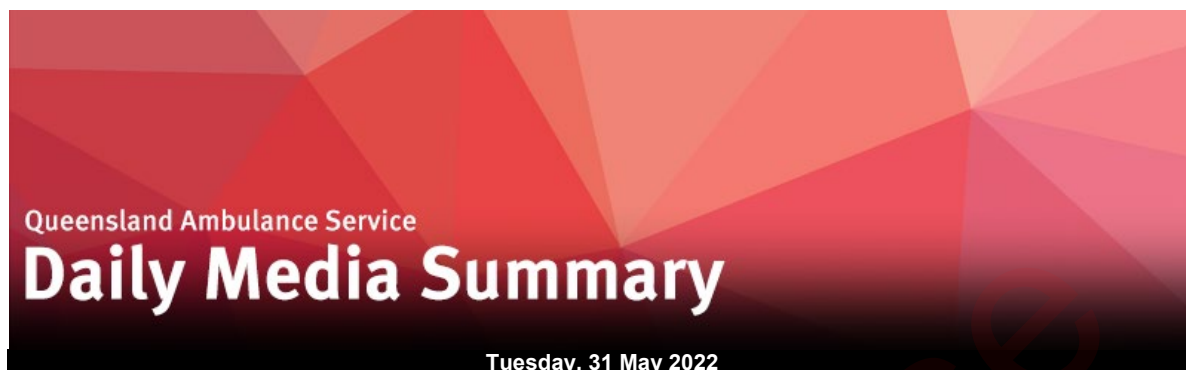


From: [QAS Media](#)
Subject: QAS Daily Media Summary - Tuesday, 31 May 2022
Date: Tuesday, 31 May 2022 4:59:11 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)



Summary

National

Nil.

State-wide

DOH DISCLOSURE LOG



Northern Region

Media enquiry – Townsville ramping

Ashley Pilhofer from the Townsville Bulletin enquired on recently released ambulance ramping data at Townsville Hospital. Ashley was provided a written response.



The QAS Daily Media Summary only lists incidents that were the subject of enquiries to the QAS Media Team, as well as media opportunities and events organised by QAS Media.

PLEASE DO NOT DISTRIBUTE THIS EMAIL OUTSIDE OF THE INTENDED RECIPIENT LIST.

Produced by the QAS Media Team
QAS.Media@ambulance.qld.gov.au
07 [redacted]



From: Michael Augustus
 To: David Lowe
 Subject: Re: TUH Ramp Time
 Date: Tuesday, 31 May 2022 7:58:57 PM
 Attachments: image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png
 image001.png
 image002.png
 image003.png
 image004.png
 image005.png
 image006.png

Thanks David

signature_671086232



Michael Augustus
 Director
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Roads Kedron
 Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07-3359- M:
 E: @ambulance.qld.gov.au
 www.ambulance.qld.gov.au

On 31 May 2022, at 7:46 pm, David Lowe <@ambulance.qld.gov.au> wrote:

Evening James

I have reviewed the TUH ramp times for today, the duty SOS advise that there has been no escalations at TUH today.

- 72 ambulance presentations so far today,
- Longest was 1hr 48 min that occurred at 0600hrs this morning post a cardiac arrest transport.
- Next longest 1hr 10min at 1800hrs
- Average hospital time has been 35 minutes
- Currently 1 unit at TUH, 8 minutes,
- 2 units inbound

OH TOWNVILLE UNIVERSITY HOSPITAL Transports for today

Return	MPO's	Incident No	Code	Trd Mode	Unit	Received	Dispatch	On Site	On Scene	Discharge	At Dest	Off Stretcher	Partially Available	Clear	At Dest (Intra)	ETA
		2820YK	15988670	IC	Coolt	1126	19:12:56	18:16:08	18:15:29	19:19:34	19:38:18	-	-	-	-	-
		04B2DA	15983776	IC	Coast	1114	19:44:47	18:50:51	18:52:02	19:33:05	19:32:55	-	-	-	-	-
		28B01	15988531	2AL	Coast	1135	17:44:43	18:26:12	18:32:05	18:49:49	18:40:23	-	-	-	-	-
		21B2QM	15989740	IC	Coast	1145	18:27:41	18:27:53	19:28:38	19:36:15	19:02:14	-	-	-	-	00:07:40

Current Activity

Unit Threshold: 6

Units Current at Dest: 1

Units Proceeding To: 3

Avg At Dest (Active): 00:07:49

Maximum At Dest (Active): 00:07:49

Total Units for the Day: 72

Avg At Dest (Closed): 00:35:08

Maximum At Dest (Closed): 01:48:06

Photo:

Hospital Details:

Location Number: 8873

Location Name: OH TOWNVILLE UNIVERSITY HOSPITAL

Address: ANGUS SMITH DR

Suburb: DOUGLAS

Postcode: 4814

Location Type: QHealth Facility

Off Stretcher Compliance:

Description	Total
Off Stretcher	19
Total	68
Percentage	27.84%

1 - 3

DOH PRODUCE LOG

Please advise if any further required

<!--[if lvm]--><!--[endif]-->David Lowe
 A/Director – Northern and Rural – Remote Operations
 Statewide Operations - North | Office of the Deputy Commissioner
 Department of Health | Queensland Government
 Lvl 1, 101 Sturt Street, Townsville QLD 4810

m: [redacted]
e: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



Patients first



Health and safety



Ideas into action



Unleash potential



Be courageous



Empower people



Proudly working with White Ribbon to create a safer workplace
Australia's campaign to stop violence against women

RTI Release

DOH DISCLOSURE LOG

From: Michael Augustus
To: Craig Emery
Subject: Fwd: TUH Ramp Time
Date: Tuesday, 31 May 2022 8:02:20 PM
Attachments: image001.png, image002.png, image003.png, image004.png, image005.png, image006.png

signature_671086232

Michael Augustus
Director
Media and Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex Cnr Park & Kedron Roads Kedron
Q 4031
GPO Box 1425 Brisbane Q 4001
T: 07 M:
E: @ambulance.qld.gov.au
www.ambulance.qld.gov.au

Begin forwarded message:

From: David Lowe @ambulance.qld.gov.au>
Date: 31 May 2022 at 7:46:47 pm AEST
To: James Cunington @ambulance.qld.gov.au>, Michael Augustus @ambulance.qld.gov.au>, Dee Taylor-Dutton @ambulance.qld.gov.au>
Subject: TUH Ramp Time

Evening James

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- 72 ambulance presentations so far today,
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• Next longest 1hr 10min at 1800hrs
• Average hospital time has been 35 minutes
• Currently 1 unit at TUH, 8 minutes,
• 2 units inbound

Table with columns: Return, MDC3, Incident No, Code, Trt Mode, Unit, Received, Discharge, On Case, On Scene, Depart Scene, At Dest, Off Stretcher, Pathway Available, Clear, At Dest Interval, ETA. Contains transport data for QH Townsville University Hospital.

Current Activity dashboard showing Unit Threshold (8), Units Current At Dest (1), Units Proceeding To (3), Avg At Dest (Clocks) (00:07:49), Maximum At Dest (Clocks) (00:07:49), Total Units for the Day (72), Avg At Dest (Clocks) (00:35:08), Maximum At Dest (Clocks) (01:48:06), Photos, Hospital Details (Location Number: #6673, Address: ANGUS SMITH DR, Board: DOUGLAS, Postcode: 4814, Location Type: Health Facility), Off Stretcher Compliance (Description: Off Stretcher, Total: 19, Percentage: 27.64%).

Please advise if any further required

<!--[if lvm]--><!--[endif]-->David Lowe
A/Director – Northern and Rural – Remote Operations
Statewide Operations - North | Office of the Deputy Commissioner

Department of Health | Queensland Government
Lvl 1, 101 Sturt Street, Townsville QLD 4810
m. [redacted]
e. [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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RTI Release

DOH DISCLOSURE LOG

From: [QAS Media](#)
Subject: QAS Media Report - Wednesday, 1 June 2022
Date: Wednesday, 1 June 2022 9:01:58 AM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[QAS Media Report - 1062022.pdf](#)
[Ministerial Media Statements 31052022 - \[REDACTED\]](#)
[Ministerial Media Statements 31052022 - \[REDACTED\]](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

Queensland Ambulance Service

Media Report

Wednesday, 1 June 2022

Hot issues

- Ramping at Townsville Hospital overnight
[REDACTED]

News media

DOH DISCLOSURE LOG




Social media

Queensland Ambulance Service (QAS) Published by Mike Aug · 12 hrs · 🌐

Townsville Hospital

The Queensland Ambulance Service tonight has received inquiries that ambulances have had excessive waits to unload patients at Townsville Hospital today. We can assure the community that this is simply not true with the average time to handover a patient approximately 35 minutes.

The QAS continues to work closely with our partners in the Hospital and Health Services to reduce patient transfer delays and increase paramedic availability to respond to emergency cases in the community and provide the most appropriate care and response. We are committing to ensuring the best possible outcome for Queensland patients given the current system demand pressures being experienced by all ambulance organisations across the country.



[See insights](#) [Boost post](#)

You and 260 others 48 comments 6 shares

[Like](#) [Comment](#) [Share](#)

Heath Andrew
Is that 35m waiting in a ambo or on the side walk?
[Like](#) [Reply](#) [Hide](#) [Send message](#) 12 h 👍👎 2

Michael Larsen replied · 2 replies 10 h

Imogen Brown Amelia...
[Like](#) [Reply](#) [Hide](#) [Send message](#) 12 h

LI TO YA
And the media enquiries regarding every other hospitals?

<https://www.facebook.com/qldambulanceservice/posts/pfbid021IU3f2bkFzHKYvwzXtSah329UizcffajHyDj93WhRPVs1KGc2GcfQSiYufsaH94l>

David Crisafulli MP 2 hrs · 🌐

7.

That's how many people are staying at the State Government's Wellcamp Quarantine Facility right now.

Since it opened, we can reveal there's been a grand total of 652 guests.

The State Government has kept Wellcamp's cost hidden under a bogus commercial in confidence excuse but we know it's over \$200 million.

At that price, Queensland taxpayers have forked out \$306,000 per occupant so far.

What a waste!

This money should have gone towards building more hospitals.

We could have employed thousands more doctors, nurses and paramedics.

Make no mistake, taxpayers will never get value for money after shelling out millions on an unused facility they will never own.

The State Government will now need to recoup this money.

The only way they know how is to lift taxes in next month's budget when the cost of living is through the roof.

Taxpayers' money isn't a play thing.


This State Government must start treating it with some respect.



<https://www.facebook.com/DavidCrisafulliMP/posts/pfbid0CM4Amyk7L1iGEYje9natGoyaeXHUTLG2T6TJEPN5CrJ9oxfeukWQxdgSFVzBXkSI>

David Crisafulli MP 14 hrs · 🌐

It's not just our hospitals in the south-east that are being impacted by ambulance ramping. This crisis is being felt right across our state. I've just been sent these pictures from Townsville Hospital. Inside each vehicle is a North Queenslander waiting for treatment and paramedics being held up from attending another job. These scenes must stop. We've put our solutions on the table. The State Government has to listen and act. They've been in power for seven years. In that time ramping rates have climbed to levels never seen before. Please keep sending through these images because we are going to keep fighting until all Queenslanders have a health system they can depend on.



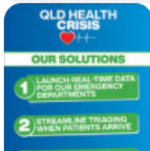
👍👎🗨️ Jarrod Bleijie MP and 176 others 76 comments 22 shares

👍 Like 🗨️ Comment ➦ Share

Most relevant ▾


Write a comment...

Author
David Crisafulli MP
Here's some of the solutions we've been putting forward 🙌



<https://www.facebook.com/DavidCrisafulliMP/posts/pfbid02hUCzaeyCq35kar4ffAMLPz5LiSX4CbrgqBnKquf88bW7ymAT5N68bLuRjgGtdZep/>

Produced by the QAS Media Team
QAS.Media@ambulance.qld.gov.au
07 [redacted]



f t in 📷

DOH DISCLOSURE LOG



Ros Bates MP

Shadow Minister for Health and Ambulance Services

Shadow Minister for Medical Research

Shadow Minister for Women

MEDIA STATEMENT

**Health Minister caught lying to Queenslanders to cover her
disastrous handling of Queensland Health Crisis**

The Health Minister's statement today regarding ambulance ramping at Townsville Hospital is base politics at its worst.

For the Health Minister to use the Queensland Ambulance Service for her own political gain is appalling.

For the disgraced Health Minister's information, ambulance ramping is when ambulance's wait at a ramp for more than 30 minutes.

This is a symptom of a sick system.

The QAS social media post even says average wait times were 35 minutes.

That IS the definition of ambulance ramping.

Patients, paramedics, doctors, nurses and Queensland Health staff are going to keep sending us these pictures and we are going to keep sharing them with Queenslanders because the Health Crisis affects them every day.

How can Queenslanders trust the Health Minister to fix the Health Crisis if she doesn't even know what ambulance ramping actually is?

-ENDS-

DOH DISCLOSURE LOG

From: [Michael Augustus](#)
To: [Robbie Medlin](#); [James Cunington](#); [Darren Brown](#); [Trinette Stevens](#); [Brina Keating](#); [Craig Emery](#); [Daniel Bodnar](#); [Darren Hall](#); [David Hartley](#); [Dee Taylor-Dutton](#); [Gerard Lawler](#); [Ian Tarr](#); [John Hammond](#); [Melissa Blackmore](#); [Nathan Williamson](#); [Peta Thompson](#); [Peter Warnner](#); [Ray Clarke](#); [Stephen Gough](#); [Stephen Rashford](#); [Stephen Zombok](#); [Wendy Lewis](#)
Subject: Townsville Bulletin Pollies come to blows over hospital ramping issues
Date: Wednesday, 1 June 2022 4:43:00 PM
Attachments: [image004.png](#)

Pollies come to blows over hospital ramping issues

The government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

[Ashley Pillhofer](#)

Follow

@ashpillhofer

2 min read

June 1, 2022 - 4:30PM

Townsville Bulletin

[0 comments](#)

00:45

Regional Queensland experiencing health crisis

Regional communities in Queensland are experiencing a health care crisis as communities are unable to access proper care. Queensland Nurses and Midwives' Union president Beth Mohle says workforce issues were not planned properly. A lack of medical staff means some towns cannot find any locum doctors – who get paid as much as \$2000 a day to fly into town. Ms Mohle says nurse-led clinics in regional communities could help.

Townsville

Don't miss out on the headlines from Townsville. Followed categories will be added to My News.

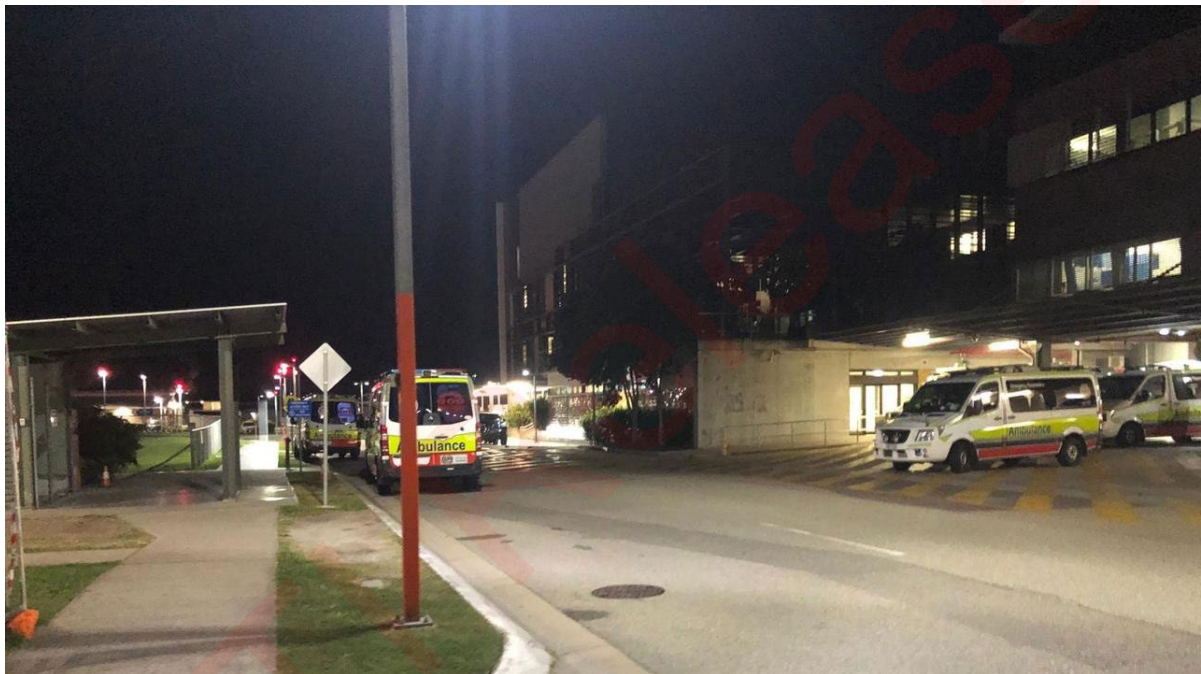
Follow

THE government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

This comes as a health source describes the conditions at the hospital on Monday as “bedlam” with more than 10 ambulances waiting to discharge patients at one point and quarterly data shows ambulance patients are spending longer waiting to be admitted as the facility struggles to meet demand.

A Facebook post from Opposition Leader David Crisafulli on Tuesday sent the health minister Yvette D’Ath onto the offensive on Wednesday.

The post included photos from 7News’ 6pm bulletin that night which showed a number of ambulances allegedly ramped outside the hospital on Monday.



Photos aired on 7News on Tuesday were shared by Opposition Leader David Crisafulli and have led to a political tit-for-tat over health services in the city. The pictures reportedly show ambulances ramped outside the hospital about 6.50pm on Monday night.

In a scathing public rebuttal Ms D’Ath said the post was “completely misleading” and cited positive statistics from Tuesday which showed the hospital performed well above its average.

This is despite the pictures appearing prominently in news articles which clearly stated they were taken on Monday.

DOH DISCLOSURE LOG



Yvette D' Ath at Parliament. Pic Annette Dew

On Wednesday the minister brushed off questions when asked why her rebuttal referred to statistics from Tuesday, when the images were from Monday.

Opposition Health Minister Ros Bates accused Ms D'Ath of lying and using the Queensland Ambulance Service for "political gain".

 **David Crisafulli MP** 21h · 🌐

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Opposition Leader David Crisafulli's Facebook post sparked a political back and forth.

Ms D'Ath's team confirmed the Queensland Ambulance Service provided the data for their media release related to the conditions at Townsville University Hospital on Tuesday.

Both her office and the Queensland Ambulance Service refused to release comparative data for Monday following requests from the Bulletin.

Despite refusing to release the data, a QAS spokeswoman said the hospital's performance on Monday was "even better" than on Tuesday.

But later in the day, the statement was walked back and QAS said the performance was "comparable".

While the minister boasted in a media release that on Tuesday 93 per cent of patients at Townsville Hospital were transferred off stretcher within the recommended 30 minutes, the media statement did not include more accurate quarterly data which shows between January and March this year just 83 per cent of patients met this performance metric.

A Queensland Ambulance Service spokesperson said there was increased workload and demand on Monday.

"Mondays are traditionally the busiest day of the week for ambulance stations across the state," they said.

Stay informed

Here are all the ways you can find news from the Townsville Bulletin

RTI Release

DOH DISCLOSURE LOG

From: [Michael Augustus](#)
 Subject: Fwd: Townsville Bulletin Pollies come to blows over hospital ramping issues
 Date: Wednesday, 1 June 2022 4:49:07 PM
 Attachments: [image004.png](#)

Get [Outlook for iOS](#)

From: Michael Augustus <[REDACTED]@ambulance.qld.gov.au>

Sent: Wednesday, June 1, 2022 16:43

To: Robbie Medlin <[REDACTED]@ambulance.qld.gov.au>; James Cunington <[REDACTED]@ambulance.qld.gov.au>; Darren Brown <[REDACTED]@ambulance.qld.gov.au>; Trinette Stevens <[REDACTED]@ambulance.qld.gov.au>; Brina Keating <[REDACTED]@ambulance.qld.gov.au>; Craig Emery <[REDACTED]@ambulance.qld.gov.au>; Daniel Bodnar <[REDACTED]@ambulance.qld.gov.au>; Darren Hall <[REDACTED]@ambulance.qld.gov.au>; David Hartley <[REDACTED]@ambulance.qld.gov.au>; Dee Taylor-Dutton <[REDACTED]@ambulance.qld.gov.au>; Gerard Lawler <[REDACTED]@ambulance.qld.gov.au>; Ian Tarr <[REDACTED]@ambulance.qld.gov.au>; John Hammond <[REDACTED]@ambulance.qld.gov.au>; Melissa Blackmore <[REDACTED]@ambulance.qld.gov.au>; Nathar <[REDACTED]@ambulance.qld.gov.au>; Peta Thompson <[REDACTED]@ambulance.qld.gov.au>; Peter Warriner <[REDACTED]@ambulance.qld.gov.au>; Ray Clarke <[REDACTED]@ambulance.qld.gov.au>; Stephen Gough <[REDACTED]@ambulance.qld.gov.au>; Stephen Rashford <[REDACTED]@ambulance.qld.gov.au>; Stephen Zsombok <[REDACTED]@ambulance.qld.gov.au>; Wendy Lowes <[REDACTED]@ambulance.qld.gov.au>

Subject: Townsville Bulletin Pollies come to blows over hospital ramping issues

Pollies come to blows over hospital ramping issues

The government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

[Ashley Pillhofer](#)

Follow

[@ashpillhofer](#)

2 min read

June 1, 2022 - 4:30PM

Townsville Bulletin

[0 comments](#)

00:45

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Townsville

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Follow

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Photos aired on 7News on Tuesday were shared by Opposition Leader David Crisafulli and have led to a political tit-for-tat over health services in the city. The pictures reportedly show ambulances ramped outside the hospital about 6.50pm on Monday night.

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DOH DISCLOSURE LOG



Yvette D' Ath at Parliament. Pic Annette Dew

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"Mondays are traditionally the busiest day of the week for ambulance stations across the state," they said.

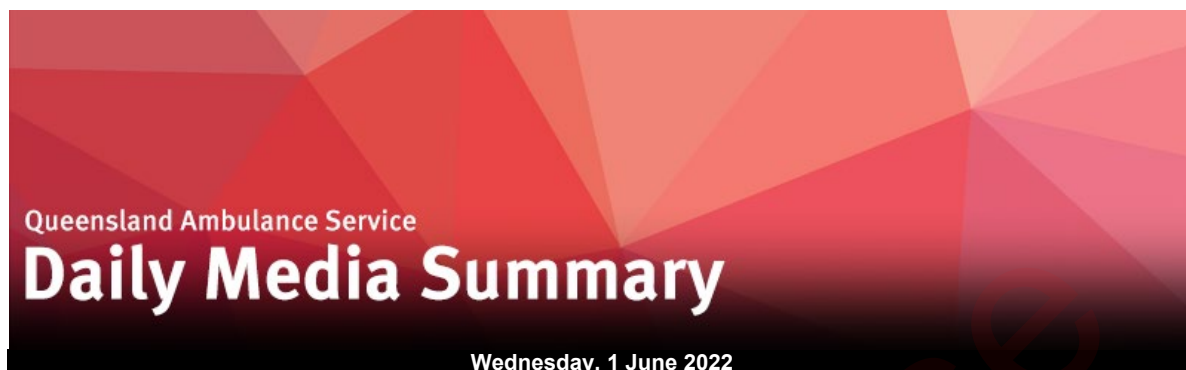
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RTI Release

DOH DISCLOSURE LOG

From: [QAS Media](#)
Subject: QAS Daily Media Summary - Wednesday, 1 June 2022
Date: Wednesday, 1 June 2022 5:00:31 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)



Summary

National

Nil.

State-wide

Nil.

DOH DISCLOSURE LOG



Northern Region

Media enquiry - ramping definition

Media enquiry from ABC North Queensland in relation to definition of ramping (waiting longer than 30 minutes). Journalist was given verbal background.

Media enquiry - ramping at Townsville Hospital

Media enquiry was received from Townsville Bulletin and 7 News Townsville in relation to claims of ramping at Townsville Hospital on Tuesday (or Monday) night. A verbal response and the same written response was provided. Data was not provided.



The QAS Daily Media Summary only lists incidents that were the subject of enquiries to the QAS Media Team, as well as media opportunities and events organised by QAS Media.

PLEASE DO NOT DISTRIBUTE THIS EMAIL OUTSIDE OF THE INTENDED RECIPIENT LIST.

Produced by the QAS Media Team
QAS.Media@ambulance.qld.gov.au
07 [REDACTED]



DOH DISCLOSURE LOG

From: [QAS Media](#)
Subject: QAS Media Report - Thursday, 2 June 2022
Date: Thursday, 2 June 2022 8:34:36 AM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image013.png](#)
[Ministerial Media Statements 1062022 - Crisafulli caught out on false ramping claims.pdf](#)
[QAS Media Report - 2062022.pdf](#)

Queensland Ambulance Service

Media Report

Thursday, 2 June 2022

Hot issues

- Health Minister responds to opposition's ramping claims

News media

DOH DISCLOSURE LOG

Townsville Bulletin: Pollies come to blows over hospital ramping issues

THE government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital. This comes as a health source describes the conditions at the hospital on Monday as “bedlam” with more than 10 ambulances waiting to discharge patients at one point and quarterly data shows ambulance patients are spending longer waiting to be admitted as the facility struggles to meet demand. A Facebook post from Opposition Leader David Crisafulli on Tuesday sent the health minister Yvette D’Ath onto the offensive on Wednesday. The post included photos from 7News’ 6pm bulletin that night which showed a number of ambulances allegedly ramped outside the hospital on Monday. In a scathing public rebuttal Ms D’Ath said the post was “completely misleading” and cited positive statistics from Tuesday which showed the hospital performed well above its average. This is despite the pictures appearing prominently in news articles which clearly stated they were taken on Monday. On Wednesday the minister brushed off questions when asked why her rebuttal referred to statistics from Tuesday, when the images were from Monday. Opposition Health Minister Ros Bates accused Ms D’Ath of lying and using the Queensland Ambulance Service for “political gain”. Ms D’Ath’s team confirmed the Queensland Ambulance Service provided the data for their media release related to the conditions at Townsville University Hospital on Tuesday. Both her office and the Queensland Ambulance Service refused to release comparative data for Monday following requests from the Bulletin. Despite refusing to release the data, a QAS spokeswoman said the hospital’s performance on Monday was “even better” than on Tuesday. But later in the day, the statement was walked back and QAS said the performance was “comparable”. While the minister boasted in a media release that on Tuesday 93 per cent of patients at Townsville Hospital were transferred off stretcher within the recommended 30 minutes, the media statement did not include more accurate quarterly data which shows between January and March this year just 83 per cent of patients met this performance metric. Townsville Hospital and Health Service Chief Executive Kieran Keyes said the facility was experiencing capacity issues on Tuesday due to inpatient capacity. “As a health service, we continue to monitor demand on our inpatient units and emergency departments to ensure we can respond to these ongoing pressures,” he said. A Queensland Ambulance Service spokesperson said there was increased workload and demand on Monday. “Mondays are traditionally the busiest day of the week for ambulance stations across the state,” they said.

Link: <https://www.townsvillebulletin.com.au/news/townsville/pollies-come-to-blows-over-hospital-ramping-issues/news-story/f98335d87342d1feb14be608a119c3bd>

DOH DISCLOSURE LOG



Social media

 David Crisafulli MP 
46 mins ·  

The Premier is more concerned about who is on the Olympic board than having enough hospital beds for Queenslanders.



0:02 / 0:46

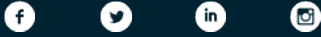
 116  45 comments  11 shares

 Like  Comment  Share

Most relevant ▾

<https://www.facebook.com/DavidCrisafulliMP/videos/2248675295287120>

Produced by the QAS Media Team
QAS.Media@ambulance.qld.gov.au
07 [REDACTED]

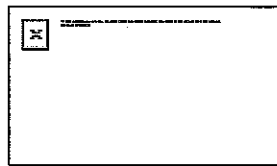


RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Tuesday, 31 May 2022 8:02 PM
To: Craig Emery
Subject: Fwd: TUH Ramp Time



Michael Augustus

Director

Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001

T: 07 [REDACTED] M: [REDACTED]

E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



Begin forwarded message:

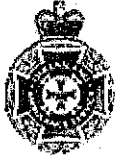
From: David Lowe <[REDACTED]@ambulance.qld.gov.au>
Date: 31 May 2022 at 7:46:47 pm AEST
To: James Cunington <[REDACTED]@ambulance.qld.gov.au>, Michael Augustus
 <[REDACTED]@ambulance.qld.gov.au>, Dee Taylor-Dutton <[REDACTED]
 [REDACTED]@ambulance.qld.gov.au>
Subject: TUH Ramp Time

Evening James

I have reviewed the TUH ramp times for today, the duty SOS advise that there has been no escalations at TUH today.

- 72 ambulance presentations so far today,
- Longest was 1hr 48 min that occurred at 0600hrs this morning post a cardiac arrest transport.
- Next longest 1hr 10min at 1800hrs
- Average hospital time has been 35 minutes
- Currently 1 unit at TUH, 8 minutes,
- 2 units inbound

DOH DISCLOSURE LOG



David Lowe

A/Director – Northern and Rural – Remote Operations
Statewide Operations - North | Office of the Deputy Commissioner
Department of Health | Queensland Government
Lvl 1, 101 Sturt Street, Townsville QLD 4810

m. [redacted]

e. [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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Empower people



Proudly working with White Ribbon to create a safer workplace
Australia's campaign to stop violence against women

DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Tuesday, 31 May 2022 8:53 PM
To: Craig Emery
Cc: Dee Taylor-Dutton
Subject: Re: Townsville hospital

Follow Up Flag: Follow up
Flag Status: Flagged

Thanks Craig,

Get [Outlook for iOS](#)

From: Craig Emery <[REDACTED]@ambulance.qld.gov.au>
Sent: Tuesday, May 31, 2022 8:51:58 PM
To: Michael Augustus <[REDACTED]@ambulance.qld.gov.au>
Cc: Dee Taylor-Dutton <[REDACTED]@ambulance.qld.gov.au>
Subject: Fwd: Townsville hospital

Hi Mike,

I have sent the below to Darren just now.

Thanks for your help tonight

C
 Get [Outlook for iOS](#)

From: Craig Emery
Sent: Tuesday, May 31, 2022 8:49:59 PM
To: Darren Brown <[REDACTED]@ambulance.qld.gov.au>
Subject: Townsville hospital

Hi Darren,

As discussed.

- This evening QAS received a request from the Townsville Bulletin regarding concerns that 'ambulance ramping' was causing delays at Townsville Base Hospital.
- QAS has advised the media outlet that this is not the case and has posted same to our social media to reassure the community of ambulance availability.
- There have been no issues regarding ambulance turn around at TBH today, in fact TBH remains one of the best performing hospitals in Queensland.
- As a 7.30 pm, approximately 70 patients have been transported by QAS to TBH since midnight.
- At approximately 6am this morning, a paramedic crew remained at TBH for over 90mins following a transportation of a cardiac arrest patient. As you are aware this is not unreasonable in the circumstances.
- Other than that patient, ambulance crews have been 'turned around' very efficiently all day, and returned to community availability in a very timely fashion.

- The average at hospital time at TBH so far today is approximately 35 mins (this is not POST but rather includes POST and the 'make ready' time for the next response, so a very quick turn around indeed).
- Other than the aforementioned cardiac arrest only one other ambulance has had a turn around time greater than 1 hour.
- There was a short lived surge in demand in Townsville between 5.30pm and 6pm resulting in between 6 - 8 ambulances present at TBH. There were no delays off loading patients at that time.
- There were no community response delays during this surge period.
- At approximately 7.30 pm there was 1 ambulance at TBH

Please let me know if you require further information

Craig

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RTI Release

DOH DISCLOSURE LOG



Martin >

Wed, 1 Jun, 8:24 am

Morning Marty! You around today for a 5 minute call?

RTI Release

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 9:02 AM
Subject: QAS Media Report - Wednesday, 1 June 2022
Attachments: QAS Media Report - 1062022.pdf; Ministerial Media Statements 31052022 - [REDACTED].pdf; Ministerial Media Statements 31052022- [REDACTED].pdf



mping at Townsville Hospital overnight
[REDACTED]

edia

DOH DISCLOSURE LOG

RTI Release



DOH DISCLOSURE LOG


media

RTI Release

DOH DISCLOSURE LOG

Queensland Ambulance Service (QAS) 

Published by Mike Aug  · 12 hrs · 

Townsville Hospital 

Queensland Ambulance Service tonight has received inquiries that ambulances have had long waits to unload patients at Townsville Hospital today. We can assure the community that this is simply not true with the average time to handover a patient approximately 35 minutes.

QAS continues to work closely with our partners in the Hospital and Health Services to reduce transfer delays and increase paramedic availability to respond to emergency cases in the city and provide the most appropriate care and response. We are committing to ensuring the best possible outcome for Queensland patients given the current system demand pressures experienced by all ambulance organisations across the country.




https


Boost post

You and 260 others

48 comments 6 shares


 Like


 Comment

 Share

Heath Andrew

that 35m waiting in a ambo or on the side walk?

Like Reply Hide Send message 12 h  2

▶  Michael Larsen replied · 2 replies 10 h

Logan Brown

media... 

Like Reply Hide Send message 12 h

TO YA

and the media enquiries regarding every other hospitals?

www.facebook.com/qldambulanceservice/posts/pfbid02LJU3f2bkFzHKyvwzXtSah329UizcffajHvDj93WhRPVs1KGc2GcfQSiiYufsaH9

DOH DISCLOSURE LOG

David Crisafulli MP

1 hrs

...

How many people are staying at the State Government's Wellcamp Quarantine Facility right

now? Since the facility opened, we can reveal there's been a grand total of 652 guests.

The Government has kept Wellcamp's cost hidden under a bogus commercial in confidence but we know it's over \$200 million.

At this price, Queensland taxpayers have forked out \$306,000 per occupant so far.

Waste!

Money should have gone towards building more hospitals.

They should have employed thousands more doctors, nurses and paramedics.

As a result of this mistake, taxpayers will never get value for money after shelling out millions on an facility they will never own.

The Government will now need to recoup this money.

The only way they know how is to lift taxes in next month's budget when the cost of living is the roof.

Our money isn't a play thing.

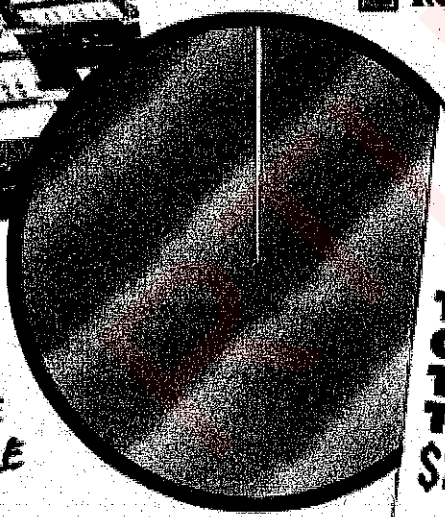
The Government must start treating it with some respect.

HOW MUCH IS WELLCAMP COSTING QUEENSLANDERS?



- ROOMS OCCUPIED
- ROOMS AVAILABLE

ONLY PEOPLE ARE THERE TODAY



0.0
 164.0
 159.0
 323.0

TOTAL COST TO TAXPAYERS: \$200 MILLION?

www.facebook.com/DavidCrisafulliMP/posts/pfbid0CM4Amyk7L1iGEYje9natGoyaeXHUTLG2T6TJEPN5CrJ9oxfeukWQxdtgSFVzBXk

DOH DISCLOSURE LOG

David Crisafulli MP

14 hrs

It's just our hospitals in the south-east that are being impacted by ambulance ramping.

This crisis is being felt right across our state.

I've been sent these pictures from Townsville Hospital.

Each vehicle is a North Queensland ambulance waiting for treatment and paramedics being held up attending another job.

These scenes must stop.

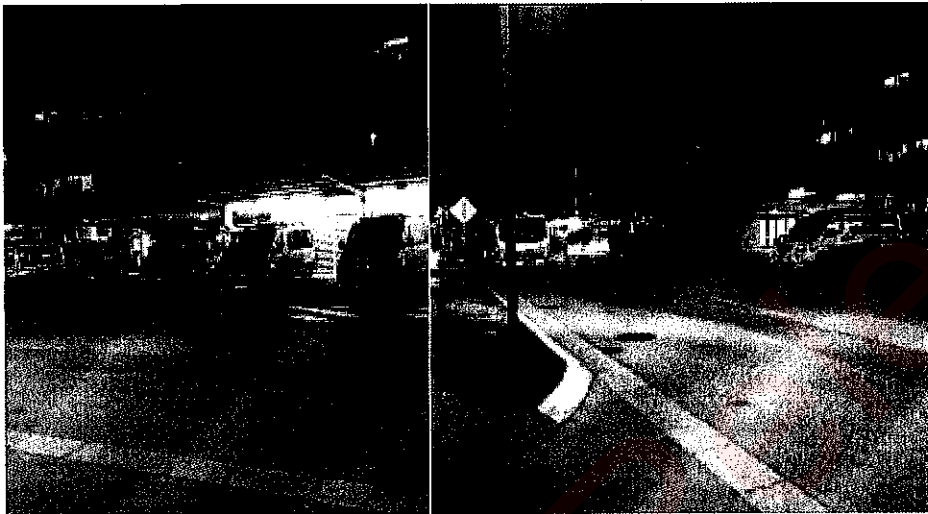
Let's put our solutions on the table.

The State Government has to listen and act.

We've been in power for seven years.

But ambulance response time ramping rates have climbed to levels never seen before.

Let's keep sending through these images because we are going to keep fighting until all Queenslanders have a health system they can depend on.



Jarrold Bleijie MP and 176 others

76 comments 22 shares

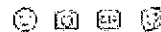
Like

Comment

Share

Most relevant

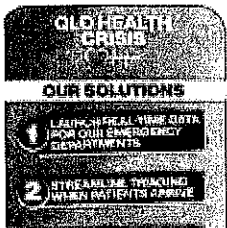
Write a comment...



Author

David Crisafulli MP

Here's some of the solutions we've been putting forward



www.facebook.com/DavidCrisafulliMP/posts/pfbid02hUCzaeyCq35kar4ffAMLpz5LiSX4CbrggBnKquf88bW7ymAT5N68bLuRjgGtd2e

DOH DISCLOSURE LOG

by the QAS Media Team
lia@ambulance.qld.gov.au



RTI Release

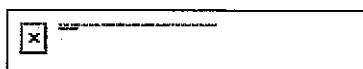
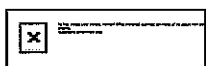
DOH DISCLOSURE LOG

QAS Media

From: Ministerial Media Statements QLD <no-reply@statements.qld.gov.au>
Sent: Wednesday, 1 June 2022 9:35 AM
To: QAS Media
Subject: Crisafulli caught out on false ramping claims

Categories: All QAS Media Team

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Minister for Health and Ambulance Services
The Honourable Yvette D'Ath

Crisafulli caught out on false ramping claims

The LNP has been caught out spreading false claims about Queensland Ambulance Service (QAS) in Townsville overnight.

Health Minister Yvette D'Ath said QAS had been forced to correct David Crisafulli's false claims on social media that ambulance ramping was occurring at Townsville Hospital.

"There were no excessive wait times in unloading patients at Townsville Hospital on Tuesday," the Minister said.

"On Tuesday in Townsville, patient off stretcher time was at a very high 93 per cent.

"David Crisafulli should immediately correct his false claims and apologise to the hardworking paramedics and hospital staff in Townsville.

"The QAS were shocked and disappointed to see the post and felt the need to put out their own social media last night to put the truth out there.

"QAS shouldn't have to spend their time correcting false statements made by the LNP and the Leader of the Opposition.

"The LNP need to stop posting photos of ambulances at hospitals as somehow evidence of ramping when ambulances will always be parked at some point to hand over patients.

"This is not evidence that ambulances have been there for longer than the recommended time.

"We recognise that we do have delays at our hospitals in busy times but putting out these false claims as a political stunt is unacceptable.

'It's even more shameful that someone who once purported to represent the Townsville community has let them down again.'

According to QAS there were no issues on Tuesday with ambulance turn around at Townsville Hospital, which remains one of the best performing hospitals in Queensland.

The average patient off stretcher time in Townsville on Tuesday was 35 minutes, including make ready time for the next response.

There was around 40 minutes of lost time at Townsville Hospital on Tuesday over a 24-hour period.

There were no community response delays during the hospital's busiest period.

ENDS

Media contact: Martin Philip [REDACTED]

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DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 9:39 AM
To: QAS HQ All Media Team
Subject: FW: Crisafulli caught out on false ramping claims

FYI

Kind Regards,
 Jen

**Jennifer Kinsela**

Operational Media Liaison Officer
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: Ministerial Media Statements QLD <no-reply@statements.qld.gov.au>
Sent: Wednesday, 1 June 2022 9:35 AM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Subject: Crisafulli caught out on false ramping claims

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Queensland
 Government

Media release

Minister for Health and Ambulance Services
 The Honourable Yvette D'Ath

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ENDS

DOH DISCLOSURE LOG

Media contact: Martin Philip [REDACTED]

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RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 9:52 AM
To: James Cunington; Robbie Medlin; Brina Keating; Craig Emery; Daniel Bodnar; Darren Hall; David Hartley; Dee Taylor-Dutton; Gerard Lawler; Ian Tarr; John Hammond; Melissa Blackmore; Nathan Williamson; Peta Thompson; Peter Warren; Ray Clarke; Stephen Gough; Stephen Rashford; Stephen Zsombok; Wendy Lowes
Subject: FW: Crisafulli caught out on false ramping claims



Michael Augustus

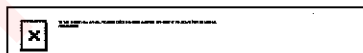
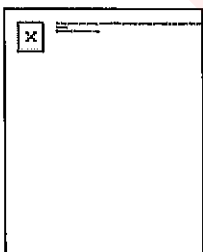
Director of Media and Communications
Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q.4031
GPO Box 1425 Brisbane Q.4001
T: 07 [redacted] M: [redacted]
E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: Ministerial Media Statements QLD <no-reply@statements.qld.gov.au>
Sent: Wednesday, 1 June 2022 9:36 AM
To: Michael Augustus <[redacted]@ambulance.qld.gov.au>
Subject: Crisafulli caught out on false ramping claims

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Minister for Health and Ambulance Services
The Honourable Yvette D'Ath

Crisafulli caught out on false ramping claims

DOH DISCLOSURE LOG

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ENDS

DOH DISCLOSURE LOG

Media contact: Martin Philip [REDACTED]

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RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: QAS Media
Sent: Wednesday, 1 June 2022 10:20 AM
To: Michael Augustus
Cc: Trinette Stevens
Subject: FW: [REDACTED] Townsville Enquiry

Hi Mike,

Please see the below enquiry form [REDACTED] Let me know how you'd like to reply ? refer to the QAS FB post?

Kind Regards,
 Jen

**Jennifer Kinsela**

Operational Media Liaison Officer
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:06 AM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Subject: [REDACTED] Townsville Enquiry

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning

Can I please get the following information on ambulances at Townsville Hospital on Monday 30 May?

- What percentage of patients were transferred off stretchers within 30 minutes?
- What was the average patient off stretcher time?

Is it possible to please get a response by 3pm today?

Thanks so much

RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Media Reporters <[REDACTED]@premiers.qld.gov.au>
Sent: Wednesday, 1 June 2022 10:45 AM
To: Media Reporters
Subject: Press conference: Premier, Minister Crawford, Cynthia Lui, Michael Healy and Minister D'Ath address the media in Cairns

Categories: All QAS Media Team

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Press conference: Premier Anastacia Palaszczuk, Aboriginal and Torres Strait Islander Partnerships Minister Craig Crawford, Cynthia Lui MP and Assistant Tourism Minister Michael Healy with a tourism announcement in Cairns. Transcript to follow. Watch [here](#)

Minister D'Ath:

- **David Crisafulli** put up misleading social media posts about ambulance ramping in Townsville last night. It's disappointing the **QAS** had to put out a post to correct them, it's not a good use of their time. Mr Crisafulli should apologise to the paramedics and the staff at Townsville Hospital

Please note: Due to copyright restrictions, video and audio clips are for internal use only.



Dom O'Regan
 Senior Media Reporting Officer, External Relations & Services
 Engagement and Events
 Department of the Premier and Cabinet
 P 07 M
 Level 29, 1 William Street, Brisbane QLD 4000
 PO Box 15185, City East, QLD 4002

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liability for the contents of this email except where subsequently confirmed in writing. The opinions expressed in this email are those of the author and do not necessarily represent the views of the State of Queensland. This email is confidential and may be subject to a claim of legal privilege. If you have received this email in error, please notify the author and delete this message immediately

RTI Release

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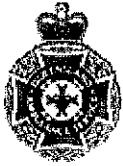
QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 10:57 AM
To: [REDACTED]
Subject: RE: Crisafulli caught out on false ramping claims

Hi [REDACTED]

That is correct.

Kind Regards,
 Jen



Jennifer Kinsela

Operational Media Liaison Officer
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:40 AM
To: QAS Media [REDACTED]@ambulance.qld.gov.au>
Cc: [REDACTED]
Subject: Re: Crisafulli caught out on false ramping claims

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

many thanks - I was going through twitter.

Also, can you please confirm Ambulance ramping is when an ambulance's wait time at a ramp is more than 30 minutes?

Many thanks, I [REDACTED]

DOH DISCLOSURE LOG



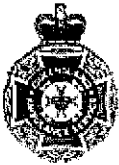
On Wed, 1 Jun 2022 at 10:38, QAS Media <[redacted]@ambulance.qld.gov.au> wrote:

Hi [redacted]

Here is the link to the QAS Facebook post - <https://www.facebook.com/photo?fbid=390951496408752&set=a.157398063097431>

Kind Regards,

Jen



Jennifer Kinsela

Operational Media Liaison Officer

Media and Communications | Office of the Commissioner

Queensland Ambulance Service | Department of Health

Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031

GPO Box 1425 Brisbane Q 4001



T: 07 [redacted]

E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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DOH DISCLOSURE LOG

From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:31 AM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Cc: [REDACTED]
Subject: Fwd: Crisafulli caught out on false ramping claims

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

could you please provide a link to the social media post by QAS mentioned in this media release from the Health Minister:

"The QAS were shocked and disappointed to see the post and felt the need to put out their own social media last night to put the truth out there.

It was in relation to Ambulance ramping at Townsville.

I have not been able to find the post.

Also, could you please also add me to your media releases.

Many thanks, [REDACTED]

DOH DISCLOSURE LOG

----- Forwarded message -----

From: **Ministerial Media Statements QLD** <no-reply@statements.qld.gov.au>

Date: Wed, 1 Jun 2022 at 09:36

Subject: Crisafulli caught out on false ramping claims

To: <



Media release

Minister for Health and Ambulance Services

The Honourable Yvette D'Ath

Crisafulli caught out on false ramping claims

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"QAS shouldn't have to spend their time correcting false statements made by the LNP and the Leader of the Opposition.

"The LNP need to stop posting photos of ambulances at hospitals as somehow evidence of ramping when ambulances will always be parked at some point to hand over patients.

"This is not evidence that ambulances have been there for longer than the recommended time.

"We recognise that we do have delays at our hospitals in busy times but putting out these false claims as a political stunt is unacceptable.

"It's even more shameful that someone who once purported to represent the Townsville community has let them down again."

According to QAS there were no issues on Tuesday with ambulance turn around at Townsville Hospital, which remains one of the best performing hospitals in Queensland.

The average patient off stretcher time in Townsville on Tuesday was 35 minutes, including make ready time for the next response.

There was around 40 minutes of lost time at Townsville Hospital on Tuesday over a 24-hour period.

There were no community response delays during the hospital's busiest period.

ENDS

Media contact: Martin Philip [REDACTED]

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DOH DISCLOSURE LOG

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RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Trinette Stevens
Sent: Wednesday, 1 June 2022 10:58 AM
To: Michael Augustus
Cc: Melissa Mangan; QAS Media
Subject: Health Min and Prem: QAS and Health comments

Categories: All QAS Media Team

Hi all,

See below ambulance and health comments at the Premier's press conference this morning

Q, David Crisafulli's Facebook post (YD)

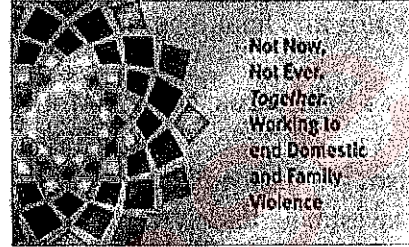
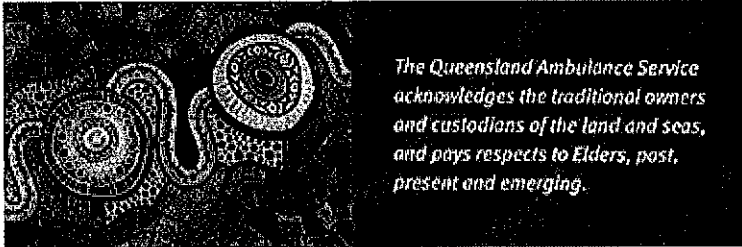
- It was a photo and social media post that David put up saying 'this is what is happening tonight'
- It was misleading
- When the QAS needed to actually go out and put out their own post and say that this is false, that is concerning
- When the opposition comes out making claims with no proof, that is inappropriate
- I congratulate the paramedics and the hospital with how much they are working to improve the system
- Having a static photo of ambulances parked in an ED bay and claiming they know how long they have been there for is just appalling
- I don't want Queensland Ambulance Service's time taken up having to correct these posts on a regular basis
- It is not a good use of their time
- I want to make sure they are getting ambulances where they need to be

- But if David wants us to make sure ambulances don't have to park... I don't know what they think ambulances do
- Yesterday, the entire lost time at Townsville's ambulance station there, was 40 minutes over 24 hours
- He should apologise to paramedics
- He should apologise to staff at Townsville Hospital



Trinette Stevens

A/Executive Manager – Media and Corporate Communications
Office of the Commissioner | Queensland Ambulance Service
Department of Health
Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
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RTI Released

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 10:58 AM
To: Trinette Stevens
Subject: FW: Ramping

Hi Trin,

Here's another enquiry!

Kind Regards,
 Jen

**Jennifer Kinsela**

Operational Media Liaison Officer
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001

T: 07 [REDACTED]

E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:50 AM
Subject: Ramping

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,
 I am working on a story following a press release from the State Government released this morning.

In the release they cite health data from Townsville Hospital from yesterday. I am seeing the comparable data from Monday.

-Could you please advise the patient off stretcher time for Monday and the percent of patients who were transferred off stretcher within the recommended 30 min time frame?

-Were there issues on Monday with ambulance turnaround at Townsville Hospital?

-How much lost time was there at Townsville Hospital on Monday over a 24-hour period?

Please give me a call with any questions.

DEADLINE COB TODAY.

Thanks,

RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: QAS Media
Sent: Wednesday, 1 June 2022 11:38 AM
To: Trinette Stevens
Cc: Michael Augustus
Subject: FW: [REDACTED] media inquiry
Attachments: Ros Bates statement.png

Hi Trin,

Another ramping enquiry.

Kind Regards,
 Jen

**Jennifer Kinsela**

Operational Media Liaison Officer
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: [REDACTED]
Sent: Wednesday, 1 June 2022 11:34 AM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Subject: [REDACTED] media inquiry

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

[REDACTED] here from [REDACTED]

The [REDACTED] is hoping QAS can confirm if there is a definition for ramping following the alleged situation at Townsville Hospital last night.

Shadow Minister for Health and Ambulance Services has said this morning that ramping is when an ambulance is waiting 30 minutes or longer. (statement attached).

Hoping you would be able to confirm if this is correct and if you had any additional comments on the alleged ramping situation at Townsville Hospital overnight. The media statement sent out by the state

government this morning quotes QAS as saying there were no issues with ambulance turnaround, with the average patient off stretcher time at 35 minutes.

Thanks so much,



RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: [Redacted]
Sent: Wednesday, 1 June 2022 12:03 PM
To: QAS Media
Subject: Re: [Redacted] media inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Trinette Stevens

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Morning Trinette,

Yes you can give me a buzz or [Redacted]

From: QAS Media [Redacted]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 11:48 AM
To: [Redacted]
Subject: RE: [Redacted] media inquiry
 Hi [Redacted]
 Do you have a number I can call you on at all?

Thanks so much
Trinette



QAS Media
 Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [Redacted]
 E: [Redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: [Redacted]
Sent: Wednesday, 1 June 2022 11:34 AM
To: QAS Media <QAS.Media@ambulance.qld.gov.au>
Subject: [Redacted] media inquiry

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

[Redacted] here from [Redacted]
 The [Redacted] is hoping QAS can confirm if there is a definition for ramping following the alleged situation at Townsville Hospital last night.
 Shadow Minister for Health and Ambulance Services has said this morning that ramping is when an ambulance is waiting 30 minutes or longer. (statement attached).

Hoping you would be able to confirm if this is correct and if you had any additional comments on the alleged ramping situation at Townsville Hospital overnight. The media statement sent out by the state government this morning quotes QAS as saying there were no issues with ambulance turnaround, with the average patient off stretcher time at 35 minutes.

Thanks so much,



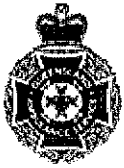
RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Matthew Stirling
Sent: Wednesday, 1 June 2022 12:54 PM
To: Michael Augustus; Trinette Stevens; Melissa Mangan
Cc: QAS Media
Subject: Clip from 4BC discussing the Townsville ramping posts
Attachments: 4BC discussing Townsville ramping posts.mp3

Categories: All QAS Media Team



Matt Stirling

Media Coordinator

Media and Corporate Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
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DOH DISCLOSURE LOG

Joanne Mitchell

From: Trinette Stevens
Sent: Wednesday, 1 June 2022 12:43 PM
To: Michael Augustus
Subject: Draft lines

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – patient offloads can and should take some time to ensure quality care and attention.

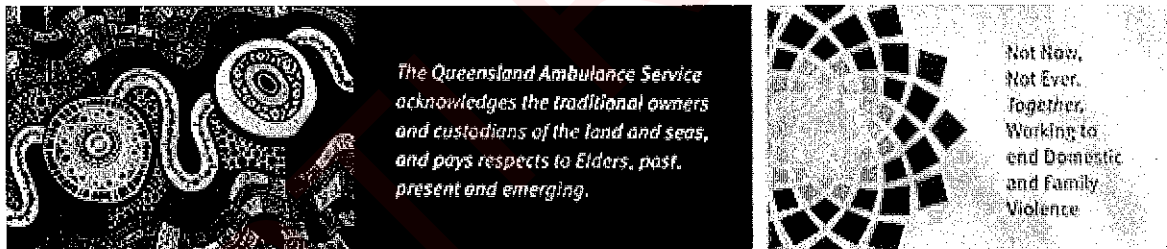
ENDS



Trinette Stevens

A/Executive Manager – Media and Corporate Communications
Office of the Commissioner | Queensland Ambulance Service
Department of Health
Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
GPO Box 1425, Brisbane, Q 4001

T: 07 [redacted] | M: [redacted]
E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 12:49 PM
To: Trinette Stevens
Subject: FW: Draft lines

All good a minor addition



Michael Augustus

Director of Media and Communications
 Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED] M: [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: Trinette Stevens <[REDACTED]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 12:43 PM
To: Michael Augustus <[REDACTED]@ambulance.qld.gov.au>
Subject: Draft lines

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

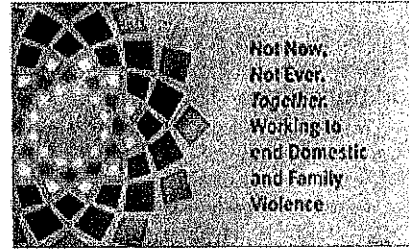
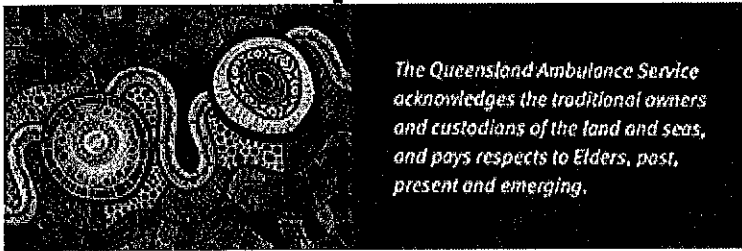
ENDS



Trinette Stevens

A/Executive Manager – Media and Corporate Communications
 Office of the Commissioner | Queensland Ambulance Service
 Department of Health
 Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
 GPO Box 1425, Brisbane, Q 4001

T: 07 [redacted] | M: [redacted]
E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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Joanne Mitchell

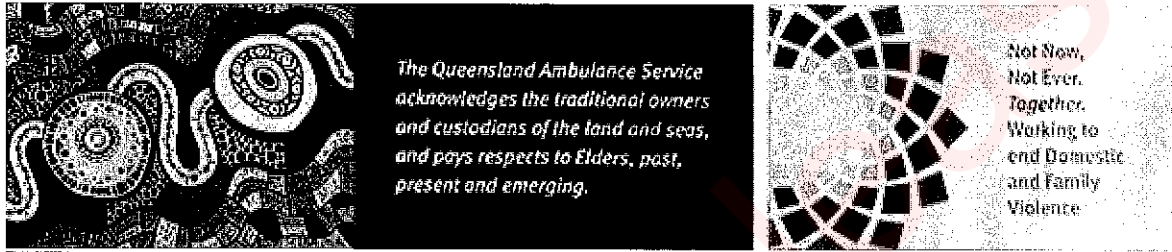
From: Trinette Stevens
Sent: Wednesday, 1 June 2022 12:50 PM
To: Michael Augustus
Subject: RE: Draft lines

Great – want me to send anywhere else for endorsement?



Trinette Stevens

A/Executive Manager – Media and Corporate Communications
Office of the Commissioner | Queensland Ambulance Service
Department of Health
Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
GPO Box 1425, Brisbane, Q 4001
T: 07 [redacted] | M: [redacted]
E: trinette.stevens@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: Michael Augustus <[redacted]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 12:49 PM
To: Trinette Stevens <[redacted]@ambulance.qld.gov.au>
Subject: FW: Draft lines

All good a minor addition



Michael Augustus

Director of Media and Communications
Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
GPO Box 1425 Brisbane Q 4001
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E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: Trinette Stevens <[redacted]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 12:43 PM
To: Michael Augustus [redacted]@ambulance.qld.gov.au>
Subject: Draft lines

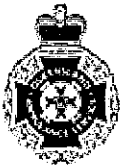
Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

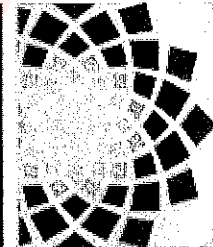


Trinette Stevens

A/Executive Manager – Media and Corporate Communications
Office of the Commissioner | Queensland Ambulance Service
Department of Health
Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
GPO Box 1425, Brisbane, Q 4001
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E: [redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



The Queensland Ambulance Service acknowledges the traditional owners and custodians of the land and seas, and pays respects to Elders, past, present and emerging.



*Not Now,
Not Ever.
Together,
Working to
end Domestic
and Family
Violence*

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QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 12:59 PM
To: [REDACTED]
Subject: RE: [REDACTED] media inquiry

Hi [REDACTED]

Thanks for the chat earlier – glad I could help

Here's a link to the QH site: <https://www.health.qld.gov.au/system-governance/policies-standards/health-service-directives/patient-access-to-care/protocol-for-timely-transfer-of-care-in-emergency-departments>

Point 3 should help you get your head around the transfer definition but give me a call if you need help

Thanks,
Trinette

From: [REDACTED]
Sent: Wednesday, 1 June 2022 11:34 AM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Subject: [REDACTED] media inquiry

Good morning,

[REDACTED] here from [REDACTED]

The [REDACTED] is hoping QAS can confirm if there is a definition for ramping following the alleged situation at Townsville Hospital last night.

Shadow Minister for Health and Ambulance Services has said this morning that ramping is when an ambulance is waiting 30 minutes or longer. (statement attached).

Hoping you would be able to confirm if this is correct and if you had any additional comments on the alleged ramping situation at Townsville Hospital overnight. The media statement sent out by the state government this morning quotes QAS as saying there were no issues with ambulance turnaround, with the average patient off stretcher time at 35 minutes.

Thanks so much,

DOH DISCLOSURE LOG

RTI Release

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 1:54 PM
To: [REDACTED]
Subject: RE: Ramping

Good afternoon [REDACTED]

Performance data is available here: <https://www.ambulance.qld.gov.au/publications.html>

A response is also available below.

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

Kind Regards,
 QAS Media



QAS Media

Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q
 4031
 GPO Box 1425 Brisbane Q 4001

T: 07 [REDACTED]

E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:50 AM
Subject: Ramping

Hi,
 I am working on a story following a press release from the State Government released this morning.

In the release they cite health data from Townsville Hospital from yesterday. I am seeing the comparable data from Monday.

- Could you please advise the patient off stretcher time for Monday and the percent of patients who were transferred off stretcher within the recommended 30 min time frame?
- Were there issues on Monday with ambulance turnaround at Townsville Hospital?
- How much lost time was there at Townsville Hospital on Monday over a 24-hour period?

Please give me a call with any questions.

DEADLINE COB TODAY.

Thanks,
[REDACTED]

RTI Release

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 1:55 PM
To: [REDACTED]
Subject: RE [REDACTED] Townsville Enquiry

Hey [REDACTED]

See below response as mentioned

Please attribute to a Queensland Ambulance Service spokesperson:

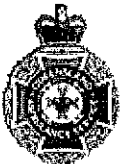
Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

Kind Regards,
 Trinette



QAS Media

Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q
 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:06 AM
To: QAS Media [REDACTED]@ambulance.qld.gov.au>
Subject: [REDACTED] Townsville Enquiry

Good morning

Can I please get the following information on ambulances at Townsville Hospital on Monday 30 May?

- What percentage of patients were transferred off stretchers within 30 minutes?

- What was the average patient off stretcher time?

Is it possible to please get a response by 3pm today?

Thanks so much



DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 3:29 PM
To: Martin Philip; Darren Brown
Subject: FW: Ramping

**Michael Augustus**

Director of Media and Communications

Office of the Commissioner

Queensland Ambulance Service | Department of Health

Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031

GPO Box 1425 Brisbane Q 4001

T: 0: M:

E: @ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: QAS Media @ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 1:54 PM
To:
Subject: RE: Ramping

Good afternoon

Performance data is available here: <https://www.ambulance.qld.gov.au/publications.html>

A response is also available below.

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Despite increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was even better than Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

Kind Regards,
QAS Media



QAS Media

Media and Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q
4031
GPO Box 1425 Brisbane Q 4001
T: 07 [REDACTED]
E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

Patients first • Health and safety • Ideas into action • Unleash potential • Be courageous • Empower people

From: [REDACTED]
Sent: Wednesday, 1 June 2022 10:50 AM
Subject: Ramping

Hi,
I am working on a story following a press release from the State Government released this morning.

In the release they cite health data from Townsville Hospital from yesterday. I am seeing the comparable data from Monday.

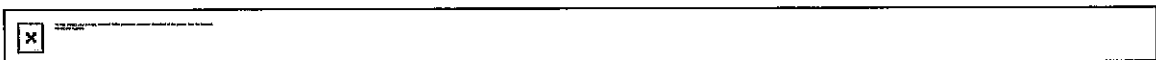
- Could you please advise the patient off stretcher time for Monday and the percent of patients who were transferred off stretcher within the recommended 30 min time frame?
- Were there issues on Monday with ambulance turnaround at Townsville Hospital?
- How much lost time was there at Townsville Hospital on Monday over a 24-hour period?

Please give me a call with any questions.

DEADLINE COB TODAY.

Thanks,

DOH DISCLOSURE LOG





RTI Release

DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 3:52 PM
To: Trinette Stevens
Subject: FW: Ramping

**Michael Augustus**

Director of Media and Communications
 Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q 4031
 GPO Box 1425 Brisbane Q 4001
 T: 07 [REDACTED] M: [REDACTED]
 E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: QAS Media [REDACTED]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 1:54 PM
To: [REDACTED]
Subject: RE: Ramping

Good afternoon [REDACTED]

Performance data is available here: <https://www.ambulance.qld.gov.au/publications.html>

A response is also available below.

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Given the increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was comparable to Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

Kind Regards,
QAS Media



QAS Media

Media and Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health
Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q
4031

GPO Box 1425 Brisbane Q 4001

T: 07 [REDACTED]

E: [REDACTED]@ambulance.qld.gov.au | www.ambulance.qld.gov.au

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From: [REDACTED]

Sent: Wednesday, 1 June 2022 10:50 AM

Subject: Ramping

Hi,

I am working on a story following a press release from the State Government released this morning.

In the release they cite health data from Townsville Hospital from yesterday. I am seeing the comparable data from Monday.

-Could you please advise the patient off stretcher time for Monday and the percent of patients who were transferred off stretcher within the recommended 30 min time frame?

-Were there issues on Monday with ambulance turnaround at Townsville Hospital?

-How much lost time was there at Townsville Hospital on Monday over a 24-hour period?

Please give me a call with any questions.

DEADLINE COB TODAY.

Thanks,

DOH DISCLOSURE LOG

RTI Release

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 3:59 PM
To: QAS Media
Subject: RETRACTED AND CORRECTED: Townsville performance

Good morning,

Please see below reviewed statement

Our previous statement has been retracted. We do apologise.

Please attribute to a Queensland Ambulance Service spokesperson:

Mondays are traditionally the busiest day of the week for ambulance stations across the state.

Given the increased workload and demand on Monday 30 May, Townsville Hospital performance in getting patients out of ambulances and into beds was comparable to Tuesday 31 May.

A parked ambulance isn't necessarily a ramped ambulance – safe patient offloads can and should be facilitated between QAS and the Hospital and Health service to ensure quality care and attention for the patient.

ENDS

Kind Regards,
 QAS Media



QAS Media

Media and Communications | Office of the Commissioner
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex Cnr Park & Kedron Park Roads Kedron Q
 4031
 GPO Box 1425 Brisbane Q 4001

T: 07 :

E: @ambulance.qld.gov.au | www.ambulance.qld.gov.au



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DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 3:59 PM
To: Martin Philip; Darren Brown
Cc: Peta Thompson
Subject: FW: RETRACTED AND CORRECTED: Townsville performance

**Michael Augustus**

Director of Media and Communications
 Office of the Commissioner
 Queensland Ambulance Service | Department of Health
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 GPO Box 1425 Brisbane Q 4001
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From: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Sent: Wednesday, 1 June 2022 3:59 PM
To: QAS Media <[REDACTED]@ambulance.qld.gov.au>
Subject: RETRACTED AND CORRECTED: Townsville performance

Good morning,

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Kind Regards,
QAS Media



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DOH DISCLOSURE LOG

Joanne Mitchell

From: Michael Augustus
Sent: Wednesday, 1 June 2022 4:43 PM
To: Robbie Medlin; James Cunington; Darren Brown; Trinette Stevens; Brina Keating; Craig Emery; Daniel Bodnar; Darren Hall; David Hartley; Dee Taylor-Dutton; Gerard Lawler; Ian Tarr; John Hammond; Melissa Blackmore; Nathan Williamson; Peta Thompson; Peter Warrener; Ray Clarke; Stephen Gough; Stephen Rashford; Stephen Zsombok; Wendy Lowes
Subject: Townsville Bulletin Pollies come to blows over hospital ramping issues

Pollies come to blows over hospital ramping issues

The government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

Ashley Pillhofer

Follow

@ashpillhofer

2 min read

June 1, 2022 - 4:30PM

Townsville Bulletin

0 comments

00:45

Regional Queensland experiencing health crisis

Regional communities in Queensland are experiencing a health care crisis as communities are unable to access proper care. Queensland Nurses and Midwives' Union president Beth Mohle says workforce issues were not planned properly. A lack of medical staff means some towns cannot find any locum doctors – who get paid as much as \$2000 a day to fly into town. Ms Mohle says nurse-led clinics in regional communities could help.

Townsville

Don't miss out on the headlines from Townsville. Followed categories will be added to My News.

Follow

THE government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

This comes as a health source describes the conditions at the hospital on Monday as “bedlam” with more than 10 ambulances waiting to discharge patients at one point and quarterly data shows ambulance patients are spending longer waiting to be admitted as the facility struggles to meet demand.

A Facebook post from Opposition Leader David Crisafulli on Tuesday sent the health minister Yvette D'Ath onto the offensive on Wednesday.

The post included photos from 7News' 6pm bulletin that night which showed a number of ambulances allegedly ramped outside the hospital on Monday.

DOH DISCLOSURE LOG



Photos aired on 7News on Tuesday were shared by Opposition Leader David Crisafulli and have led to a political tit-for-tat over health services in the city. The pictures reportedly show ambulances ramped outside the hospital about 6.50pm on Monday night.

In a scathing public rebuttal Ms D'Ath said the post was "completely misleading" and cited positive statistics from Tuesday which showed the hospital performed well above its average.

This is despite the pictures appearing prominently in news articles which clearly stated they were taken on Monday.



Yvette D' Ath at Parliament. Pic Annette Dew

On Wednesday the minister brushed off questions when asked why her rebuttal referred to statistics from Tuesday, when the images were from Monday.

Opposition Health Minister Ros Bates accused Ms D'Ath of lying and using the Queensland Ambulance Service for "political gain".



David Crisafulli MP

21h · 🌐

It's not just our hospitals in the south-east that are being impacted by ambulance ramping
This crisis is being felt right across our state.

I've just been sent these pictures from Townsville Hospital.

Inside each vehicle is a North Queenslander waiting for treatment and paramedics being h
from attending another job.

These scenes must stop.

We've put our solutions on the table.

The State Government has to listen and act.

They've been in power for seven years.

In that time ramping rates have climbed to levels never seen before.

Please keep sending through these images because we are going to keep fighting until all
Queenslanders have a health system they can depend on.



Opposition Leader David Crisafulli's Facebook post sparked a political back and forth. Ms D'Ath's team confirmed the Queensland Ambulance Service provided the data for their media release related to the conditions at Townsville University Hospital on Tuesday.

Both her office and the Queensland Ambulance Service refused to release comparative data for Monday following requests from the Bulletin.

Despite refusing to release the data, a QAS spokeswoman said the hospital's performance on Monday was "even better" than on Tuesday.

But later in the day, the statement was walked back and QAS said the performance was "comparable".

While the minister boasted in a media release that on Tuesday 93 per cent of patients at Townsville Hospital were transferred off stretcher within the recommended 30 minutes, the media statement did not include more accurate quarterly data which shows between January and March this year just 83 per cent of patients met this performance metric.

A Queensland Ambulance Service spokesperson said there was increased workload and demand on Monday.

"Mondays are traditionally the busiest day of the week for ambulance stations across the state," they said.

Stay informed

Here are all the ways you can find news from the Townsville Bulletin

DOH DISCLOSURE LOG

QAS Media

From: QAS Media
Sent: Wednesday, 1 June 2022 5:01 PM
Subject: QAS Daily Media Summary - Wednesday, 1 June 2022



Summary

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il.

DOH DISCLOSURE LOG

northern Region

Media enquiry - ramping definition

Media enquiry from ABC North Queensland in relation to definition of ramping (waiting longer than 30 minutes). Journalist was given verbal background.

Media enquiry - ramping at Townsville Hospital

Media enquiry was received from Townsville Bulletin and 7 News Townsville in relation to claims of ramping at Townsville Hospital on Tuesday (or Monday) night. A verbal response and the same written response was provided. Data was not provided.

The QAS Daily Media Summary only lists incidents that were the subject of enquiries to the QAS Media Team, as well as media opportunities and events organised by QAS Media.

PLEASE DO NOT DISTRIBUTE THIS EMAIL OUTSIDE OF THE INTENDED RECIPIENT LIST.

Produced by the QAS Media Team
QAS.Media@ambulance.qld.gov.au

7 [redacted]

DOH DISCLOSURE LOG



Joanne Mitchell

From: Media Reporters <[REDACTED]@premiers.qld.gov.au>
Sent: Wednesday, 1 June 2022 5:01 PM
To: Media Reporters
Subject: FW: 4BC Drive – LNP health spokesperson Ros Bates on Health Minister D’Ath’s claim David Crisafulli misled people with inaccurate social media post
Attachments: [Transcript] 4BC - Drive - Ros Bates - 1 June 2022.docx
Follow Up Flag: Follow up
Flag Status: Completed

CAUTION: This email originated from outside of Queensland Ambulance Service. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon.

Transcript: Please find a transcript attached of the below interview on 4BC this afternoon with the Opposition Health Spokesperson.

Kind regards,
 Gary

Please note: Due to copyright restrictions, video and audio clips are for internal use only.



Queensland
 Government

Gary Robertson

Media Reporting Officer, External Relations and Services
 Engagement and Events
 Department of the Premier and Cabinet

P 07 [REDACTED] M [REDACTED]

1 William Street, Level 29, Brisbane QLD 4000
 PO Box 15185, City East, QLD 4002

From: Media Reporters
Sent: Wednesday, 1 June 2022 4:00 PM
To: Media Reporters <[REDACTED]@premiers.qld.gov.au>
Subject: 4BC Drive – LNP health spokesperson Ros Bates on Health Minister D’Ath’s claim David Crisafulli misled people with inaccurate social media post

4BC - Drive with Scott Emerson: Interview with Opposition health spokesperson **Ros Bates** on Health Minister Yvette D’Ath’s claim that Opposition Leader David Crisafulli misled people with an inaccurate social media post about ambulance ramping at the Townsville Hospital. [Listen here](#)

Ros Bates:

- Yvette D’Ath has egg all over her face after trying to dismiss a news story on Channel Seven Townsville last night that showed two pictures of ambulance ramping outside Townsville Hospital.
- Those photos were taken on Monday night and the news story was about Townsville Hospital on Monday night, not Tuesday night.
- In those pictures you can clearly see ambulances ramped, with some even parked on the side of the road.
- The LNP’s got access to those photos and put them on David Crisafulli page last night.
- Yvette D’Ath wrongly assumed that the pictures were from Tuesday night, but they were from Monday night.

- This morning Yvette D'Ath uses her ministerial letterhead to slander David Crisafulli, claiming he lied about ambulance ramping in Townsville.

Kind regards,
Gary

Please note: Due to copyright restrictions, video and audio clips are for internal use only.



Queensland
Government

Gary Robertson

Media Reporting Officer, External Relations and Services

Engagement and Events

Department of the Premier and Cabinet

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RTI Released

DOH DISCLOSURE LOG

Transcript

Station: 4BC, Drive
Host: Scott Emerson
Speakers: Ros Bates, Shadow Health Minister
Topic: Stoush over ambulance ramping claims
Date: 1 June 2022
Duration: 7 minutes, 4 seconds (approx.)

*E&OE***SCOTT EMERSON:**

Now, here on Drive we often talk about the health crisis in Queensland, particularly the issue of ambulance ramping, and that's blown up again today – another stoush between the Palaszczuk Government and the Opposition. And look, I've told you before, I think the Palaszczuk Government has its head in the sand over these issues. They want to point the finger at everyone else rather than looking in the big room of mirrors at themselves. Seven years they've been in power – came to office in 2015 – but apparently the problems of Queensland Health and ambulance ramping, nothing to do with the Government here. It's always to do with the previous Newman Government or the Morrison Government. They won't have the Albanese Government to point the finger at, but they'll keep pointing out to the former LNP Governments about this problem.

But as I said, it blew up again and it started with the Opposition Leader David Crisafulli. He tweeted a picture of at least seven ambulances parked outside Townsville Hospital. Now let's be very clear about this, the Opposition has told us directly the photo was from Monday night and it was aired on local media. And in the post by David Crisafulli, he did not say what night it was. He put it out on a Tuesday night, but he didn't say it was the Tuesday night he was talking about. But alright, he put out the post and two hours later the Queensland Ambulance Service publishes a Facebook post refuting Crisafulli's claims as simply not true, because the average ambulance wait time on Tuesday night was 35 minutes. Now let's be clear here, ambulance ramping is defined in Queensland as any ambulance waiting at least 30 minutes or more to unload patients. So the QAS effectively kicked an own-goal by admitting ambos had been waiting longer on a different night than the one Crisafulli had highlighted.

But that didn't stop the Health Minister, Yvette D'Ath. She came out today, released a statement demanding an apology from David Crisafulli for what she said was basically lying to Queenslanders. Now we see these political stoushes over health all the time and, as I say, the Palaszczuk Government, it always looks to someone else to blame about this. But we've got the Shadow Health Minister on the line now, Ros Bates. Ros, good to have you back on Drive.

Transcript

ROS BATES:

Thanks, Scott. Thanks for having me.

SCOTT EMERSON:

Now you've released your own statement about this mess. Let me just take you through this because David Crisafulli, your leader, he puts out the post, he's been accused of lying by the Minister and the QAS also says what he was saying was simply not true. Well, was the LNP Leader fibbing?

ROS BATES:

Oh look Scotty, Yvette D'Ath's got egg all over her face this afternoon. She tried to dismiss a news story on Channel Seven Townsville last night that showed two pictures of ambulance ramping outside Townsville Hospital. Now those photos, as you mentioned, were taken on Monday night at 6.57pm, as reported by Channel Seven. This news story was about Townsville Hospital on Monday night, not Tuesday night. And in those pictures you can clearly see ambulances ramped, some of them even parked on the side of the road. And the LNP's got access to those photos and put them on David Crisafulli's page last night. So Yvette D'Ath wrongly assumed that the pics were from Tuesday night. But they weren't, they were for Monday night.

And then this morning Yvette D'Ath uses her ministerial letterhead to slander David Crisafulli, claiming he lied about ambulance ramping in Townsville. She said ambulance's at Townsville Hospital last night were only ramped for 35 minutes. Well, as you mentioned before, the problem is the clinically recommended time a patient must be seen is within 30 minutes. So the Health Minister herself admitted that there was ramping in Townsville last night again. And this is just typical of Yvette D'Ath and her stuff-ups. She is out of her depth. She embarrassed herself today, she embarrassed herself at a press conference. You know? I mean, no-one will forget when she claimed Peter Dutton was ignoring her calls, which she later admitted she was actually ringing the wrong number. So it's no wonder that Queenslanders are losing faith in the State Government.

SCOTT EMERSON:

What I am shocked by, not just this ambulance ramping issue that has been going for so long. We've spoken about it quite often here on Drive and we've had many of our listeners call in to say, well, they haven't got an ambulance within a number of hours or they've given up waiting for the ambulance, they had to drive themselves to hospital. Others have called in to say how when they got to the hospital they had to wait in a waiting room at an emergency for hour after hour without seeing a doctor or nurse, or being shoved into a tent. But what I was particularly taken aback by today was, as you say, this own goal by Yvette D'Ath, because clearly she's been answering questions about ambulance ramping. Do you think she didn't realise that the 30 minutes was the standard to say whether ambulances are ramping or not when she came out of a statement and said "No, David Crisafulli's been lying about this"?

Transcript

ROS BATES:

Well, I just think Queenslanders see it for what it's worth, Scott. It's just base politics at its worst to use Queensland Ambulance Services for own political gain. And I mean she should be busy fixing the ambulance crisis, not stalking MP's pages to try and get her own goals politically. That is ridiculous. Queenslanders want to know what's going on and what the Government's going to be doing. If anyone should be apologising to anybody, it's Yvette D'Ath to all those Queenslanders who are either waiting on the ramp or waiting for an ambulance right now, today. This is just pathetic politics and patients, paramedics, doctors, nurses and Queensland Health staff are going to continue to keep sending us these pictures and we're going to keep sharing them with Queenslanders because the health crisis is real and it affects them every day.

SCOTT EMERSON:

I did say, Ros Bates, who is the Palaszczuk Government going to blame now? They blamed the Newman Government from seven years ago for every problem in health. They've been blaming the Morrison Government for every problem in health. What are they going to do now, do you think Ros Bates, without the LNP in power federally? They're not going to point the finger at Anthony Albanese in his new Ministry are they?

ROS BATES:

Well exactly. And this just goes back to the fact that Queensland Health has been in crisis under this Government from day dot. As you said, they blamed COVID, they blamed Canberra, they've blamed patients for turning up to hospitals. They blamed elderly people who, you know, God forbid, need to end up in a hospital from a nursing home. They've blamed NDIS patients for taking up beds. This is just appalling and it's just another example of the State Government losing control of health, and the embattled Health Minister, she's busy hiding figures because she knew they were so dire. And we've got the worst ambulance ramping in the country – 42 per cent. I mean, do something about that. That's what she needs to be doing instead of stalking people's Facebook pages.

SCOTT EMERSON:

All right, Ros Bates. Look, we're not going to let this issue drop. I know the Opposition won't. There is a crisis out there in health and we'll keep making sure we highlight these problems out here despite this government being completely in denial. But thank you for joining us here on Drive this afternoon.

ROS BATES:

Thanks, Scotty. Always a pleasure.

[ENDS]

DOH DISCLOSURE LOG

Joanne Mitchell

From: Matthew Stirling
Sent: Wednesday, 1 June 2022 5:06 PM
To: Michael Augustus; Trinette Stevens; Melissa Mangan
Cc: QAS Media
Subject: Aaron Harper Tsv post

Categories: All QAS Media Team

<https://www.facebook.com/aaron.harper.thuringowa/posts/pfbid0ohhD8i3PARf2yBrcJz7sRqrJo6wDVqdwaZ6zZmcYapxLApZjfcxt1jnrhRiAr1>

RTI Release

DOH DISCLOSURE LOG

Aaron Harper MP 58 mins

Fake news from the LNP & Townsville Bulletin claiming ramping was happening last night at our Townsville Hospital.

Here is the QAS response and from the Minister.

Townsville Hospital

The Queensland Ambulance Service last night had received inquiries that ambulances have had excessive waits to unload patients at Townsville Hospital today. We can assure the community that this is simply not true with the average time to handover a patient approximately 35 minutes.

The QAS continues to work closely with our partners in the Hospital and Health Services to reduce patient transfer delays and increase paramedic availability to respond to emergency cases in the community and provide the most appropriate care and response. We are committing to ensuring the best possible outcome for Queensland patients given the current system demand pressures being experienced by all ambulance organisations across the country.

Queensland Ambulance Service (QAS) Townsville Hospital and Health Service Yvette D'Ath MP



ramping claims

The LNP has been caught out spreading fake claims about Queensland Ambulance Service (QAS) in Townsville overnight.

Health Minister Scott Brash and QAS has been asked to correct Queensland's false claim of roadblocks that are causing a ramping situation at Townsville Hospital.

There were no roadblocks or queues of ambulances waiting to unload patients at Townsville Hospital on Friday, the Minister says.

Mr Brash said 100 per cent of patients still transfer from ambulances at a rate of 90 per cent.

QAS already has a ramping support car for claims and apologise for the misleading



and do control the traffic flow.

The QAS have the primary priority of ambulance arrivals and patients are always being taken into hospital with always be present at the hospital at handover points.

"It is not possible to have a ramping situation at the hospital because the ambulance service is not ramping patients into the hospital."

"The QAS have the primary priority of ambulance arrivals and patients are always being taken into hospital with always be present at the hospital at handover points."

"It is not possible to have a ramping situation at the hospital because the ambulance service is not ramping patients into the hospital."

As a result, the QAS have the primary priority of ambulance arrivals and patients are always being taken into hospital with always be present at the hospital at handover points."

14

5 comments 3 shares

Like

Comment

Share

Most relevant

Write a comment...

Brenda Collins Nicholson I have been up to the hospital a lot the last few months and there is always ambos waiting on the side of the walk and very busy...

Like Reply 58 m

Most relevant is selected, so some comments may have been filtered out.

DOH DISCLOSURE LOG



Matt Stirling

Media Coordinator

Media and Corporate Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health

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DOH DISCLOSURE LOG

Joanne Mitchell

From: Matthew Stirling
Sent: Wednesday, 1 June 2022 5:14 PM
To: QAS HQ All Media Team
Subject: Townsville Bulletin: Pollies come to blows over hospital ramping issues

Importance: High

Categories: All QAS Media Team



<https://www.townsvillebulletin.com.au/news/townsville/pollies-come-to-blows-over-hospital-ramping-issues/news-story/f98335d87342d1feb14be608a119c3bd>

News › Townsville

Pollies come to blows over hospital ramping issues

The government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

Ashley Pillhofer

 @ashpillhofer  2 min read June 1, 2022 - 5:07PM Townsville Bulletin

0 comments

RTI Release

DOH DISCLOSURE LOG

THE government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital.

This comes as a health source describes the conditions at the hospital on Monday as "bedlam" with more than 10 ambulances waiting to discharge patients at one point and quarterly data shows ambulance patients are spending longer waiting to be admitted as the facility struggles to meet demand.

A Facebook post from Opposition Leader David Crisafulli on Tuesday sent the health minister Yvette D'Ath onto the offensive on Wednesday.

The post included photos from 7News' 6pm bulletin that night which showed a number of ambulances allegedly ramped outside the hospital on Monday.



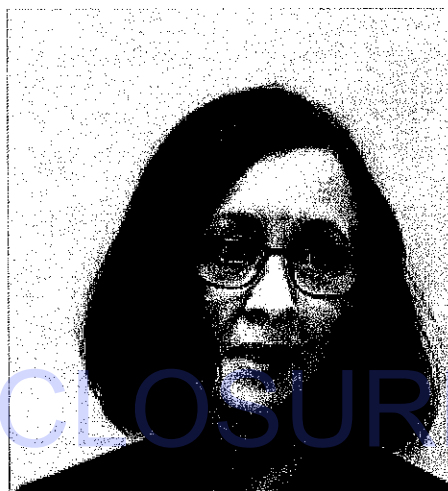
Photos aired on 7News on Tuesday were shared by Opposition Leader David Crisafulli and have led to a political tit-for-tat over health services in the city. The pictures reportedly show ambulances ramped outside the hospital about 6.50pm on Monday night.

In a scathing public rebuttal Ms D'Ath said the post was "completely misleading" and cited positive statistics from Tuesday which showed the hospital performed well above its average.

This is despite the pictures appearing prominently in news articles which clearly stated they were taken on Monday.

On Wednesday the minister brushed off questions when asked why her rebuttal referred to statistics from Tuesday, when the images were from Monday.

Opposition Health Minister Ros Bates accused Ms D'Ath of lying and using the Queensland Ambulance Service for "political gain".



DOH DISCLOSURE LOG

Ms D'Ath's team confirmed the Queensland Ambulance Service provided the data for their media release related to the conditions at Townsville University Hospital on Tuesday.

Both her office and the Queensland Ambulance Service refused to release comparative data for Monday following requests from the Bulletin.

Despite refusing to release the data, a QAS spokeswoman said the hospital's performance on Monday was "even better" than on Tuesday.

But later in the day, the statement was walked back and QAS said the performance was "comparable".

While the minister boasted in a media release that on Tuesday 93 per cent of patients at Townsville Hospital were transferred off stretcher within the recommended 30 minutes, the media statement did not include more accurate quarterly data which shows between January and March this year just 83 per cent of patients met this performance metric.


Townsville Hospital and Health Service Chief Executive Kieran Keyes said the facility was experiencing capacity issues on Tuesday due to inpatient capacity.

"As a health service, we continue to monitor demand on our inpatient units and emergency departments to ensure we can respond to these ongoing pressures," he said.

A Queensland Ambulance Service spokesperson said there was increased workload and demand on Monday.

"Mondays are traditionally the busiest day of the week for ambulance stations across the state," they said.

Stay informed
Here are all the ways you can find news from the Townsville Bulletin



ashley.pillhofer@news.com.au



Matt Stirling

Media Coordinator

Media and Corporate Communications | Office of the Commissioner
Queensland Ambulance Service | Department of Health

Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron, Q 4031
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QAS Media

From: QAS Media
Sent: Thursday, 2 June 2022 8:35 AM
Subject: QAS Media Report - Thursday, 2 June 2022
Attachments: Ministerial Media Statements 1062022 - Crisafulli caught out on false ramping claims.pdf; QAS Media Report - 2062022.pdf

Island Ambulance Service

Media Report

Thursday, 2 June 2022

ues

Health Minister responds to opposition's ramping claims

media

DOH DISCLOSURE LOG

RTI Release

Bulletin: Pollies come to blows over hospital ramping issues

Government has refused to release health data as politicians play tit-for-tat over serious capacity issues at Townsville University Hospital. A health source describes the conditions at the hospital on Monday as "bedlam" with more than 10 ambulances waiting to discharge. At one point and quarterly data shows ambulance patients are spending longer waiting to be admitted as the facility struggles to ramp up.

A Facebook post from Opposition Leader David Crisafulli on Tuesday sent the health minister Yvette D'Ath onto the offensive on

RTI Release

DOH DISCLOSURE LOG

ly. The post included photos from 7News' 6pm bulletin that night which showed a number of ambulances allegedly ramped out on Monday. In a scathing public rebuttal Ms D'Ath said the post was "completely misleading" and cited positive statistics from Tuesday which showed the hospital performed well above its average. This is despite the pictures appearing prominently in news articles which were taken on Monday. On Wednesday the minister brushed off questions when asked why her rebuttal referred to statistics from Tuesday when images were from Monday. Opposition Health Minister Ros Bates accused Ms D'Ath of lying and using the Queensland Ambulance Service to "gain". Ms D'Ath's team confirmed the Queensland Ambulance Service provided the data for their media release related to the performance at Townsville University Hospital on Tuesday. Both her office and the Queensland Ambulance Service refused to release comparative data for Monday following requests from the Bulletin. Despite refusing to release the data, a QAS spokeswoman said the hospital's performance was "even better" than on Tuesday. But later in the day, the statement was walked back and QAS said the performance was "comparable" to Tuesday. The minister boasted in a media release that on Tuesday 93 per cent of patients at Townsville Hospital were transferred off stretchers within 30 minutes, the media statement did not include more accurate quarterly data which shows between January and March only 3 per cent of patients met this performance metric. Townsville Hospital and Health Service Chief Executive Kieran Keyes said the performance was impacted by capacity issues on Tuesday due to inpatient capacity. "As a health service, we continue to monitor demand on our inpatient and emergency departments to ensure we can respond to these ongoing pressures," he said. A Queensland Ambulance Service spokeswoman said the increased workload and demand on Monday. "Mondays are traditionally the busiest day of the week for ambulance stations across Queensland," she said.

<https://www.townsvillebulletin.com.au/news/townsville/pollies-come-to-blows-over-hospital-ramping-issues/news-35d87342d1feb14be608a119c3bd>

DOH DISCLOSURE LOG

RTI Release

DOH DISCLOSURE LOG



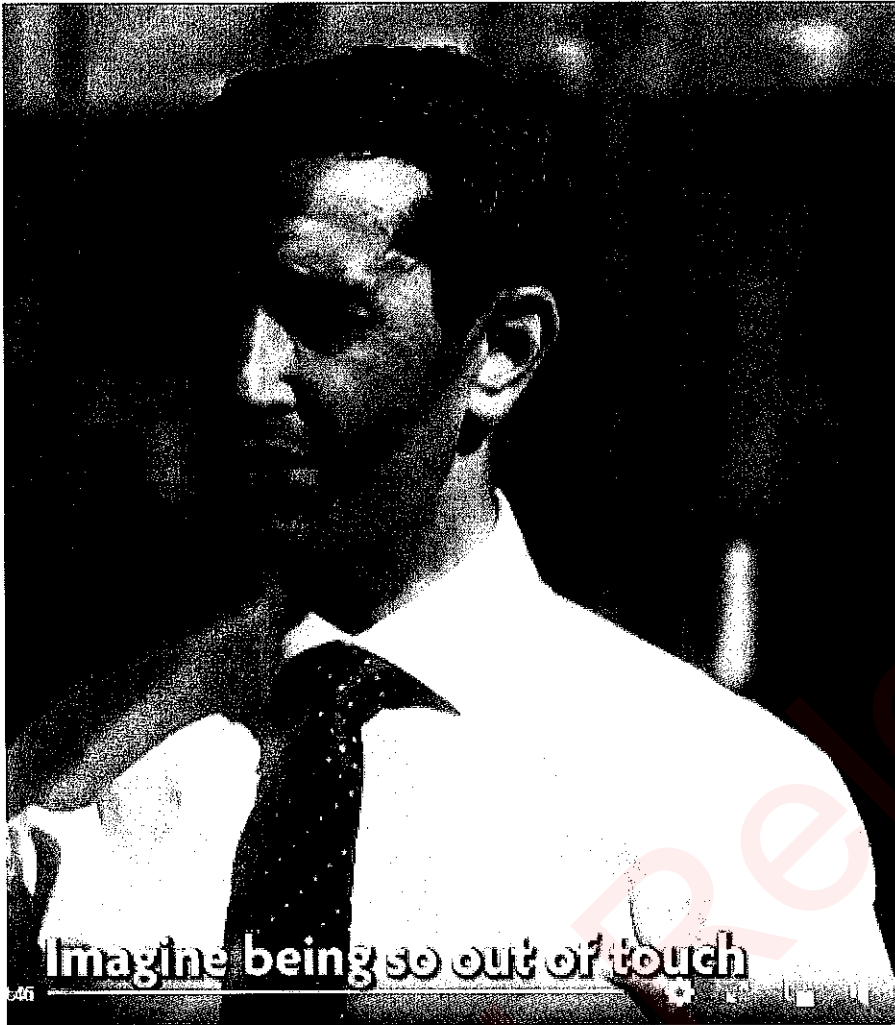
media

RTI Release

DOH DISCLOSURE LOG

David Crisafulli MP

er is more concerned about who is on the Olympic board than having enough hospital Queenslanders.



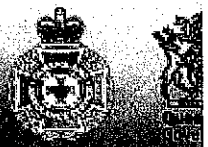
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The Queensland Cabinet and Ministerial Directory

Crisafulli caught out on false ramping claims

Published Yesterday at 09:33 AM

Minister for Health and Ambulance Services

The Honourable Yvette D'Ath

The LNP has been caught out spreading false claims about Queensland Ambulance Service (QAS) in Townsville overnight.

Health Minister Yvette D'Ath said QAS had been forced to correct David Crisafulli's false claims on social media that ambulance ramping was occurring at Townsville Hospital.

"There were no excessive wait times in unloading patients at Townsville Hospital on Tuesday," the Minister said.

"On Tuesday in Townsville, patient off stretcher time was at a very high 93 per cent.

"David Crisafulli should immediately correct his false claims and apologise to the hardworking paramedics and hospital staff in Townsville.

"The QAS were shocked and disappointed to see the post and felt the need to put out their own social media last night to put the truth out there.

"QAS shouldn't have to spend their time correcting false statements made by the LNP and the Leader of the Opposition.

"The LNP need to stop posting photos of ambulances at hospitals as somehow evidence of ramping when ambulances will always be parked at some point to hand over patients.

"This is not evidence that ambulances have been there for longer than the recommended time.

"We recognise that we do have delays at our hospitals in busy times but putting out these false claims as a political stunt is unacceptable.

"It's even more shameful that someone who once purported to represent the Townsville community has let them down again."

According to QAS there were no issues on Tuesday with ambulance turn around at Townsville Hospital, which remains one of the best performing hospitals in Queensland.

The average patient off stretcher time in Townsville on Tuesday was 35 minutes, including make ready time for the next response.

There was around 40 minutes of lost time at Townsville Hospital on Tuesday over a 24-hour period.

There were no community response delays during the hospital's busiest period.

ENDS

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