

Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.5%
 7,277 more calls when comparing the previous financial year
 69,225 2021/22 FYTD
 76,502 2022/23 FYTD

Call Answering

Performance Measure	Target	FY 2021/22	FYTD 2022/23
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	92.8%
Average Daily Call Volume		3,084	3,188

* Data updated at the end of the month

Highest daily call volume this financial year was 3,595 on 18 Jul 2022.

Response Time Performance

At State level, QAS attended 19,762 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 371 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	7,801	6,663
No. of Code One Incidents attended ≤16.5min	20,133	19,762

Code	State Performance Measures	Target	2021/22 actual	2022/23 FYTD	Jul-22 to date
1A	50% responded to within (mins)	8.2	8.8	9.1	9.1
	90% responded to within (mins)	16.5	17.6	18.3	18.3
1B	50% responded to within (mins)	8.2	11.5	12.5	12.5
	90% responded to within (mins)	16.5	23.3	24.9	24.9
1C	50% responded to within (mins)	8.2	12.9	13.6	13.6
	90% responded to within (mins)	16.5	25.7	26.9	26.9
2A	50% responded to within (mins)		24.1	25.3	25.3
	90% responded to within (mins)		60.9	63.6	63.6
2B	90% to arrive on scene within 30 mins	>90%	59.8%	57.3%	57.3%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	86.6%	86.6%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	66.3%	66.3%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	91.9%	91.9%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Jul-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	29.5	70.0%	135,611	32.1	66.4%	11,651	32.1	66.4%	11,651
Caboolture Hospital	38.1	59.0%	336,554	48.3	49.3%	31,903	48.3	49.3%	31,903
Cairns Base Hospital	29.0	71.2%	240,318	33.0	64.1%	22,230	33.0	64.1%	22,230
Gladstone Hospital	19.4	87.9%	26,004	21.9	83.7%	2,728	21.9	83.7%	2,728
Gold Coast Hospital - Robina	35.2	56.0%	263,866	35.3	58.2%	18,134	35.3	58.2%	18,134
Gold Coast University Hospital	38.0	53.4%	524,533	33.9	58.2%	26,341	33.9	58.2%	26,341
Gympie Hospital	29.2	70.9%	63,590	35.2	65.2%	6,157	35.2	65.2%	6,157
Hervey Bay Hospital	33.7	64.0%	157,041	46.1	48.5%	19,577	46.0	48.5%	19,577
Ipswich Hospital	54.3	47.4%	922,947	60.2	39.7%	67,614	60.2	39.7%	67,614
Logan Hospital	54.4	39.9%	1,019,257	66.2	32.0%	92,531	66.2	32.0%	92,531
Mackay Base Hospital	31.2	66.3%	148,367	31.7	65.2%	9,733	31.7	65.2%	9,733
Maryborough Hospital	21.2	85.9%	24,137	26.8	76.6%	2,784	26.8	76.6%	2,784
Mater Public Hospital - Brisbane	51.3	50.0%	442,791	64.1	40.0%	35,994	64.1	40.0%	35,994
Mount Isa Base Hospital	10.9	96.4%	8,332	11.6	96.0%	579	11.6	96.0%	579
Nambour Hospital	33.6	60.5%	144,964	37.9	56.5%	13,859	37.9	56.5%	13,859
Prince Charles Hospital	39.0	53.1%	403,102	50.0	45.1%	45,825	50.0	45.1%	45,825
Princess Alexandra Hospital	48.4	46.7%	656,739	60.9	38.2%	62,238	60.9	38.2%	62,238
Queen Elizabeth Hospital	48.4	46.0%	421,422	59.9	38.0%	39,932	59.9	38.0%	39,932
Queensland Children'S Hospital	23.2	81.9%	31,753	22.5	83.4%	1,706	22.5	83.4%	1,706
Redcliffe Hospital	37.6	53.5%	287,348	41.9	51.1%	25,202	41.9	51.1%	25,202
Redlands Hospital	52.7	41.7%	365,863	69.3	25.8%	38,045	69.3	25.8%	38,045
Rockhampton Base Hospital	40.7	54.6%	303,229	43.3	47.3%	21,734	43.3	47.3%	21,734
Royal Brisbane Hospital	38.0	50.7%	400,011	43.9	44.7%	36,575	43.9	44.7%	36,575
Sunshine Coast University Hospital	35.5	57.3%	364,977	37.7	55.2%	30,057	37.7	55.2%	30,057
Toowoomba Base Hospital	31.0	68.8%	223,551	38.7	59.6%	24,500	38.7	59.6%	24,500
Townsville University Hospital	21.5	84.5%	140,724	20.8	86.8%	7,691	20.8	86.8%	7,691
TOTAL	37.8	58.7%	8,057,031	43.3	53.7%	695,320	43.3	53.7%	695,320
DAILY AVERAGE LOST TIME (in Hours)			368			483			483

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2021-22 FY results.

Note: Figures for the 2021-22 reporting period may be understated due to a data issue on 16 June 2022.

Redlands Hospital Hospital has the largest decline in Off Stretcher performance reducing by 15.9% when comparing last year's performance, followed by Hervey Bay's performance reducing by 15.5%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.69	1.87	0.00	0.79	349.35	15.99	376	20
Northern Region	370.64	387.45	0.00	0.15	0.00	387.60	16.96	404	17
Central Region	500.95	525.75	2.44	0.00	0.00	528.19	27.24	562	18
NQ Rural & Remote Total	1,204.95	1,259.89	4.31	0.15	0.79	1,265.14	60.19	1,342	55
Sunshine Coast and Wide Bay Region	655.47	688.58	23.21	1.59	0.31	713.69	58.22	799	44
Darling Downs and South West Region	395.20	390.35	2.31	1.00	0.00	393.66	-1.54	416	35
Metro North Region	663.34	610.04	35.29	2.88	0.00	648.21	-15.13	740	31
Metro South Region	1,028.82	969.42	45.44	1.47	0.83	1,017.16	-11.66	1,123	67
Gold Coast Region	475.93	487.71	29.77	1.00	1.00	519.48	43.55	580	24
South East Operations Centre Region	214.24	225.25	0.00	0.00	2.52	227.77	13.53	243	12
South Queensland Total	3,433.00	3,371.35	136.02	7.94	4.66	3,519.97	86.97	3,901	213
Head Office	401.70	410.55	0.00	0.00	0.58	411.13	9.43	440	13
TOTAL	5,039.65	5,041.79	140.33	8.09	6.03	5,196.24	156.59	5,683	281

DOH DISCLOSURE LOG

Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Northern	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Central	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Metro South	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
South East Operations Centre	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY	2 x 1 Jul 21 0.5 x 7 Feb 22

Remaining Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre. Senior Operations Supervisor	2.00 1.00	TBA TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
	Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906 TBA	
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Ambulance Operatives Total 118.00
Ambulance Operatives Commissioned to Date 0.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00
Operational Support Commissioned to date 0.00

Total Enhancements (Operatives plus Operational Support) 123.00
Total Enhancements (Operatives plus Operational Support) Commissioned to date 0.00

DOH DISCLOSURE LOG

Approved Capital Works

July 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns (Stage One)	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Aug-22	Jan-25	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices. In addition, the existing building at the front of the site is proposed to be replaced with a new structure to house the station, Clinical Education and meeting and training facilities. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements. The completion date for stage one has been amended to reflect a likely single stage of construction works which will have a shorter time frame for construction with possible extended design and approval stage to amend design and scope. The end date for project remains consistent with previous advice on late 2024, early 2025.
Cairns (Stage Two)			Jun-23	Jan-25	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design (SD) stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Options to progress the project will now be developed for QAS consideration. The Developed Design (DD) stage will not be progressed further until QAS decision has been made.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Oct-22	Construction on site continues to be significantly impacted by wet weather and availability of sub contractors, resulting in delays to critical works such as completion of roof upgrades and reinstatement of mains power. Installation of all services to the plant room, the topping slab and non-slip floor coatings, solar panels, completion of the asbestos removals, replacement of soffits, facade upgrades and removal of the scaffolding are all delayed until roof works can be finalised. Whilst Ergon has completed 90% of the works to provide the site with a mains power upgrade, removal of the scaffolding is required to allow Ergon Energy to complete its works and re-establish permanent site power, which is essential to QPS ICT works. Temporary site power is insufficient to provide the level of power required to maintain the server room and the main roof upgrade must be completed prior to the existing split system air conditioning units being reinstated to service the reactivated server room and allow the new switchboards to be commissioned. At this stage the builder is unable to provide a firm date on the completion of critical works (note Ergon cannot provide a date to the builder at this stage) therefore the QPS works are now delayed and the team has returned to Brisbane as at 22 July 2022. Following workshops the week of 18 July 2022 and escalation of delays to Hutchinson's local management, a revised program has been released by the builder advising of a revised Practical Completion date of 31 October 2022. This date remains subject to further delays from materials and contractor availability and weather. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the GWN team to provide a program based on the Rockhampton site being upgraded after Townsville. The relocation of the ambulance station back to site is expected to occur in November 2022 and arrangements will be made to extend the lease at the temporary site. The Operations Centre relocation is dependent on the GWN rollout and associated training, successful completion of ICT upgrades, extensive testing and commissioning as well as staff availability and Telstra standard shutdowns. a tentative date for the Operations Centre relocation will be confirmed once a program for the GWN is available. Scoping for the make good of the station lease site has been completed and pricing will now be obtained.

Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	Nov-23	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages was completed for all three sites in the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One.
Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	A GiC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million excluding GST. Schematic Design is complete and tender documentation is being prepared. The MID Deputy Premier endorsement received on Friday, 3 June 2022.
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are completed and documentation is expected to be finalised within a few weeks. Site early works are due to commence on 1 August 2022. Nil impact to program.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	The Revised Project Commencement has been submitted for approval by the Minister for Health and Ambulance Services. The Principal Consultant is making minor amendments to the tender documentation. QBuild engagement is ongoing in preparation for the PM to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station and Regional office	\$7.2M	Nov-23	Feb-24	As a result of the Northern Region consultation, improvements were made to the SD. The Principal Consultant will provide QAS with the final documents by end of the week. QBuild will then be engaged in the coming weeks to finalise the tender documentation and release process. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Lawnton	New Ambulance Station	\$5.5M	Nov-23	Mid 2024	The Principal Consultant is progressing the detailed design and incorporating the initial feedback on the drawings. MID Consultation is complete and the summary is with the DSDILGP MID Team for approval from the Minister. Draft MID conditions were released for QAS review on Friday, 15 July 22. Delays with the MID process have significantly impacted the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	The Principal Consultant Schematic Design (SD) phase is well underway and the draft Business Case based on the SD is with the Region stakeholders for review. Moreton Bay Regional Council have provided in-principle agreement to the proposed site access arrangements. The Project is Accepted Development and as such planning approval is not required as long as the design complies with the Rural Residential Code.
North Rockhampton	Replacement Ambulance Station and Regional Office	\$5.5M	Jun-23	Feb-24	The SD and tender documentation have been finalised and provided to the QAS for review. Discussions continue with QFES, Ergon and TMR regarding the location of the new transformer which will service both the QAS and QFES. The Rockhampton Ring Road (RRR) Stakeholder engagement is ongoing with Department of Transport and Main Roads (DTMR) and the contractors. Discussions continue regarding the inclusion of the Service Road construction in the RRR project with compensation to be discussed between QAS and DTMR.

Information current as at 1 Aug 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

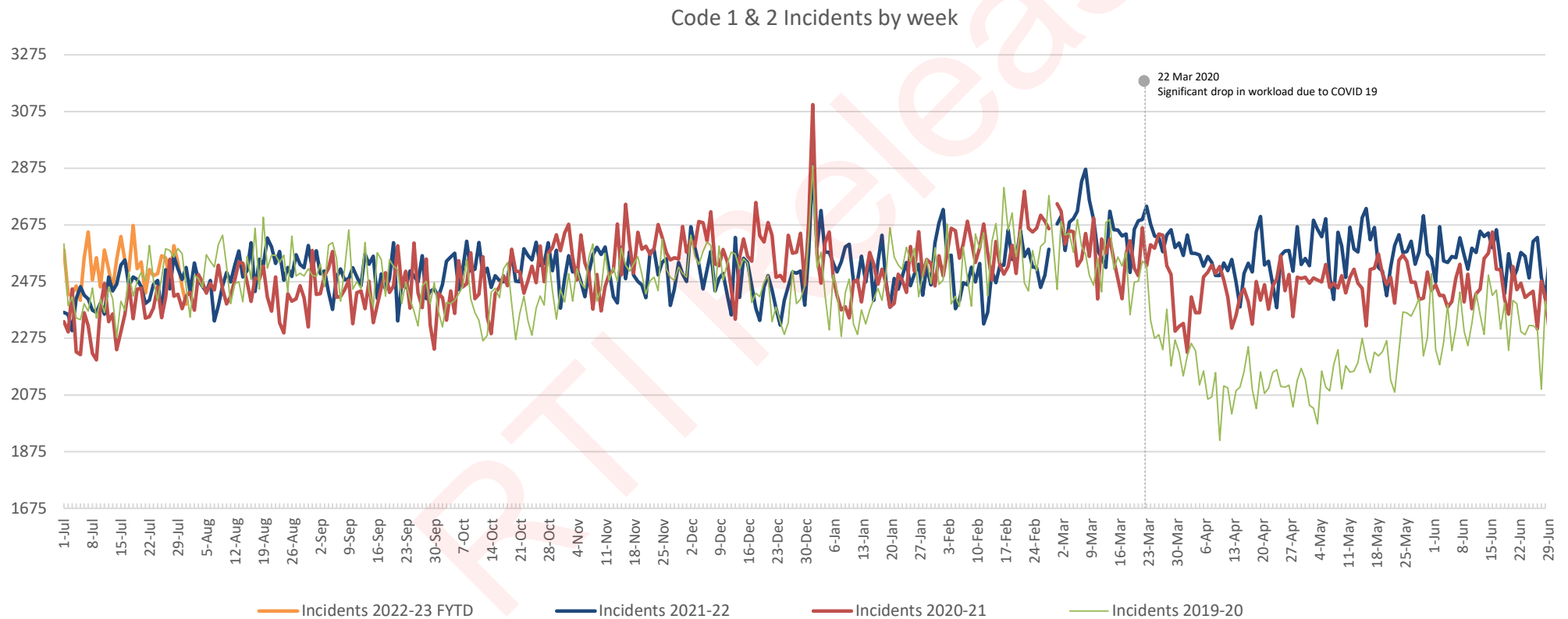
Lead Area: Queensland Ambulance Service

RTI Release

DOH DISCLOSURE LOG

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 31 Jul 2022
- * 2021/22 FYTD - represents the reporting period 1 Jul 2021 to 31 Jul 2021
- * Month to Date - represents the reporting period 1 July 2022 to 31 Jul 2022

State Demand Growth - 2022/23 FYTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	-0.3% ↓	-308 Incidents
Code 1	18.0% ↑	7,070 Incidents
Code 1 and 2	3.1% ↑	2,325 Incidents
Code 3 and 4	-10.0% ↓	-2,636 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22 FYTD	2022/23 FYTD	Variance	% Change
State	1	A	1,270	1,504	234	18.4%
		B	13,571	14,706	1,135	8.4%
		C	24,388	30,089	5,701	23.4%
		Total	39,229	46,299	7,070	18.0%
	2	A	26,378	20,992	-5,386	-20.4%
		B	3,848	3,323	-525	-13.6%
		C	6,336	7,502	1,166	18.4%
		Total	36,562	31,817	-4,745	-13.0%
	1 and 2	Total	75,791	78,116	2,325	3.1%
	3	A	4,479	4,132	-347	-7.7%
		B	8,538	7,418	-1,120	-13.1%
		Total	13,017	11,550	-1,467	-11.3%
	4	A	545	385	-160	-29.4%
		B	12,679	11,670	-1,009	-8.0%
		Total	13,224	12,055	-1,169	-8.8%
	3 and 4	Total	26,241	23,605	-2,636	-10.0%
	CAS	-	15	18	3	20.0%
ALL		102,047	101,739	-308	-0.3%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	14,263	14.0%	-37.7%	-32.3%

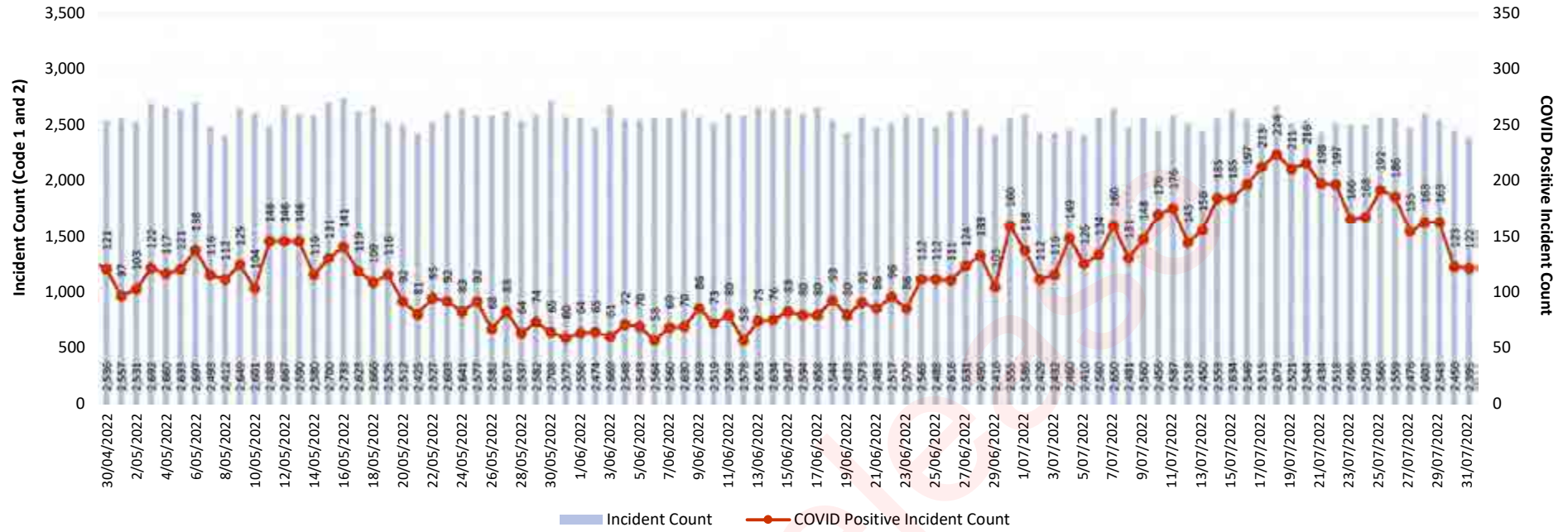
Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	10,063	12.9%	613.2%	33.6%
Chest Pain	9,334	11.9%	105.6%	46.2%
Breathing Problems	9,247	11.8%	190.5%	59.2%
Falls	9,093	11.6%	21.2%	42.8%
Psychiatric / Abnormal Behaviour / Suicide Attempt	4,225	5.4%	2.4%	42.9%
Unconscious / Fainting (Near)	4,079	5.2%	15.3%	31.3%
Abdominal Pain/Problems	2,959	3.8%	-9.4%	10.2%
Interfacility transfer; time sensitive (RED)	2,872	3.7%	-7.2%	8.3%
Traumatic Injuries (Specific)	2,788	3.6%	-12.8%	-9.5%

Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

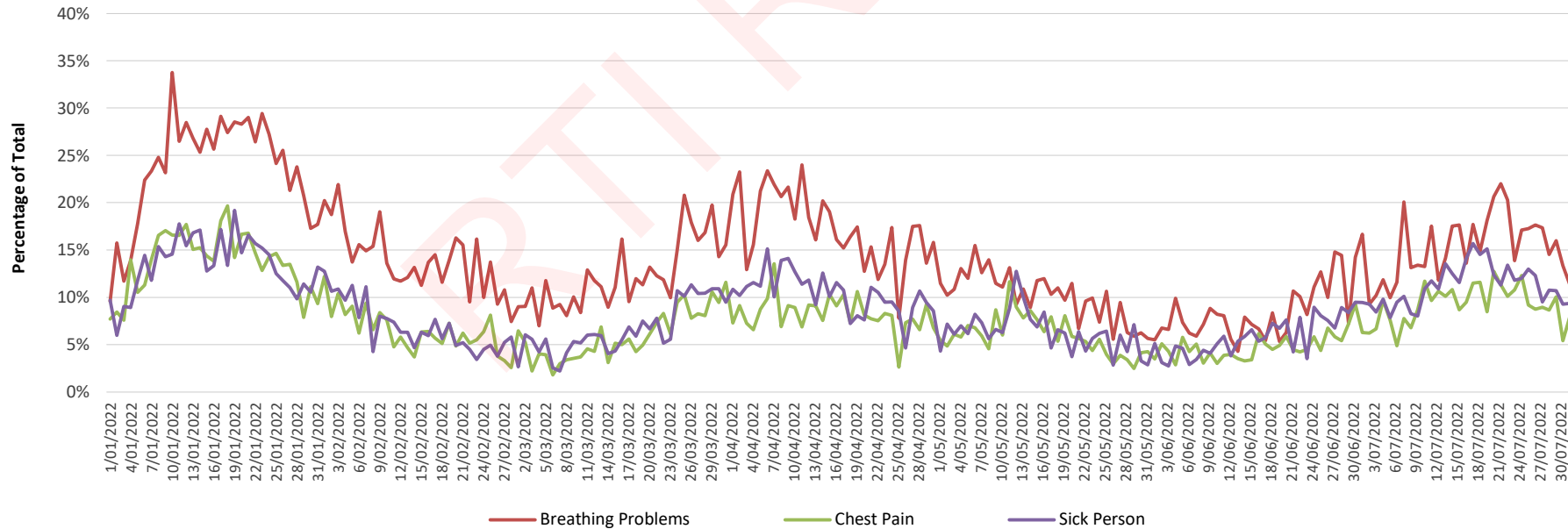
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.

Number of COVID Positive Cases vs Code 1 and 2 Incidents by day

DOH RTI 3906



Percent of COVID Positive Cases by Type



Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 7.9%
 7,127 more calls when comparing the previous financial year
 90,566 2021/22 FYTD
 97,693 2022/23 FYTD

Call Answering

Performance Measure	Target	2021/22 FY	2022/23 FYTD
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	93.4%
Average Daily Call Volume		3,084	3,151

* Data updated at the end of the month

The highest daily call volume this financial year was 3,595 on 18 Jul 2022.

Response Time Performance

At State level, QAS attended 25,748 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 203 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	9,986	8,761
No. of Code One Incidents attended ≤16.5min	25,951	25,748

Code	State Performance Measures	Target	2021/22 FY	2022/23 FYTD	Jul-22 to date
1A	50% responded to within (mins)	8.2	8.8	9.0	9.0
	90% responded to within (mins)	16.5	17.6	18.3	18.3
1B	50% responded to within (mins)	8.2	11.5	12.4	12.4
	90% responded to within (mins)	16.5	23.3	24.7	24.7
1C	50% responded to within (mins)	8.2	12.9	13.5	13.5
	90% responded to within (mins)	16.5	25.7	26.7	26.7
2A	50% responded to within (mins)		24.1	25.1	25.1
	90% responded to within (mins)		60.9	63.1	63.1
2B	90% to arrive on scene within 30 mins	>90%	59.8%	58.0%	58.0%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	87.1%	87.1%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	66.7%	66.7%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	92.0%	92.0%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Jul-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	29.5	70.0%	135,611	31.8	66.2%	14,515	31.8	66.2%	14,515
Caboolture Hospital	38.1	59.0%	336,554	47.0	50.5%	39,861	47.0	50.5%	39,861
Cairns Base Hospital	29.0	71.2%	240,406	31.9	65.9%	26,376	31.9	65.9%	26,376
Gladstone Hospital	19.4	87.9%	26,004	22.7	83.2%	3,888	22.7	83.2%	3,888
Gold Coast Hospital - Robina	35.2	56.0%	263,936	35.2	58.3%	22,621	35.2	58.3%	22,621
Gold Coast University Hospital	38.0	53.4%	524,565	33.6	58.1%	32,535	33.6	58.1%	32,535
Gympie Hospital	29.2	70.9%	63,590	33.6	66.4%	7,118	33.6	66.4%	7,118
Hervey Bay Hospital	33.7	64.0%	157,041	44.8	48.7%	23,723	44.8	48.7%	23,723
Ipswich Hospital	54.3	47.4%	923,881	60.5	39.9%	88,202	60.5	39.9%	88,202
Logan Hospital	54.4	39.9%	1,019,498	63.5	33.8%	111,952	63.5	33.8%	111,952
Mackay Base Hospital	31.2	66.2%	148,419	31.1	66.5%	12,290	31.1	66.5%	12,290
Maryborough Hospital	21.2	85.9%	24,146	27.2	75.9%	3,808	27.2	75.9%	3,808
Mater Public Hospital - Brisbane	51.3	50.0%	442,907	63.7	41.4%	46,123	63.7	41.4%	46,123
Mount Isa Base Hospital	10.9	96.4%	8,332	14.2	93.6%	1,478	14.2	93.6%	1,478
Nambour Hospital	33.6	60.6%	144,964	37.2	56.9%	16,686	37.2	56.9%	16,686
Prince Charles Hospital	39.0	53.2%	403,190	47.9	47.2%	56,301	47.9	47.2%	56,301
Princess Alexandra Hospital	48.4	46.7%	656,782	60.5	39.7%	81,541	60.5	39.7%	81,541
Queen Elizabeth Hospital	48.4	46.0%	421,489	59.2	38.5%	50,079	59.2	38.5%	50,079
Queensland Children'S Hospital	23.2	81.9%	31,753	22.4	83.7%	2,346	22.4	83.7%	2,346
Redcliffe Hospital	37.6	53.4%	287,412	41.3	51.7%	31,421	41.3	51.7%	31,421
Redlands Hospital	52.7	41.7%	365,863	67.1	27.3%	47,605	67.1	27.3%	47,605
Rockhampton Base Hospital	40.8	54.6%	303,576	43.3	48.1%	28,377	43.3	48.1%	28,377
Royal Brisbane Hospital	38.0	50.7%	400,015	42.5	46.1%	43,446	42.5	46.1%	43,446
Sunshine Coast University Hospital	35.5	57.3%	365,088	37.3	55.3%	37,764	37.3	55.3%	37,764
Toowoomba Base Hospital	31.0	68.8%	223,706	37.5	60.4%	28,750	37.5	60.4%	28,750
Townsville University Hospital	21.5	84.5%	140,732	21.2	85.9%	10,990	21.2	85.9%	10,990
TOTAL	37.8	58.7%	8,059,460	42.5	54.5%	869,796	42.5	54.5%	869,796
DAILY AVERAGE LOST TIME (in Hours)			368			468			468

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2021-22 FY results.

Hervey Bay Hospital has the largest decline in Off Stretcher performance reducing by 15.3% when comparing last year's performance, followed by Redlands Hospital's performance reducing by 14.4%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.69	1.87	0.00	0.79	349.35	15.99	376	20
Northern Region	370.64	387.45	0.00	0.15	0.00	387.60	16.96	404	17
Central Region	500.95	525.75	2.44	0.00	0.00	528.19	27.24	562	18
NQ Rural & Remote Total	1,204.95	1,259.89	4.31	0.15	0.79	1,265.14	60.19	1,342	55
Sunshine Coast and Wide Bay Region	655.47	688.58	23.21	1.59	0.31	713.69	58.22	799	44
Darling Downs and South West Region	395.20	390.35	2.31	1.00	0.00	393.66	-1.54	416	35
Metro North Region	663.34	610.04	35.29	2.88	0.00	648.21	-15.13	740	31
Metro South Region	1,028.82	969.42	45.44	1.47	0.83	1,017.16	-11.66	1,123	67
Gold Coast Region	475.93	487.71	29.77	1.00	1.00	519.48	43.55	580	24
South East Operations Centre Region	214.24	225.25	0.00	0.00	2.52	227.77	13.53	243	12
South Queensland Total	3,433.00	3,371.35	136.02	7.94	4.66	3,519.97	86.97	3,901	213
Head Office	401.70	410.55	0.00	0.00	0.58	411.13	9.43	440	13
TOTAL	5,039.65	5,041.79	140.33	8.09	6.03	5,196.24	156.59	5,683	281

DOH DISCLOSURE LOG

Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Northern	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Central	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Metro South	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
South East Operations Centre	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY	2 x 1 Jul 21 0.5 x 7 Feb 22

Remaining Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre. Senior Operations Supervisor	2.00 1.00	TBA TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906 TBA	
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Ambulance Operatives Total 118.00
Ambulance Operatives Commissioned to Date 0.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00
Operational Support Commissioned to date 0.00

Total Enhancements (Operatives plus Operational Support) 123.00
Total Enhancements (Operatives plus Operational Support) Commissioned to date 0.00

DOH DISCLOSURE LOG

Approved Capital Works

July 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns (Stage One)	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Aug-22	Jan-25	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices. In addition, the existing building at the front of the site is proposed to be replaced with a new structure to house the station, Clinical Education and meeting and training facilities. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements. The completion date for stage one has been amended to reflect a likely single stage of construction works which will have a shorter time frame for construction with possible extended design and approval stage to amend design and scope. The end date for project remains consistent with previous advice on late 2024, early 2025.
Cairns (Stage Two)			Jun-23	Jan-25	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design (SD) stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Options to progress the project will now be developed for QAS consideration. The Developed Design (DD) stage will not be progressed further until QAS decision has been made.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Oct-22	Construction on site continues to be significantly impacted by wet weather and availability of sub contractors, resulting in delays to critical works such as completion of roof upgrades and reinstatement of mains power. Installation of all services to the plant room, the topping slab and non-slip floor coatings, solar panels, completion of the asbestos removals, replacement of soffits, facade upgrades and removal of the scaffolding are all delayed until roof works can be finalised. Whilst Ergon has completed 90% of the works to provide the site with a mains power upgrade, removal of the scaffolding is required to allow Ergon Energy to complete its works and re-establish permanent site power, which is essential to QPS ICT works. Temporary site power is insufficient to provide the level of power required to maintain the server room and the main roof upgrade must be completed prior to the existing split system air conditioning units being reinstated to service the reactivated server room and allow the new switchboards to be commissioned. At this stage the builder is unable to provide a firm date on the completion of critical works (note Ergon cannot provide a date to the builder at this stage) therefore the QPS works are now delayed and the team has returned to Brisbane as at 22 July 2022. Following workshops the week of 18 July 2022 and escalation of delays to Hutchinson's local management, a revised program has been released by the builder advising of a revised Practical Completion date of 31 October 2022. This date remains subject to further delays from materials and contractor availability and weather. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the GWN team to provide a program based on the Rockhampton site being upgraded after Townsville. The relocation of the ambulance station back to site is expected to occur in November 2022 and arrangements will be made to extend the lease at the temporary site. The Operations Centre relocation is dependent on the GWN rollout and associated training, successful completion of ICT upgrades, extensive testing and commissioning as well as staff availability and Telstra standard shutdowns. a tentative date for the Operations Centre relocation will be confirmed once a program for the GWN is available. Scoping for the make good of the station lease site has been completed and pricing will now be obtained.

Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	Nov-23	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages was completed for all three sites in the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One.
Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	This project is delayed awaiting Governor in Council (GiC) revised Project Commencement approval based on the QS pre-tender cost estimate of \$10.9 million. The next GiC approval session is scheduled for 18 August 22. Tender documentation has been prepared by QBuild and the Principal Consultant as much as possible, awaiting the GiC approval. Significant delays have also occurred on this project from the prolonged MID approval process and also whilst awaiting QAS approval to go to GiC.
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are complete and documentation is expected to be finalised shortly. Site early works are due to commence this week. Nil impact to program.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	The Revised Project Commencement has been submitted for approval by the Minister for Health and Ambulance Services. The Principal Consultant is making minor amendments to the tender documentation. QBuild engagement is ongoing in preparation for the PM to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station and Regional office	\$7.2M	Nov-23	Feb-24	The Schematic Design (SD) has been finalised and is currently being reviewed by the QAS. An initial meeting with QBuild will be undertaken to review the SD and tender documentation. The MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Lawnton	New Ambulance Station	\$5.5M	Nov-23	Mid 2024	The Principal Consultant is incorporating the initial feedback on the detailed design drawings. MID Consultation is complete and the summary is with the DSDILGP MID Team for Minister approval. Delays with the MID process have significantly impacted the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	The Principal Consultant Schematic Design (SD) phase is progressing. The draft Business Case based on the SD has been prepared and awaiting a final Region consultation review proposed for early next week. Moreton Bay Regional Council have provided in-principle agreement to the proposed site access arrangements. The Project is Accepted Development and as such planning approval is not required as long as the design complies with the Rural Residential Code.
North Rockhampton	Replacement Ambulance Station and Regional Office	\$5.5M	Jun-23	Feb-24	The Schematic Design (SD) and associated documentation has been finalised by the Principal Consultant and is currently being reviewed by the QAS. Ergon has proposed an option for the placement of the transformer. This will be discussed with QFES to seek their endorsement. The Rockhampton Ring Road (RRR) Stakeholder engagement is ongoing with DTMR and the contractors. Discussions continue regarding the inclusion of the Service Road construction in the RRR project with compensation to be discussed between QAS and DTMR.

Information current as at 8 Aug 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

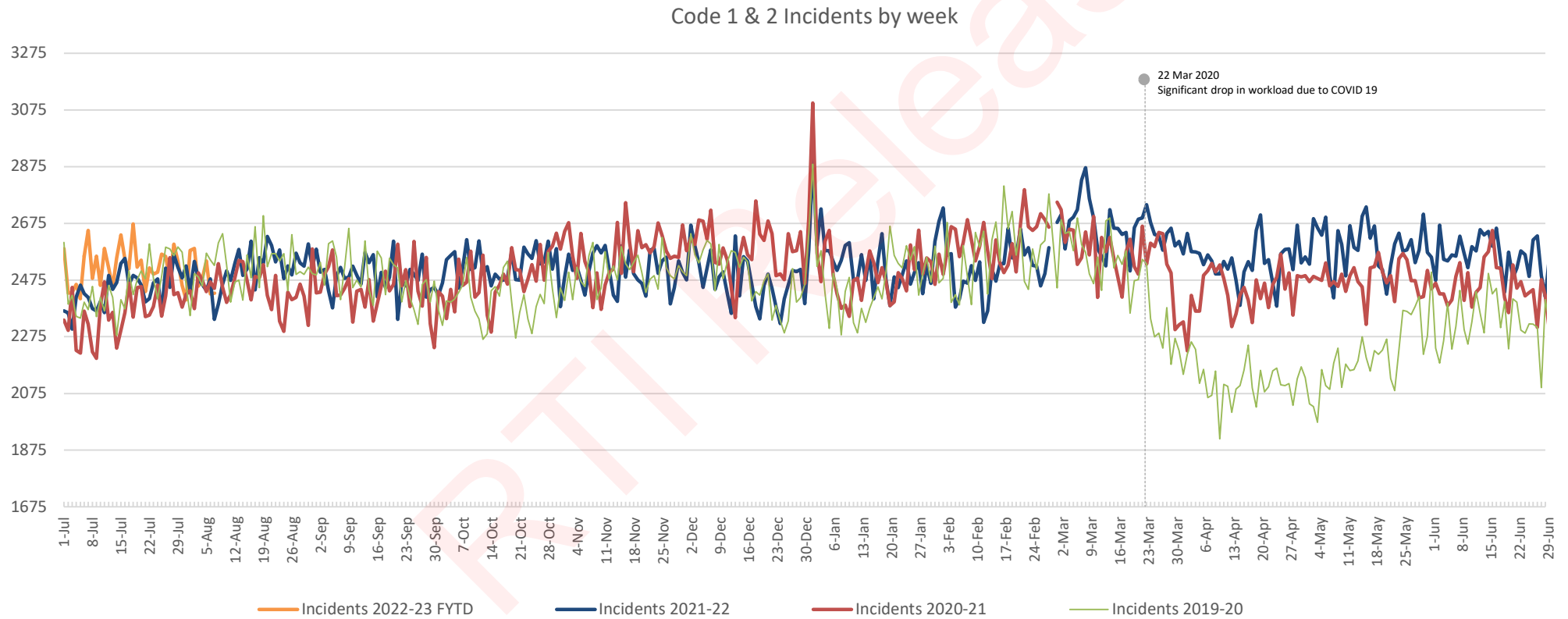
Lead Area: Queensland Ambulance Service

RTI Release

DOH DISCLOSURE LOG

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 7 Aug 2022
- * 2021/22 FYTD - represents the reporting period 1 Jul 2021 to 7 Aug 2021
- * Month to Date - represents the reporting period 1 Aug 2022 to 7 Aug 2022

State Demand Growth - 2022/23 FYTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	0.0% ↓	-2 Incidents
Code 1	17.8% ↑	8,506 Incidents
Code 1 and 2	2.9% ↑	2,663 Incidents
Code 3 and 4	-8.4% ↓	-2,666 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22 FYTD	2022/23 FYTD	Variance	% Change
State	1	A	1,553	1,850	297	19.1%
		B	16,562	17,910	1,348	8.1%
		C	29,769	36,630	6,861	23.0%
		Total	47,884	56,390	8,506	17.8%
	2	A	32,436	25,924	-6,512	-20.1%
		B	4,762	4,147	-615	-12.9%
		C	7,882	9,166	1,284	16.3%
		Total	45,080	39,237	-5,843	-13.0%
	1 and 2	Total	92,964	95,627	2,663	2.9%
	3	A	5,510	5,031	-479	-8.7%
		B	10,264	9,214	-1,050	-10.2%
		Total	15,774	14,245	-1,529	-9.7%
	4	A	694	478	-216	-31.1%
		B	15,435	14,514	-921	-6.0%
		Total	16,129	14,992	-1,137	-7.0%
	3 and 4	Total	31,903	29,237	-2,666	-8.4%
	CAS	-	18	19	1	5.6%
ALL		124,885	124,883	-2	0.0%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	17,860	14.3%	-35.1%	-31.7%

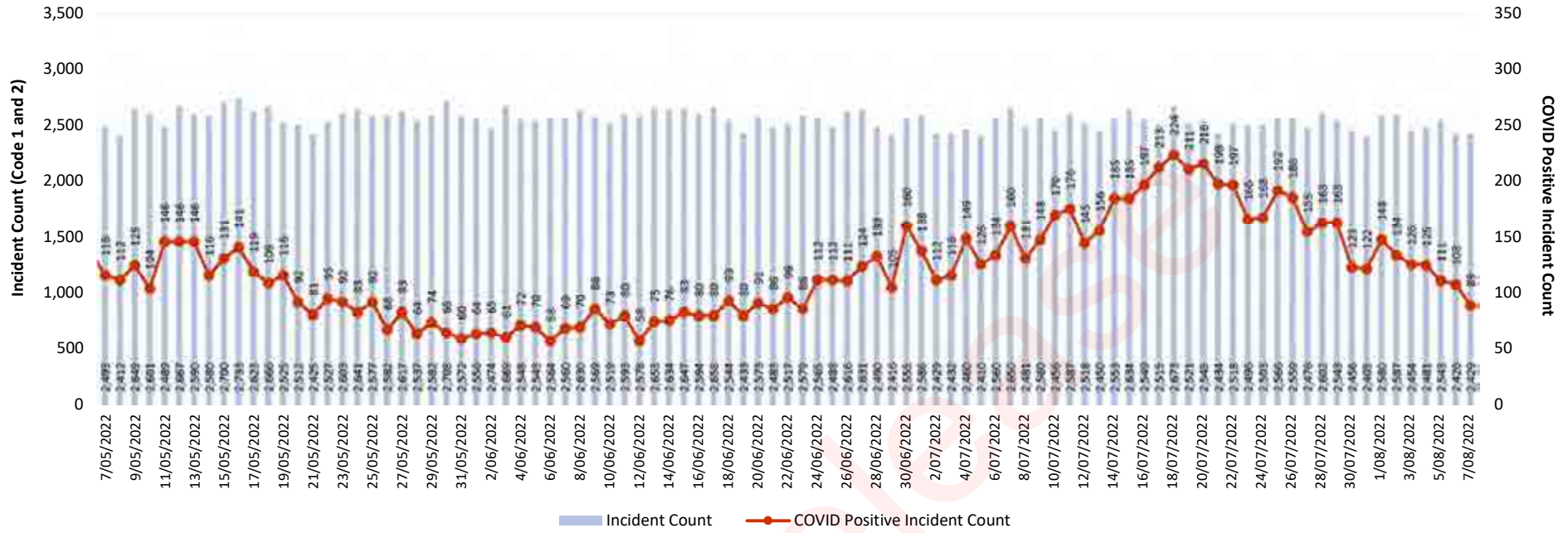
Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	12,251	12.8%	600.1%	28.9%
Chest Pain	11,442	12.0%	103.2%	43.1%
Breathing Problems	11,228	11.7%	186.4%	52.4%
Falls	11,034	11.5%	22.1%	41.6%
Psychiatric / Abnormal Behaviour / Suicide Attempt	5,285	5.5%	1.7%	46.1%
Unconscious / Fainting (Near)	4,951	5.2%	16.3%	27.2%
Abdominal Pain/Problems	3,678	3.8%	-9.3%	10.9%
Interfacility transfer; time sensitive (RED)	3,533	3.7%	-5.8%	7.9%
Traumatic Injuries (Specific)	3,447	3.6%	-10.8%	-8.9%

Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

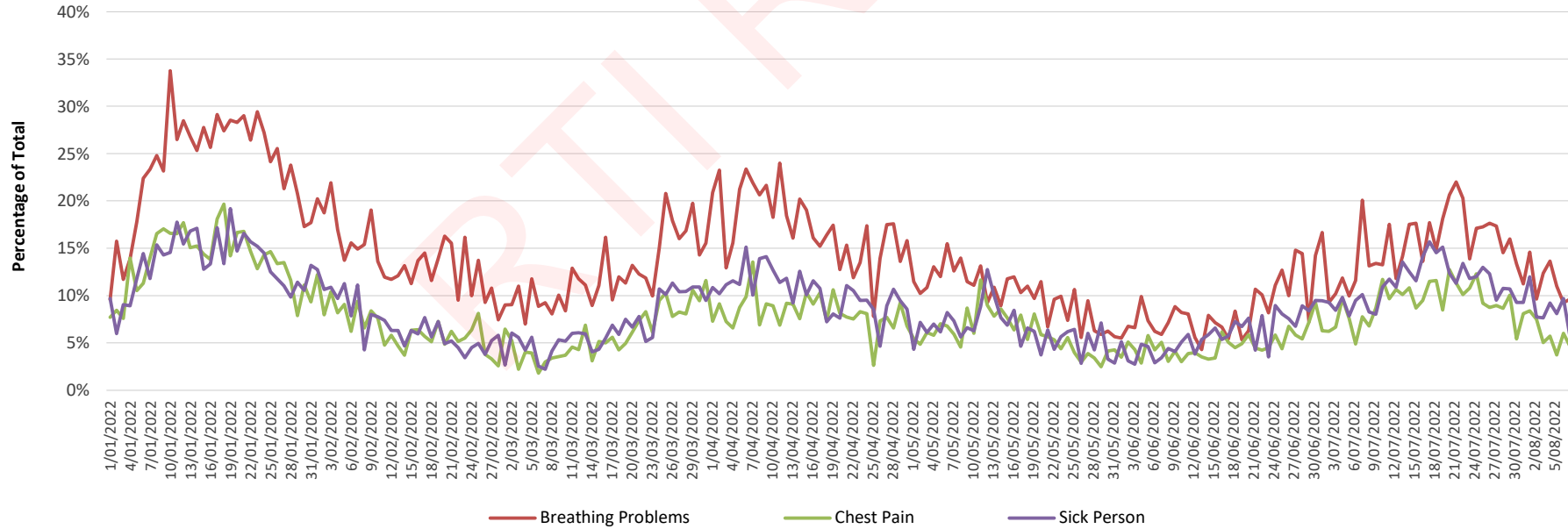
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.

Number of COVID Positive Cases vs Code 1 and 2 Incidents by day

DOH RTI 3906



Percent of COVID Positive Cases by Type



Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 7.7%
 8,441 more calls when comparing the previous financial year
 110,039 2021/22 FYTD
 118,480 2022/23 FYTD

Call Answering

Performance Measure	Target	2021/22 FY	2022/23 FYTD
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	93.4%
Average Daily Call Volume		3,084	3,118

* Data updated at the end of the month

The highest daily call volume this financial year was 3,595 on 18 Jul 2022.

Response Time Performance

At State level, QAS attended 31,780 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 293 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	12,305	10,932
No. of Code One Incidents attended ≤16.5min	32,073	31,780

Code	State Performance Measures	Target	2021/22 FY	2022/23 FYTD	Aug-22 to date
1A	50% responded to within (mins)	8.2	8.8	8.9	8.8
	90% responded to within (mins)	16.5	17.6	18.3	17.8
1B	50% responded to within (mins)	8.2	11.5	12.3	11.8
	90% responded to within (mins)	16.5	23.3	24.6	24.0
1C	50% responded to within (mins)	8.2	12.9	13.4	12.9
	90% responded to within (mins)	16.5	25.7	26.6	25.8
2A	50% responded to within (mins)		24.1	24.9	24.1
	90% responded to within (mins)		60.9	62.4	60.0
2B	90% to arrive on scene within 30 mins	>90%	59.8%	58.5%	60.5%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	87.3%	88.2%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	67.1%	68.8%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	92.1%	92.7%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Aug-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	29.5	70.0%	135,618	32.4	65.6%	18,792	34.9	62.9%	4,228
Caboolture Hospital	38.1	59.0%	336,559	45.7	52.8%	46,773	38.4	63.0%	6,162
Cairns Base Hospital	29.0	71.2%	240,498	31.9	65.7%	32,436	32.3	64.6%	5,936
Gladstone Hospital	19.4	87.9%	26,004	22.2	84.4%	4,331	19.7	90.1%	444
Gold Coast Hospital - Robina	35.2	56.0%	264,196	34.7	58.7%	27,117	30.9	62.9%	3,596
Gold Coast University Hospital	38.0	53.4%	525,235	33.6	58.3%	40,372	33.4	60.3%	7,193
Gympie Hospital	29.2	70.9%	63,590	33.8	66.4%	9,041	34.7	66.7%	1,881
Hervey Bay Hospital	33.7	64.0%	157,041	43.7	50.0%	27,478	38.3	56.6%	3,559
Ipswich Hospital	54.3	47.4%	923,977	61.7	39.2%	113,030	65.2	36.3%	22,297
Logan Hospital	54.4	39.9%	1,019,515	62.9	33.9%	135,349	60.4	34.5%	22,719
Mackay Base Hospital	31.2	66.2%	148,419	30.8	66.8%	14,483	29.3	68.0%	2,166
Maryborough Hospital	21.2	85.9%	24,146	25.6	78.8%	3,904	18.0	92.7%	70
Mater Public Hospital - Brisbane	51.3	50.0%	443,422	63.3	42.4%	56,169	61.9	47.2%	10,020
Mount Isa Base Hospital	10.9	96.4%	8,332	14.0	93.6%	1,601	13.1	93.1%	123
Nambour Hospital	33.6	60.6%	144,964	35.8	59.0%	18,965	29.3	68.1%	2,129
Prince Charles Hospital	39.0	53.2%	403,195	47.0	47.8%	65,902	42.2	51.2%	9,261
Princess Alexandra Hospital	48.4	46.6%	657,268	59.9	39.9%	98,689	57.2	40.9%	16,121
Queen Elizabeth Hospital	48.4	46.0%	421,942	58.4	38.7%	60,502	54.7	39.5%	9,911
Queensland Children'S Hospital	23.2	81.9%	31,753	22.7	83.2%	3,240	23.4	82.2%	863
Redcliffe Hospital	37.6	53.4%	287,442	39.9	53.7%	35,594	32.7	63.2%	3,692
Redlands Hospital	52.7	41.7%	366,036	66.2	28.3%	55,242	61.8	33.3%	7,576
Rockhampton Base Hospital	40.8	54.6%	303,792	43.3	47.6%	34,480	42.3	46.0%	5,728
Royal Brisbane Hospital	38.0	50.7%	400,070	41.7	47.6%	52,050	38.3	54.3%	8,115
Sunshine Coast University Hospital	35.5	57.3%	365,386	37.0	55.5%	45,720	36.4	55.4%	7,789
Toowoomba Base Hospital	31.0	68.8%	223,706	36.8	60.7%	33,548	33.5	62.1%	4,582
Townsville University Hospital	21.5	84.5%	140,732	21.2	85.8%	13,736	21.4	85.5%	2,713
TOTAL	37.8	58.7%	8,062,838	42.1	55.0%	1,048,544	39.7	57.8%	168,874
DAILY AVERAGE LOST TIME (in Hours)			368			460			402

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2021-22 FY results.

Ipswich Hospital has the largest decline in Off Stretcher performance reducing by 11.2% when comparing last year's performance, followed by Rockhampton Base Hospital's performance reducing by 8.6%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	342.36	357.89	1.84	0.00	0.32	360.05	17.69	382	14
Northern Region	394.64	391.65	0.57	0.53	0.00	392.75	-1.89	404	20
Central Region	517.95	524.60	1.72	0.00	0.00	526.32	8.37	557	18
NQ Rural & Remote Total	1,254.95	1,274.14	4.13	0.53	0.32	1,279.12	24.17	1,343	52
Sunshine Coast and Wide Bay Region	694.57	723.34	11.92	1.87	0.16	737.29	42.72	802	43
Darling Downs and South West Region	407.20	401.90	1.26	0.67	0.00	403.83	-3.37	422	29
Metro North Region	921.24	846.23	24.31	2.97	2.22	875.73	-45.51	962	45
Metro South Region	1,074.06	1,026.09	19.10	1.28	0.68	1,047.15	-26.91	1,133	68
Gold Coast Region	518.93	506.45	12.85	1.34	0.01	520.65	1.72	574	30
South Queensland Total	3,616.00	3,504.01	69.44	8.13	3.07	3,584.65	-31.35	3,893	215
Head Office	411.70	416.84	0.00	0.00	1.67	418.51	6.81	448	12
TOTAL	5,282.65	5,194.99	73.57	8.66	5.06	5,282.28	-0.37	5,684	279

DOH DISCLOSURE LOG

Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Northern	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Central	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Metro South	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
South East Operations Centre	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY	2 x 1 Jul 21 0.5 x 7 Feb 22

Remaining Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre. Senior Operations Supervisor	2.00 1.00	TBA TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906 TBA	
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Ambulance Operatives Total 118.00
Ambulance Operatives Commissioned to Date 0.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00
Operational Support Commissioned to date 0.00

Total Enhancements (Operatives plus Operational Support) 123.00
Total Enhancements (Operatives plus Operational Support) Commissioned to date 0.00

DOH DISCLOSURE LOG

Approved Capital Works

August 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns (Stage One)			Aug-22	Jan-25	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices with options to house the remaining elements under review following significant escalations in costs. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements.
Cairns (Stage Two)	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Jun-23	Jan-25	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Options to progress the project are now be developed for QAS consideration. The Developed Design stage will not be progressed further until this issue is resolved.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Oct-22	Construction on site continues to be significantly impacted by wet weather and availability of sub contractors, resulting in delays to critical works such as completion of roof upgrades and reinstatement of mains power. Installation of all services to the plant room, the topping slab and non-slip floor coatings, solar panels, completion of the asbestos removals, replacement of soffits, facade upgrades and removal of the scaffolding are all delayed until roof works can be finalised. Whilst Ergon has completed 90% of the works to provide the site with a mains power upgrade, removal of the scaffolding is required to allow Ergon Energy to complete its works and re-establish permanent site power, which is essential to QPS ICT works. Temporary site power is insufficient to provide the level of power required to maintain the server room and the main roof upgrade must be completed prior to the existing split system air conditioning units being reinstated to service the reactivated server room and allow the new switchboards to be commissioned. Once it is confirmed that these works are complete QPS works will recommence. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the GWN team to provide a program based on the Rockhampton site being upgraded after Townsville. The relocation of the ambulance station back to site is now expected to occur in November 2022 after commissioning of the station has occurred, and arrangements will be made to extend the lease at the temporary site. The Operations Centre relocation is dependent on the GWN rollout and associated training, successful completion of ICT upgrades, extensive testing and commissioning as well as staff availability and Telstra standard shutdowns. A tentative date for the Operations Centre relocation will be confirmed once a program for the GWN is available. Scoping for the make good of the station lease site has been completed and pricing will now be obtained.
Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	Nov-23	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages was completed for all three sites in the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One. The Town Planner and Environment Consultant have considered the impact of the new Federal Government legislation regarding koala habitat on the Coomera site (as part of the stage one process).

Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	This project is delayed awaiting Governor in Council (GiC) revised Project Commencement approval based on the QS pre-tender cost estimate of \$10.9 million. The next GiC approval session is scheduled for 18 August 22. Tender documentation has been concurrently prepared and reviewed by the project team for submission to the QBuild Procurement team after GiC approval has been granted.
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are complete and documentation is expected to be finalised shortly. Early site works commenced last week. Nil impact to program.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	A Revised Project Commencement based on the schematic design has been submitted for approval to the Minister. Engagement with the QBuild project manager continues in preparation to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station and Regional office	\$7.2M	Nov-23	Feb-24	The Schematic Design (SD) has been reviewed and further amendments are being undertaken. A second QS cost estimate will be provided based on the revised SD. The MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Lawnton	New Ambulance Station	\$5.5M	Nov-23	Mid 2024	The Principal Consultant is progressing well on the detailed design drawings in preparation for Region consultation. The MID is still awaiting Minister approval. Delays with the MID process have significantly impacted the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	A Business Case based on the Schematic Design has been prepared, and is awaiting a final Region consultation and design review next week before submission to the next QAS Governance Committee.
North Rockhampton	Replacement Ambulance Station and Regional Office	\$5.5M	Jun-23	Feb-24	The Schematic Designs (SD) and supporting documentation are being reviewed by the QAS. A location for the transformer has been agreed between the QAS and QFES. The Rockhampton Ring Road (RRR) Stakeholder engagement is ongoing with DTMR and the contractors. Discussions continue regarding the inclusion of the Service Road construction in the RRR project with compensation to be discussed between QAS and DTMR.
Southport	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$14.0M	Nov-24	Nov-24	Completed Developed Design (DD) documentation for Coomera was provided to QBuild on 22 July 2022 for review. Review of the 90% DD level QS cost estimate has been completed and further information is to be provided to the Quantity Surveyor to inform final DD stage cost estimates. Development of the options paper will occur on completion of DD stage for Coomera and receipt of all outstanding information and costs.
Pimpama	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$5.5M	Jun-25	Aug-25	Inground asbestos pit and geotechnical testing via two separate contractors has been deferred until 15 August 2022 pending completion of in ground radar investigations to identify critical services locations. Further engagement will occur with local stakeholders and on-site representatives on timing and impacts before works progress. and have provided advice that no further action under this legislation is required. It has been recommended that a communication strategy on the development of the site be implemented before works commence to mitigate community concerns regarding clearing of the land. This action will be captured in the recommendations to QAS. The Southport site will be redeveloped as Stage Two of the Project, commencing as soon as the Gold Coast Operations Centre has transitioned to its new Coomera site. On completion of the Southport site and relocation of the Gold Coast Regional Offices from Pimpama to Southport the Pimpama project will commence as stage three.

Information current as at 15 Aug 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

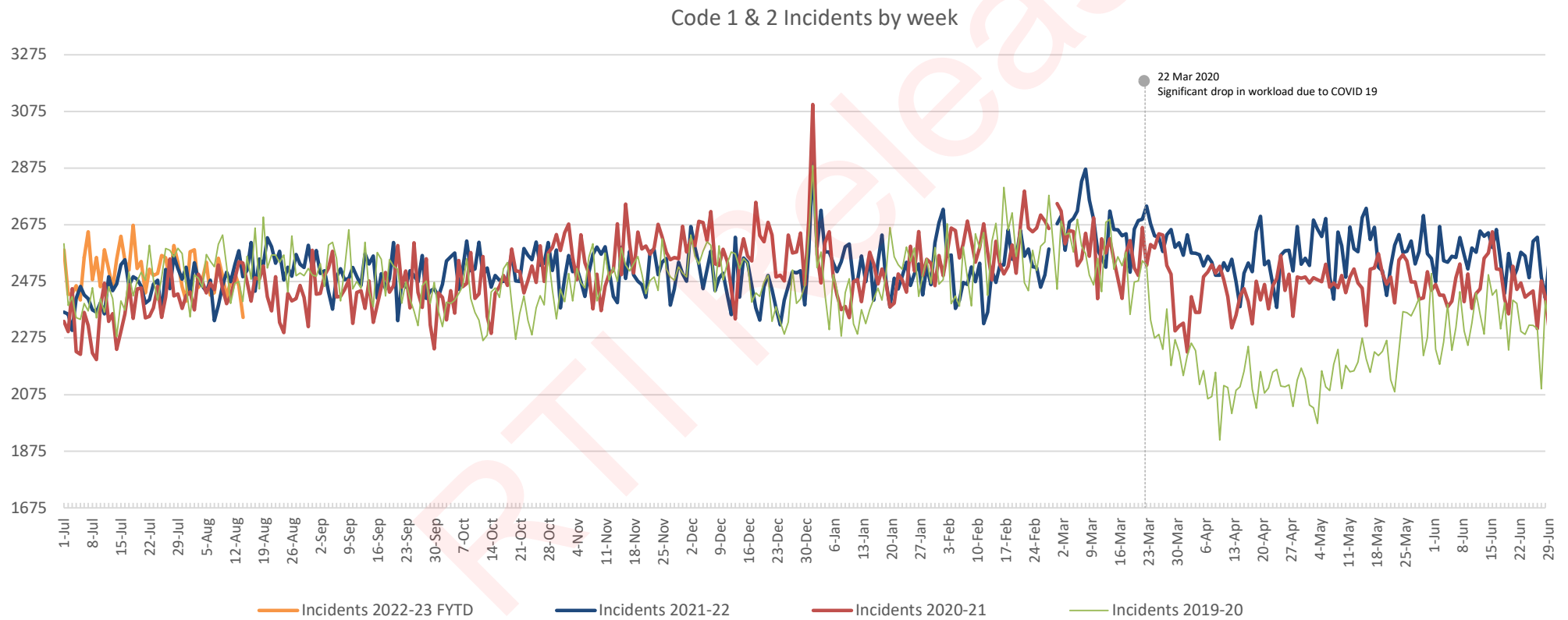
Lead Area: Queensland Ambulance Service

RTI Release

DOH DISCLOSURE LOG

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 14 Aug 2022
- * 2021/22 FYTD - represents the reporting period 1 Jul 2021 to 14 Aug 2021
- * Month to Date - represents the reporting period 1 Aug 2022 to 14 Aug 2022

State Demand Growth - 2022/23 FYTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	-0.4% ↓	-540 Incidents
Code 1	15.9% ↑	9,035 Incidents
Code 1 and 2	2.3% ↑	2,486 Incidents
Code 3 and 4	-8.0% ↓	-3,019 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22 FYTD	2022/23 FYTD	Variance	% Change
State	1	A	1,833	2,168	335	18.3%
		B	19,594	20,931	1,337	6.8%
		C	35,572	42,935	7,363	20.7%
		Total	56,999	66,034	9,035	15.9%
	2	A	38,349	30,998	-7,351	-19.2%
		B	5,613	4,985	-628	-11.2%
		C	9,444	10,874	1,430	15.1%
		Total	53,406	46,857	-6,549	-12.3%
	1 and 2	Total	110,405	112,891	2,486	2.3%
	3	A	6,468	5,950	-518	-8.0%
		B	12,030	10,916	-1,114	-9.3%
		Total	18,498	16,866	-1,632	-8.8%
	4	A	814	552	-262	-32.2%
		B	18,203	17,078	-1,125	-6.2%
		Total	19,017	17,630	-1,387	-7.3%
	3 and 4	Total	37,515	34,496	-3,019	-8.0%
	CAS	-	27	20	-7	-25.9%
ALL		147,947	147,407	-540	-0.4%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	21,195	14.4%	-33.0%	-32.4%

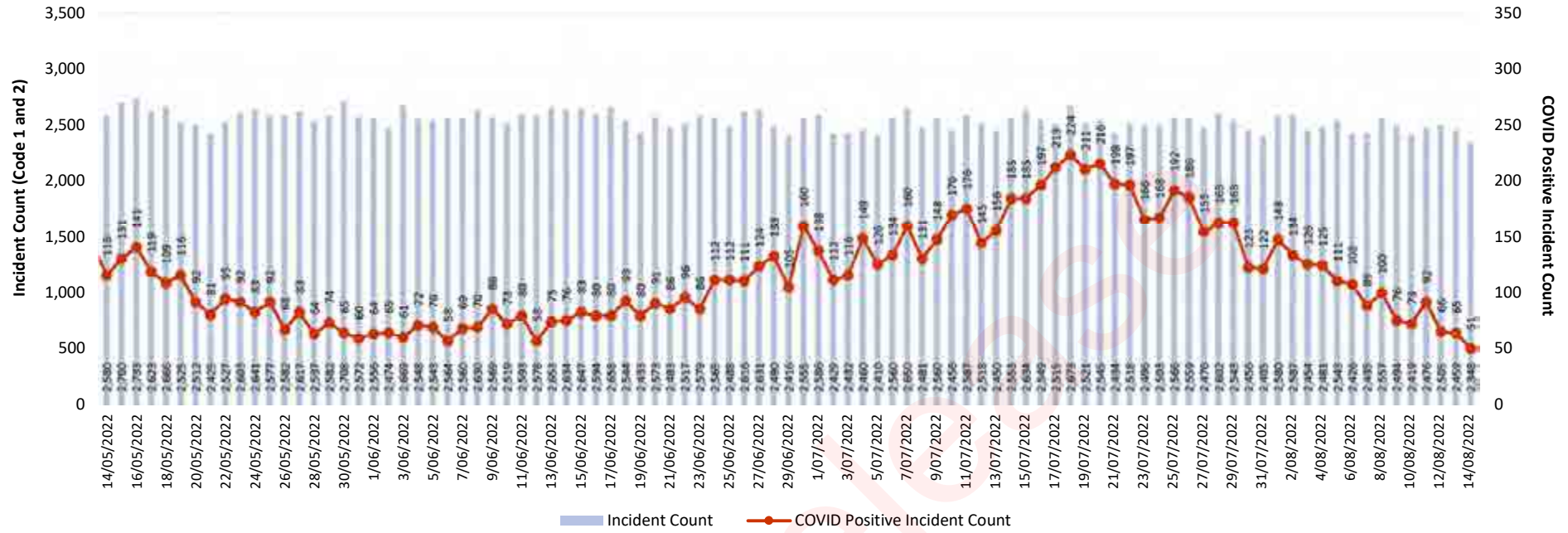
Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	14,367	12.7%	571.0%	24.3%
Chest Pain	13,516	12.0%	100.3%	40.0%
Breathing Problems	12,990	11.5%	177.9%	45.2%
Falls	12,911	11.4%	19.0%	40.6%
Psychiatric / Abnormal Behaviour / Suicide Attempt	6,382	5.7%	1.1%	50.2%
Unconscious / Fainting (Near)	5,849	5.2%	14.2%	23.8%
Abdominal Pain/Problems	4,402	3.9%	-9.5%	11.9%
Interfacility transfer; time sensitive (RED)	4,193	3.7%	-4.1%	8.8%
Traumatic Injuries (Specific)	4,118	3.6%	-10.6%	-8.7%

Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

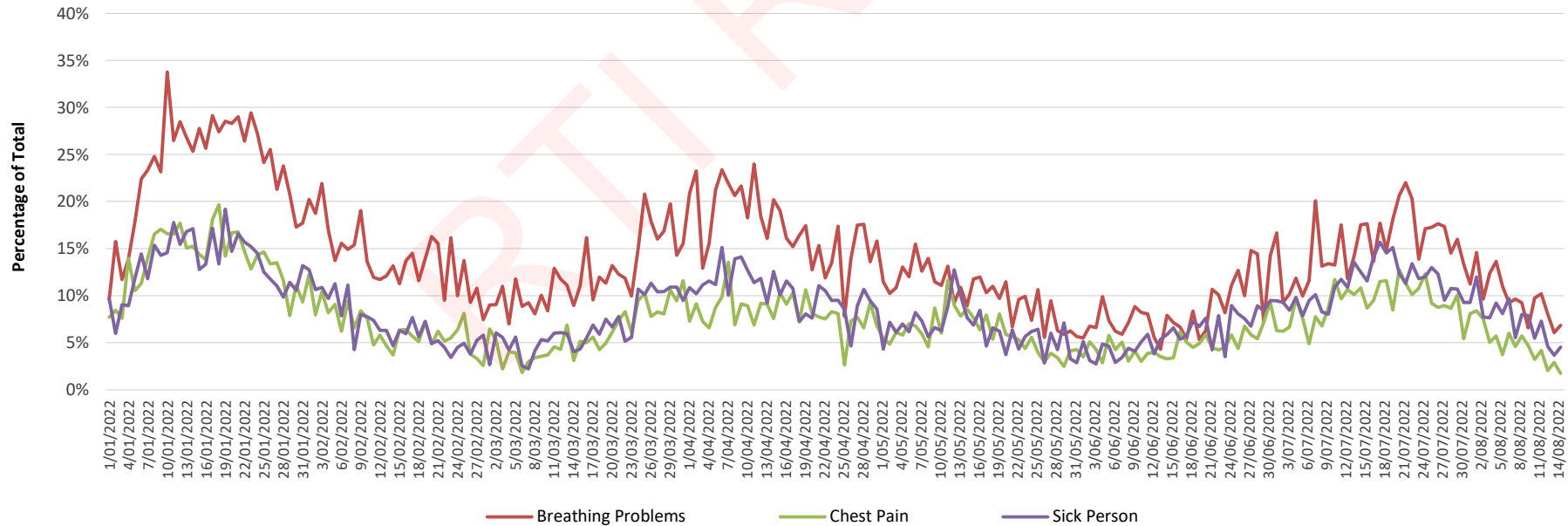
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the sick person (specific diagnosis), chest pain and respiratory MPDS determinants.

Number of COVID Positive Cases vs Code 1 and 2 Incidents by day

DOH RTI 3906



Percent of COVID Positive Cases by Type



Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 6.1%
 7,963 more calls when comparing the previous financial year
 130,224 2021/22 FYTD
 138,187 2022/23 FYTD

Call Answering

Performance Measure	Target	2021/22 FY	2022/23 FYTD
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	93.4%
Average Daily Call Volume		3,084	3,071

* Data updated at the end of the month

The highest daily call volume this financial year was 3,595 on 18 Jul 2022.

Response Time Performance

At State level, QAS attended 37,803 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 486 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	14,648	13,089
No. of Code One Incidents attended ≤16.5min	38,289	37,803

Code	State Performance Measures	Target	2021/22 FY	2022/23 FYTD	Aug-22 to date
1A	50% responded to within (mins)	8.2	8.8	8.9	8.8
	90% responded to within (mins)	16.5	17.6	18.2	17.7
1B	50% responded to within (mins)	8.2	11.5	12.2	11.6
	90% responded to within (mins)	16.5	23.3	24.5	23.8
1C	50% responded to within (mins)	8.2	12.9	13.3	12.8
	90% responded to within (mins)	16.5	25.7	26.4	25.5
2A	50% responded to within (mins)		24.1	24.5	23.7
	90% responded to within (mins)		60.9	61.5	58.6
2B	90% to arrive on scene within 30 mins	>90%	59.8%	58.8%	60.3%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	87.6%	88.7%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	66.8%	67.1%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	92.4%	93.2%

POST Performance

POST PERFORMANCE QLD's LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Aug-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	29.5	70.0%	135,618	32.7	65.2%	22,792	35.0	62.6%	8,211
Caboolture Hospital	38.1	59.0%	336,911	44.1	54.2%	52,119	36.6	62.7%	10,963
Cairns Base Hospital	29.0	71.2%	240,555	32.0	65.7%	38,737	32.3	65.0%	12,180
Gladstone Hospital	19.4	87.9%	26,004	21.9	84.1%	4,650	19.8	86.3%	763
Gold Coast Hospital - Robina	35.2	56.0%	264,315	34.1	59.1%	30,519	30.6	62.6%	6,698
Gold Coast University Hospital	38.0	53.4%	525,355	32.8	59.2%	44,725	30.8	62.4%	11,319
Gympie Hospital	29.2	70.9%	63,629	33.6	66.4%	10,740	33.9	66.3%	3,580
Hervey Bay Hospital	33.7	64.0%	157,103	43.2	50.0%	31,476	39.2	53.2%	7,418
Ipswich Hospital	54.3	47.4%	924,036	61.1	39.5%	132,373	61.2	39.0%	41,105
Logan Hospital	54.4	39.9%	1,019,686	61.9	34.8%	155,712	58.5	37.4%	42,845
Mackay Base Hospital	31.2	66.3%	148,419	30.4	67.5%	16,540	28.8	69.8%	4,208
Maryborough Hospital	21.2	85.9%	24,146	26.0	79.1%	4,852	23.3	86.1%	1,018
Mater Public Hospital - Brisbane	51.3	50.0%	443,422	61.2	44.6%	62,957	55.7	51.8%	16,693
Mount Isa Base Hospital	10.9	96.4%	8,332	14.1	93.7%	1,855	13.9	93.7%	377
Nambour Hospital	33.6	60.5%	145,114	35.8	59.1%	22,556	32.5	64.0%	5,662
Prince Charles Hospital	39.0	53.1%	403,472	45.0	49.8%	71,967	38.2	56.3%	15,232
Princess Alexandra Hospital	48.4	46.7%	657,268	58.4	41.0%	110,909	53.5	44.0%	28,317
Queen Elizabeth Hospital	48.4	46.0%	421,958	57.2	39.2%	68,573	52.7	40.7%	17,976
Queensland Children'S Hospital	23.2	81.9%	32,014	23.1	83.2%	4,333	24.1	82.7%	1,938
Redcliffe Hospital	37.6	53.4%	287,655	40.0	53.4%	42,616	36.8	57.1%	10,695
Redlands Hospital	52.7	41.7%	366,211	64.5	29.8%	62,430	57.6	36.0%	14,358
Rockhampton Base Hospital	40.7	54.6%	303,792	42.2	48.5%	38,749	39.3	49.6%	9,976
Royal Brisbane Hospital	38.0	50.7%	400,100	40.1	49.3%	55,962	34.7	56.5%	12,017
Sunshine Coast University Hospital	35.5	57.3%	365,456	36.5	55.7%	52,540	34.7	56.3%	14,000
Toowoomba Base Hospital	31.0	68.8%	224,036	36.6	61.1%	39,247	34.3	62.6%	9,913
Townsville University Hospital	21.5	84.5%	140,732	21.0	86.0%	15,188	20.6	86.4%	4,134
TOTAL	37.8	58.7%	8,065,339	41.3	55.7%	1,195,117	38.2	58.7%	311,596
DAILY AVERAGE LOST TIME (in Hours)			368			443			371

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2021-22 FY results.

Hervey Bay Hospital has the largest decline in Off Stretcher performance reducing by 10.8% when comparing last year's performance, followed by Ipswich Hospital's performance reducing by 8.4%.

DOH DISCLOSURE LOG

	2022-23 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	342.36	357.89	1.84	0.00	0.32	360.05	17.69	382	14
Northern Region	394.64	391.65	0.57	0.53	0.00	392.75	-1.89	404	20
Central Region	517.95	524.60	1.72	0.00	0.00	526.32	8.37	557	18
NQ Rural & Remote Total	1,254.95	1,274.14	4.13	0.53	0.32	1,279.12	24.17	1,343	52
Sunshine Coast and Wide Bay Region	694.57	723.34	11.92	1.87	0.16	737.29	42.72	802	43
Darling Downs and South West Region	407.20	401.90	1.26	0.67	0.00	403.83	-3.37	422	29
Metro North Region	921.24	846.23	24.31	2.97	2.22	875.73	-45.51	962	45
Metro South Region	1,074.06	1,026.09	19.10	1.28	0.68	1,047.15	-26.91	1,133	68
Gold Coast Region	518.93	506.45	12.85	1.34	0.01	520.65	1.72	574	30
South Queensland Total	3,616.00	3,504.01	69.44	8.13	3.07	3,584.65	-31.35	3,893	215
Head Office	411.70	416.84	0.00	0.00	1.67	418.51	6.81	448	12
TOTAL	5,282.65	5,194.99	73.57	8.66	5.06	5,282.28	-0.37	5,684	279

DOH DISCLOSURE LOG

Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Far Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	29-Aug-22	
Central	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	29-Aug-22	
Metro South	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	29-Aug-22	
South East Operations Centre	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	1-Jul-22	1-Jul-22
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	1-Jul-22	1-Jul-22
	Office of DC North		Senior Operations Supervisor	1.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	1-Jul-22	1-Jul-22
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	1-Jul-22	1-Jul-22
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	1-Jul-22	1-Jul-22

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906 1-Jul-22	1-Jul-22
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Ambulance Operatives Total 118.00
Ambulance Operatives Commissioned to Date 28.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00
Operational Support Commissioned to date 0.00

Total Enhancements (Operatives plus Operational Support) 123.00
Total Enhancements (Operatives plus Operational Support) Commissioned to date 28.00

DOH DISCLOSURE LOG

Approved Capital Works

August 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns (Stage One)	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Aug-22	Jan-25	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices with options to house the remaining elements under review following significant escalations in costs. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements.
Cairns (Stage Two)			Jun-23	Jan-25	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Options to progress the project are now be developed for QAS consideration. The Developed Design stage will not be progressed further until this issue is resolved.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Oct-22	Construction continues on site with delivery and installation of limited joinery items underway, noting that construction of the full joinery pack continues to be impacted by sub-contractor capacity. The installation of new roof structure and sheeting is predominately complete and the majority of scaffolding to the building has been removed. Air-conditioning systems to the server room and operations centre room have been commissioned and are currently being tested. Acoustic panels and timber battens have been installed to the operations centre space. Internal fit out of the ground floor and mezzanine space to the rear of the site continue. The contractor has advised that Ergon are expected to complete the site mains power upgrade during the week of 22 August 2022. Recommissioning of the generators has occurred. A defects notice is being lodged with the builder in relation to issues with the height of the ceiling in the Operations Centre space, which does not comply with design, with the builder required to rectify or provide options to resolve. Dates for the recommencement of QPS ICT works at the site, dependant on the mains power upgrade, will now be rescheduled. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the GWN team to provide a program based on the Rockhampton site being upgraded after Townsville. The Operations Centre relocation is dependent on the GWN rollout and associated training, successful completion of ICT upgrades, extensive testing and commissioning as well as staff availability and impacts of Telstra standard shutdown periods. A tentative date for the Operations Centre relocation will be confirmed once a program for the GWN is available. The relocation of the ambulance station back to site is now expected to occur in November 2022 after commissioning of the station has occurred, and arrangements are underway to extend the lease at the temporary site. A revised construction program has been requested from the builder to identify if recent delays with the completion of the roof works, asbestos removals and mains power upgrade has impacted the overall Practical Completion date.
Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	Nov-23	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages has been completed for all three sites as part of the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One. The independent audit of the Developed Design stage documentation and plans for Coomera is now being commenced by engineering and architectural consultants which will further inform the final cost estimates being developed by the Quantity Surveyor for this stage. Development of the recommendations for QAS review and consideration is also commencing, however resourcing issues and conflicting priorities are having a significant impact on progress.

Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	This project is delayed awaiting Governor in Council (GiC) revised Project Commencement approval based on the QS pre-tender cost estimate of \$10.9 million. The GiC approval is scheduled for 15 September 2022. Tender documentation has been concurrently prepared and reviewed by the project team for submission to the QBuild Procurement team after GiC approval has been granted.
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are complete and documentation is expected to be finalised shortly. Early site works commenced last week. Nil impact to program.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	A Revised Project Commencement based on the schematic design has been submitted for approval to the Minister. Engagement with the QBuild project manager continues in preparation to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station and Regional office	\$7.2M	Nov-23	Feb-24	The Schematic Design (SD) has been reviewed and further amendments are being undertaken. A second QS cost estimate will be provided based on the revised SD. The MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Lawnton	New Ambulance Station	\$5.5M	Nov-23	Mid 2024	The Principal Consultant is progressing well on the detailed design drawings in preparation for Region consultation. The MID is still awaiting Minister approval. Delays with the MID process have significantly impacted the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	A final Region consultation and design review on the Schematic Design (SD) was held last week. A Business Case based on the revised SD and high level QS cost estimate has been prepared for submission to the next QAS Governance Committee.
North Rockhampton	Replacement Ambulance Station and Regional Office	\$5.5M	Jun-23	Feb-24	The Business Case was tabled at the July QASGC and awaiting Commissioner approval. The Business Case approval will be followed by the revised project commencement and revised financial approval due to project cost increasing to \$9M excl gst based on the Schematic Design cost estimate.
Southport	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$14.0M	Nov-24	Nov-24	The date for Inground asbestos pit and geotechnical testing via two separate contractors is pending further advice from the consultants and contractors which will incorporate information from the in ground radar investigations to identify critical services locations. Further engagement will occur with local stakeholders and on-site representatives on timing and impacts before works progress. The Southport site will be redeveloped as Stage Two of the Project, commencing as soon as the Gold Coast Operations Centre has transitioned to its new Coomera site. On completion of the Southport site and relocation of the Gold Coast Regional Offices from Pimpama to Southport the Pimpama project will commence as stage three. Investigations to resolve decant options, sewer and civil issues are continuing.
Pimpama	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$5.5M	Jun-25	Aug-25	On completion of the Southport site and relocation of the Gold Coast Regional Offices from Pimpama to Southport the Pimpama project will commence as stage three. Investigations into sewer upgrades and decant arrangements are continuing.

Information current as at 22 Aug 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

Lead Area: Queensland Ambulance Service

RTI Release

DOH DISCLOSURE LOG

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 21 Aug 2022
- * 2021/22 FYTD - represents the reporting period 1 Jul 2021 to 21 Aug 2021
- * Month to Date - represents the reporting period 01 Aug 2022 to 21 Aug 2022

State Demand Growth - 2022/23 FYTD and 3 year comparison

