS | ACUTE | Updated by ProQA | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Certification_Level | ICEMS | ACUTE | Updated by ProQA | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Problem | ICEMS | RTC ENTRAP MULTI PT/RESOURCES | Updated by ProQA | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:14 | Determinant | | 29D05Y | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:15 | EMD_Used | 0 | 1 | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:43:15 | CIS_Used | 0 | null | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:45:14 | CIS_Used | 0 | null | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:45:14 | ProQATerminationStateCode | | C | (Response Viewer) | Incident | PA265 | 2KAHBAR | |
| 02/02/2022 | 15:45:49 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA266 | 2BELTIB | |

| | | | | | | | | |
|------------|----------|----------------------------|---------|---------|-------------------|--|----------------------------|-------------------|
| 02/02/2022 | 15:46:38 | CIS_Used | 0 | null | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR |
| 02/02/2022 | 15:47:04 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 15:49:13 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 15:50:17 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 15:51:50 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA266 | 2BELTIB |
| 02/02/2022 | 15:53:18 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 15:54:09 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA266 | 2BELTIB |
| 02/02/2022 | 15:55:57 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 15:57:52 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 16:01:00 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA568 | 8TIMCUR |
| 02/02/2022 | 16:05:44 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 16:07:41 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 16:07:41 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 16:11:51 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA546 | 5PAUVEN1 |
| 02/02/2022 | 16:21:38 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR |
| 02/02/2022 | 16:26:21 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA566 | 8AMAMIL |
| 02/02/2022 | 16:27:32 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA566 | 8AMAMIL |
| 02/02/2022 | 16:29:22 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA566 | 8AMAMIL |
| 02/02/2022 | 16:30:44 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 16:38:08 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 16:39:22 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 16:39:40 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 16:40:22 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 16:41:27 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA265 | 2KAHBAR |
| 02/02/2022 | 16:44:54 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA266 | 2BELTIB |
| 02/02/2022 | 16:47:11 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA546 | 5PAUVEN1 |
| 02/02/2022 | 16:48:04 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA566 | 8AMAMIL |
| 02/02/2022 | 16:48:27 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 16:53:25 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 17:03:02 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 17:15:04 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA566 | 8AMAMIL |
| 02/02/2022 | 17:31:55 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2HEALID |
| 02/02/2022 | 17:37:10 | Map_Info | (Blank) | MKY11K4 | | Response_Transports | KEDCADQASCXA172 | BELTIB |
| 02/02/2022 | 17:38:50 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 17:42:52 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 17:43:00 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA563 | 8DALMAN |
| 02/02/2022 | 17:44:14 | Map_Info | (Blank) | MKY11K4 | | Response_Transports | KEDCADQASCXA148 | AMAMIL |
| 02/02/2022 | 17:46:32 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA264 | 2LISFOR |
| 02/02/2022 | 18:32:00 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2NATSHE |
| 02/02/2022 | 18:34:01 | CAT - Change Unit Priority | 1B | CLD1B | | Response_Vehicles_Assigned | BNECADQASCAT01 | CS |
| 02/02/2022 | 18:34:01 | CAT - Change Unit Priority | 1B | COLD1B | | CAT Extension - Priority for Partially Available Units | Response_Vehicles_Assigned | BNECADQASCAT01 CS |
| 02/02/2022 | 18:59:00 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA262 | 2NATSHE |
| 02/02/2022 | 19:55:47 | CAT - Change Unit Priority | 1B | CLD1B | | CAT Extension - Priority for Partially Available Units | Response_Vehicles_Assigned | BNECADQASCAT01 CS |
| 02/02/2022 | 19:55:47 | CAT - Change Unit Priority | 1B | COLD1B | | CAT Extension - Priority for Partially Available Units | Response_Vehicles_Assigned | BNECADQASCAT01 CS |
| 02/02/2022 | 20:22:31 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | PA266 | 2JILALL |
| 04/02/2022 | 08:13:34 | Read Comment | False | True | (Response Viewer) | Response_Master_Incident | QA567 | 8LOUMIT |

Significant Incident Report

Mackay District**Authority:**

By authority of Loretta Johnson, Acting Mackay District Manager and as per OPO4.0 the State District Operations procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

- Friday evening, 4th of February 2022, at approximately 21:57 hours a triple zero call was received for a two-vehicle road traffic crash (RTC), a utility and a truck, both on fire, and someone trapped inside the utility.
- The address given for the incident was 89255 Bruce Highway, Koumala, Mackay, QLD 4738
- Priority – 1B
- Determinant – 29D05X
- At 21:59, Unit 2128 with a single Officer from Sarina was dispatched Code 1. At 22:00, Carmila Unit 2218 was dispatched whilst on return from Mackay Base Hospital after Incident 15439038. Unit 2501 was also dispatched to attend this case at 22:00 hours with the Mackay Flight Critical Care Paramedic (FCCP) on board.
- Sarina Unit 2128 arrived on scene first at 22:13:15, Unit 2218 arrived at 22:25:39 and Unit 2501 arrived at 22:34:27.
- RSQ were contacted at 22:03 for approval to dispatch Helicopter Rescue 8412 and advised it was already tasked and asked for an early sitrep for possible re-tasking
- The initial sitrep given by Unit 2128 at 22:14: TWO VEHICLES COMPLETELY ENGULFED IN FLAMES – MULTIPLE TRUCKS PULLED OVER – PEOPLE WALKING AROUND – UNSURE OF PATIENTS CONTINUE ALL BACKUP CODE 1
- At 22:21, Unit 2128 gave a further sitrep that he had a single male patient with sternum and lower limb pain and all other patients were engulfed in flames in the vehicles.
- At 22:46 FCCP Kibby confirmed that the patient in the utility vehicle was Signal 4. A plan was communicated at this time that the QAS crews were further assessing the male patient and FCCP Kibby was going to change into Unit 2128. Unit 2501 would be driven to Mackay Base Hospital by QPS, and Unit 2218 would stay on scene until the Highway was re-opened.
- Unit 2128 departed for Mackay Base Hospital at 23:00 and arrived at 23:36.
- Unit 2218 cleared the scene at 23:01 and returned to Carmila.

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Queensland Ambulance Service: Operational Incident Reporting

Terms of Reference:

This review will investigate all aspects of ambulance responses to incident 15439822.

The review will examine ambulance operations prior to, during and following the response. This will be conducted by **Irrelevant** Acting Operations Supervisor.

This review will include all requirements outlined in the *Operational Incident Review Process*.

District Clinical Incident Summary Report:

A District Level Clinical Review was undertaken by **Irrelevant** Acting Clinical Support Officer.

The review considered patient assessment, clinical decision making, treatment and cares provided. As well as clinical documentation standards.

The incident number 15439822 was reviewed in Eclipse with the following information:

- Eclipse review ID number – 48529
- Documentation was at standard.
- The patient was managed in line with the QAS Clinical Practice Guidelines.
- The clinical interventions were aligned with the QAS Clinical Practice Procedures.
- The final outcome of the review was – at standard, and the review has been finalised.
- Nil further clinical action required, or errors noted.

Open ProQA:

Incident Detail Report

Data Source: QACIR
Incident Status: Closed
Incident number: 15439822
ProQA number: 18375146
Console name: POLCADQASICM01
Incident Date: 04/02/2022 21:57:26
Last Updated:

DOH DISCLOSURE LOG

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting

Incident Review/Investigation:

Scope:

The review of this incident was conducted by **Irrelevant** and considered the following:

- Incident Detail Report, Incident Number 15439822.
- Digital Ambulance Report Form associated with this incident. (No eARF number noted – possibly due to the relevant Officer's iPad not syncing properly. This will be followed up).
- Geographical data of the incident location in proximity to the resources deployed in response.
- Response times of all QAS resources responding to the incident.
- Skill sets of Officers deployed to the incident.
- Clinical condition of patients involved; and
- Any workplace health and safety issues arising from the incident.

Background of Incident:

On the evening of Friday 4th of February 2022, at 2157, a triple zero call was received for a two vehicle road traffic crash (RTC) on the Bruce Highway North of Koumala. Unit 2128 from Sarina, with single Officer **Irrelevant** was dispatched initially. Carmila Unit 2218 and Unit 2501 were both dispatched at 2200 and both were located in Mackay at that time.

The roster for Sarina Station at the time of this incident had Officers **Irrelevant** on Emergency Availability (E/A) from 2100 hours. Due to the previous case, 15439307, **Irrelevant** and Officer **Irrelevant** (Rostered on 09:00–21:00) were at Mackay Base Hospital at the time of this incident, and did not complete this case until 23:02 hours.

Prior to Officer **Irrelevant** arriving on scene, QPS had given a sitrep that there was a large fire on both sides of the road (highway) and that the incident was directly under power lines and affecting these. Officer **Irrelevant** in Unit 2128 was the first QAS unit on scene at 22:13 hours and gave a sitrep confirming that two vehicles were completely engulfed in flames, multiple bystanders were on scene and people were walking around – stating at this time that he was unsure of the number of patients involved and to continue all backup Code 1.

At 22:16 hours, QFES arrived on scene and ERGON were isolating the power lines. Officer **Irrelevant** gave another sitrep at 22:21 stating that he had identified only one patient as any other occupants of the vehicles involved had been incinerated. At 2246 hours Officer **Irrelevant** from Unit 2501 confirmed a single Signal 4 occupant of the now burnt out utility.

A transport plan was devised by the crews on scene, including utilising QPS to take Unit 2501 to Mackay Base Hospital so Officer **Irrelevant** could accompany Officer **Irrelevant** in the care of Patient 1. Officer **Irrelevant**

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting

remained on scene with other services until the highway was able to be reopened, departing scene at 23:01 hours.

Officer(s) Involved:

| Primary Response Officers: | | |
|----------------------------|----------------|---------|
| Officer Name | Classification | Station |
| Irrelevant | ACP2 | Sarina |
| | ACP2 | Carmila |
| | FCCP | Mackay |

Patient Conditions:

| | |
|----------------------------------|---|
| Patient 1: (DARF: TBA) | Closed head injury, altered level of consciousness, lacerations, bruising / haematoma |
|----------------------------------|---|

| | |
|------------------------------|--|
| Patient 2: (DARF:) | Deceased, not accessible, in burning car (Nil eARF completed) |
|------------------------------|--|

Timeline:

| Time: | Activity: |
|-------|--|
| 21:57 | Call from bystanders for a traffic crash between a ute and a truck, car on fire with someone trapped inside. Truck cab and ute on fire. Address given as 89255 Bruce Highway Koumala, Mackay, QLD 4738 |
| 21:58 | QPS attending Code 1 |
| 21:58 | Dispatch level: 29D05; RTC – car on fire – person trapped |
| 21:59 | FIRE_Q: truck vs car, North of Koumala, have truck and car on fire, truck driver is out with head injury, but cannot find car driver |
| 22:00 | Dispatch page sent to Unit 2128 |
| 22:00 | Dispatch page sent to Unit 2218 |
| 22:00 | QFES en route |
| 22:00 | Dispatch page sent to Unit 2501 |
| 22:01 | RSQ contacted about this case |
| 22:03 | CDS / OCS Request to NzCC - MKY8412 already on tasking for transfer to Townsville University Hospital – early sitrep for possible diversion of asset |
| 22:03 | Unit 2501 ETA 43 minutes away |
| 22:04 | QPS on scene fire on both sides of road, further updated to large fire out of control – fire on both sides of the road |

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting

| | |
|-------|--|
| 22:05 | From QPS, ute is fully engulfed in flames |
| 22:10 | From QPS, for info of QFES – directly under power lines and affecting these |
| 22:13 | Unit 2128 on scene |
| 22:14 | QAS initial sitrep two vehicles completely engulfed in flames – multiple trucks pulled over – people walking around – unsure of patients continue all backup code 1 |
| 22:15 | QFES on scene |
| 22:16 | ERGON is isolating the power lines |
| 22:21 | Sitrep from Unit 2128: singular patient Irrelevant male sternum and lower left limb pain all other patients engulfed in vehicles continue backup code 1 |
| 22:33 | Unit 2501 ETA 2 minutes |
| 22:46 | From Unit 2501: Signal 4 in the vehicle still on fire – 2128 managing Irrelevant male patient external headwounds and concussion and is stable – highway will be blocked for a while |
| 22:57 | Unit 2501 officer is going to get into Unit 2128 and will drive with Officer to Mackay Base Hospital – going to leave in 3 minutes – Carmila will stay on scene until highway opens – 2501 will be driven to hospital by QPS |
| 23:00 | Unit 2128 has departed scene for Mackay Base Hospital |
| 23:01 | Unit 2218 has been marked as complete |
| 23:36 | Unit 2128 has arrived at Mackay Base Hospital |

Response Times (Incident 15439822):

The time stamps for incidents as follows:

| Time Stamps: | Time: |
|--------------------------------------|--------------------|
| Phone Pick Up: | 21:57:26 |
| Waiting in Queue: | 21:59:02 |
| Assigned: | 21:59:58 |
| 1 st Unit Enroute: | 22:00:10 |
| 1 st Unit Arrived: | 22:13:15 |
| Time of call to first unit on scene: | 15 Minutes 49 secs |

The breakdown of the timed intervals for this incident are as follows:

| Interval: | Time: |
|----------------------|----------|
| Activation Interval: | 00:00:56 |
| Turnout Interval: | 00:00:12 |
| Travel Interval: | 00:13:04 |
| Scene Interval: | 00:46:45 |
| Transport Interval: | 00:36:41 |
| Response Time: | 03:22:02 |

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting

Active Cases Prior to Incident: Unit 2128

| Incident | Incident Time | Priority | MPDS | MPDS Description | Address | Suburb |
|----------|---------------|----------|-------|-------------------|---------|-----------|
| 15439307 | 18:45 | 1C | 10D04 | Irrelevant | | Sunnyside |
| 15438085 | 13:15 | 2C | | | | Sarina |

Active Cases Prior to Incident: Unit 2218

| Incident | Incident Time | Priority | MPDS | MPDS Description | Address | Suburb |
|----------|---------------|----------|-------|-------------------|---------|-----------|
| 15439038 | 17:26 | 1C | 26D01 | Irrelevant | | Ilbilbie |
| 15436567 | 06:28 | 2A | 01C05 | | | Clairview |

Active Cases Prior to Incident: Unit 2501

| Incident | Incident Time | Priority | MPDS | MPDS Description | Address | Suburb |
|----------|---------------|----------|-------|-------------------|---------|--------------|
| 15439634 | 20:40 | 1C | 10D05 | Irrelevant | | South Mackay |

Incident Information

Incident Number 15439634 Incident Date 04/02/2022 Priority 1C AMPDS 10D05
Incident Address 255 BRUCE ST Incident Suburb SARINA Incident Postcode 4740
Destination Location MCKE - SARINA Address

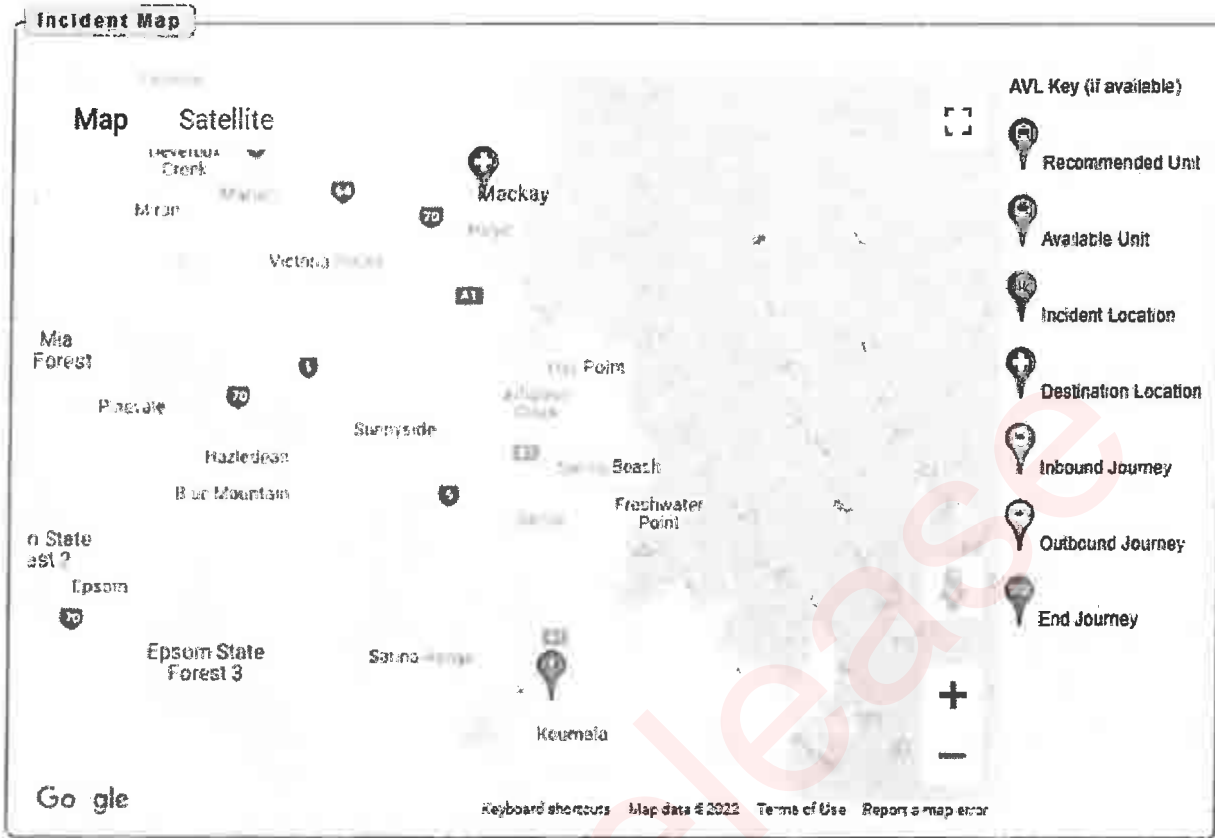
AVL None Inbound Outbound Both All Units Play (Standard) Play (Slow) Play (Quick)

| AVL | UNIT | Unit # | Response Area | First Unit | Transport | Cancel | Dispatched | On Case | On Scene |
|-----|------|--------|---------------|------------|-----------|--------|------------------------|------------------------|------------------------|
| | | 2128 | Sarina | Y | Y | N | 04/02/2022 21:59:58 | 04/02/2022 22:03:39 | 04/02/2022 22:13:15 |
| | | 2218 | Sarina | N | N | N | 04/02/2022 22:00:07 | 04/02/2022 22:00:10 | 04/02/2022 22:25:39 |
| | | 2501 | Sarina | N | N | Y | 04/02/2022 22:00:15 | 04/02/2022 22:02:33 | 04/02/2022 22:34:27 |

DOH DISCLOSURE LOG

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting



| First Unit On Scene Times | |
|---------------------------|------------------------|
| Received | 04:00:2022-04-19 09:42 |
| Dispatched | 04:00:2022-04-19 09:59 |
| On Case | 04:00:2022-04-19 10:00 |
| On Scene | 04:00:2022-04-19 11:11 |
| Depart Scene | 04:00:2022-04-19 12:00 |
| At Destination | 04:00:2022-04-19 12:41 |
| Available | 04:00:2022-04-19 13:26 |
| Clear | 04:00:2022-04-19 14:22 |
| Upgrade | 04:00:2022-04-19 14:45 |
| Rec-Disp | 00:00:59 |
| Disp-On Case | 00:00:41 |
| On Case-On Scene | 00:00:39 |
| On Scene-Depart | 00:48:45 |
| Depart-At Dest | 00:20:41 |
| At Dest-Clear | 01:02:41 |
| Response Time | 00:14:19 |

Unit Snapshot
no data found

DOH DISCLOSURE LOG

Mackay District – in confidence

Queensland Ambulance Service: Operational Incident Reporting



Sarina Ambulance Station to scene, approximately 18.5km or 14 minutes driving under normal conditions.

Rockhampton Open Daily Operations Brief – Peer Support Activation

| | | | | | | | | | | |
|-------|----------|------------|--|-----|--|--|--------------------------------------|---|--------------|----|
| 21.69 | 15409822 | Irrelevant | | MCK | Sarina Carrick Mackay Rocky OpCon | Bruce Hwy Kourmala - Uninvolved driver of car trapped and deceased, both units left, engulfed in flames. Truck driver self-estimated injury to head. | Details sent through to Peer Support | Peer Support to follow up with officers who worked the case | Peer Support | LF |
|-------|----------|------------|--|-----|--|--|--------------------------------------|---|--------------|----|

DOH DISCLOSURE LOG

Mackay District – in confidence

Location of Unit 2218 when dispatched to this case; Lagoon Street, West Mackay to scene approximately 52 kms or 38 minutes driving under normal conditions.

Location of Unit 2501 when dispatched to this case; Glenella to scene approximately 56km or 42 minutes driving time.



DOH DISCLOSURE LOG

Mackay District – In Confidence

Queensland Ambulance Service: Operational Incident Reporting

Review Recommendations:

Outcomes/ Concerns of SIR:

Outcomes:

- Peer Support has been offered to all staff involved.

Concerns:

- Nil noted.
- Excessive speeds noted on AVL for responding Units 2128 and 2218.

Recommendations/Intended Actions:

Actions Post Event:

- Peer support activation.
- Officer Cashel to resynch his iPad.
- OICs of respective stations to speak with Officers concerned regarding excessive speed.

Appendix of relevant documents/files:

The following documents are attached to this Significant Incident Review:

- IDR 15439822.

S:\QAS_LASN_OFFICE\LASN Office\Executive Support

DISTRICT Endorsement

| Role | Name | Position | Signature | Date |
|----------|-----------------|-------------------------|------------|---------|
| Reviewer | Loretta Johnson | Acting District Manager | Irrelevant | 12/2/22 |

(Document must be signed by DISTRICT Manager, converted to PDF and sent to irrelevant@ambulance.qld.gov.au)

DOH DISCLOSURE LOG

Mackay District – in confidence

Assistant Commissioner
Central Region 15 FEB 2022

Incident Detail Report

Data Source: **QACIR**
 Incident Status: **Closed**
 Incident number: **15439822**
 ProQA number: **18375146**
 Console name: **POLCADQASICM01**
 Incident Date: **04/02/2022 21:57:26**
 Last Updated:

Incident Information

Incident Type: ACUTE
Priority: 1B
Determinant: 29D05X
Base Response#: 019543
Confirmation#: 00136193
Taken By: ICEMS
Response Area: 2 Sarina
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 30774727
Patient Name: U

Alarm Level:
Problem: RTC ENTRAP UNK PT/RESOURCES
Agency: QAS
Jurisdiction: 2 North West
Division: 2 Sarina
Battalion: 2 Sarina
Response Plan: Acute
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 68420639
Patient DOB: U

Incident Location

Location Name:
Address: 89255 BRUCE HWY
Apartment:
Building:
City, State, Zip: KOUMALA QLD 4738

County: MACKAY
Location Type:
Cross Street: SOUTH INNESTON RD/LOLOMA RD
Map Reference: 8754

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type: ICEMS

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

Time Stamps

| Description | Date | Time | User |
|----------------------|------------|----------|------------|
| Phone Pickup | 04/02/2022 | 21:57:26 | |
| 1st Key Stroke | 04/02/2022 | 21:57:26 | |
| In Waiting Queue | 04/02/2022 | 21:59:02 | |
| Call Taking Complete | 04/02/2022 | 21:57:26 | ICEMS |
| 1st Unit Assigned | 04/02/2022 | 21:59:58 | |
| 1st Unit Enroute | 04/02/2022 | 22:00:10 | |
| 1st Unit Arrived | 04/02/2022 | 22:13:15 | |
| Closed | 05/02/2022 | 01:19:28 | Irrelevant |

Elapsed Times

| Description | Time |
|-----------------------------|------------|
| Received to In Queue | 00:00:00 |
| Call Taking | 00:00:00 |
| In Queue to 1st Assign | 00:00:56 |
| Call Received to 1st Assign | 00:02:32 |
| Assigned to 1st Enroute | 00:00:12.4 |
| Enroute to 1st Arrived | 00:13:04.8 |
| Incident Duration | 03:22:02 |

Resources Assigned

| Unit | Assigned | Disposition | Enroute | Staged | Arrived | At Patient | Delay Avail | Complete | Odm. Enroute | Odm. Arrived | Cancel Reason |
|-------|----------|------------------------------|----------|--------|----------|------------|-------------|----------|--------------|--------------|----------------|
| 2128 | 21:59:58 | A Case Completed | 22:03:39 | | 22:13:15 | | 00:05:35 | 01:19:28 | | | |
| B2218 | 22:00:07 | Treated Other Unit Transport | 22:00:10 | | 22:25:39 | | | 23:01:57 | | | |
| A2501 | 22:00:15 | Vehicle Change | 22:02:33 | | 22:34:27 | | | 23:00:20 | | | Vehicle Change |

Personnel Assigned

| Unit | Name |
|------|------|
| | |