DOH RTI 3907

21/02/2021	01:44:10	1112	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 21/02/2021 01:37:56, Arrive Destination Time: 21/02/2021 01:44:10	1STELOV
21/02/2021	01:47:52		Read Comment		Comment for Incident 567 was Marked as Read.	12MITRID
21/02/2021	01:57:14		Read Comment		Comment for Incident 567 was Marked as Read.	1PAUAND
21/02/2021	01:57:50		UserAction		User clicked Exit/Save	1STELOV
21/02/2021	01:57:55		UserAction		User clicked Exit/Save	1PAUAND
21/02/2021	02:02:56		UserAction		User clicked Exit/Save	12MITRID
21/02/2021	02:04:21		UserAction		User clicked Exit/Save	1SHABUR
21/02/2021	02:05:09		Read Comment		Comment for Incident 567 was Marked as Read.	1SHABUR
21/02/2021	02:05:50		UserAction		User clicked Exit/Save	1SHABUR
21/02/2021	02:08:49		Incident Late		Active Incident marked as late	
21/02/2021	02:16:13	1107	Patient off Stretcher		1107 transport mode changed to Off Stretcher	1STELOV
21/02/2021	02:36:30	1112	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1STELOV
21/02/2021	02:36:30	1112	Disposition	Riverside Bvd & Creekwood Way	A Case Completed	1STELOV
21/02/2021	03:04:29	1107	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1PAUAND
21/02/2021	03:04:29	1107	Disposition	Riverside Bvd & Creekwood Way	A Case Completed	1PAUAND
21/02/2021	03:04:29	1107	Response Closed	Riverside Bvd & Creekwood Way	Response Disposition: A Case Completed	1PAUAND
21/02/2021	03:04:31		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A008878, Status: Closed	ICEMS
21/02/2021	05:36:37		Read Comment		Comment for Incident 567 was Marked as Read.	1SHABUR
21/02/2021	05:37:07		UserAction		User clicked Exit/Save	1SHABUR

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
21/02/2021	01:10:10	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:10:14	City	ARTARMON	DOUGLAS	Updated City	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:10:14	City	ARTARMON	DOUGLAS	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:10	Address	(Blank)	RIVERSIDE & C*	New Entry	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Division		1 Townsville	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Battalion		1 Townsville	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Response_Area		1 Townsville	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Address	RIVERSIDE & C*	RIVERSIDE BVD & CREEKWOOD WAY	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Latitude	0	70679263	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:15	Longitude	0	33251689	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:23	Location_Name	B		(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:36	Caller_Name		Irrelevant	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:11:37	ProQaCaseNumber		16751567	(Response Viewer)	Incident	PA102	1CAMHOB
21/02/2021	01:13:07	Problem		RTC NOT ALERT MULTI PT	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:07	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:07	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:07	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:07	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:08	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:08	Priority_Number	0	2	Updated by ProQA	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:08	Determinant		29D09V	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:08	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:08	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/2021	01:13:09	Pickup_Map_Info	(Blank)	TVL44F19		Response_Transports	KEDCADQASCXA051	CAMHOB
21/02/2021	01:13:09	Map_Info		TVL44F19		Response_Master_Incident	KEDCADQASCXA051	CAMHOB
21/02/2021	01:13:13	Read Call	False	True	(Response	Response_Master_Incident	PA107	1STELOV

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21/02/202101:14:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202101:14:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202101:15:22	Priority_Description	1B	1A	Patient Condition	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	Priority_Number	2	1	Patient Condition	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	Current_UnitRespPriorityDesc	1112: 1B	1A	Patient Condition	Response_Vehicles_Assigned	PA102	1CAMHOB
21/02/202101:15:22	Current_UnitRespPriorityDesc	1511: 1B	1A	Patient Condition	Response_Vehicles_Assigned	PA102	1CAMHOB
21/02/202101:15:22	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	Problem	RTC NOT ALERT MULTI PT	RTC ALOC AB BREATH MULT PT	Updated by ProQA	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	Determinant	29D09V	29D08V	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:15:22	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:16:34	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1STELOV
21/02/202101:18:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202101:20:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202101:20:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12MITRID
21/02/202101:21:43	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:21:43	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA102	1CAMHOB
21/02/202101:22:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:23:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1GORMCG
21/02/202101:28:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1CAMHOB
21/02/202101:33:24	Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA051	STELOV
21/02/202101:33:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA417	4KAROCO
21/02/202101:37:56	Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA051	STELOV
21/02/202101:42:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202101:47:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12MITRID
21/02/202101:57:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
21/02/202102:05:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
21/02/202105:36:37	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR

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DOH DISCLOSURE LOG

DOH RTI 3907

Townsville Local Ambulance Service Network

Authority:

By authority of Robbie Medlin, Assistant Commissioner, Townsville LASN.

Executive Summary:

The Brisbane Operation Centre (QEOC) received a request for service via the 000 system at 0702hrs on 23 February 2021.

This request was in relation to a Road Traffic Crash (RTC) that had occurred on the Flinders Highway at Dotswood, approximately 44 kilometres East of Charters Towers and 90 kilometres South West of Townsville between a heavy vehicle and a small hatchback car.

Information received from the scene indicated that this was a high mechanism incident, that had resulted in catastrophic damage to the small hatchback resulting in both vehicles leaving the roadway and coming to rest in a ditch on the road embankment.

Informants on scene advised that the driver of the hatchback had been ejected from the vehicle and was deceased. There was also an unconscious female child trapped in the rear of the hatchback that was possibly in cardiac arrest. The informant also advised that the driver of the truck had sustained leg injuries in the incident.

QEOC passed the incident to the Townsville Operations Centre (TSV OpCen) at 0707hrs for dispatching.

The TSV OpCen dispatched one unit from Charters Towers at 0708hrs and a second unit from Townsville station at 0709hrs. The duty SOS was advised of the incident at 0723hrs and was dispatched to the incident at 0734hrs.

The TSV OpCen advised Retrieval Service Queensland (RSQ) of the incident at 0716hrs and the Northern Zone Clinical Coordinator (NZCC) approved the tasking of the Townsville based Rescue Helicopter (Rescue 521) at 0723hrs.

Rescue 521 was delayed by 48 minutes in getting airborne, as they had to wait for the dayshift Careflight doctor to commence his shift. Rescue 521 responded to the incident at 0811hrs arriving on scene 16 minutes later at 0826hrs.

The first Queensland Ambulance Service (QAS) unit from Charters Towers arrived on scene at 0735hrs confirming shortly after that there was a deceased adult female and CPR was being performed on the child.

The Charters Towers paramedics continued resuscitation efforts with the assistance of a nurse and other emergency service personal on scene until assisted by the Townsville crew arriving on scene at 0759hrs.

After an extensive resuscitation effort, resuscitation was ceased and the patient was declared deceased at 0831hrs.

A deceased adult female and deceased female child were left in the custody of Queensland Police Service (QPS), and the 42 year old male truck driver was flown to Townsville University Hospital (TUH) by Rescue 521.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 13935030.

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The review will examine ambulance operations prior to, during and following the response.

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

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by A/Senior Clinical Educator Irrelevant a Critical Care Paramedic (CCP) level clinician. Review 29909, 29910 and 29911 are attached. The review found that;

29909 – Truck Driver; High speed RTC with fatalities. Male patient, driver of the truck transported by Rescue 521 under care of Life Flight Medical Officer and Flight Paramedic, fractured leg. Narrative provides wholistic overview of incident, transported patients treatment and vital signs, full case detail with life flight documentation. The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

29910 – Adult Female; High speed RTC with fatalities. Nil active management performed by attending QAS. Documentation identifies obvious significant injuries incompatible with life however no description of those injuries. The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard within ECLIPSE with a CSO to have an informal discussion with crew regarding provision of some detail on EARF of injuries to support withholding resuscitation.

29911 – Female Child; High speed RTC with fatalities. Prolonged resuscitation attempt of child. All cares and attempted cares reasonable and within guidelines of Resuscitation CPG 2.8.6 Traumatic. Clinical consult and advice line contacted with advice to prolong efforts till Life Flight Medical Officer on scene. Well documented EARF. The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

State OpCen ProQA:

Nil review undertaken as part of this SIR.

Incident Review/Investigation:

- **Scope:**
  This Significant Incident Review is to evaluate the QAS response to a fatal RTC that occurred on the Flinders Highway at Dotswood between Charters Towers and Townsville involving a heavy vehicle and a car on 23 February 2021.

  This review has been conducted to ensure that the most appropriate resources were dispatched as outlined by QAS policies, the QAS response to the incident was adequate and acceptable and that the patients received clinical care as outlined in the QAS Clinical Practice Guidelines and Clinical Practice Procedures.

- **Background:**
  The QEOC received a request for service via the 000 system at 0702hrs on 23 February 2021. This request was in relation to an RTC between a West bound heavy vehicle and an East bound small hatchback car on the Flinders Highway at Dotswood, between Charters Towers and Townsville.

  The initial information received from scene was this was a significant incident and that the small hatchback car had sustained catastrophic damage, with both vehicles coming to rest off the highway in a ditch on the road embankment.

  The informant also advised the driver of the hatchback had been ejected from the vehicle and was possibly deceased on the side of the road.

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The incident was assigned Incident Number 13935030, MPDS code 29D06V, RTC Arrest Multiple Patients, a 1A response and placed in the queue for dispatch at 0707hrs, with QEOC passing the incident to the TSV OpCen for dispatching.

The TSV OpCen dispatched one unit from Charters Towers station at 0708hrs and one unit from Townsville station at 0709hrs. Charters Towers 1101 with ACP Irrelevant and ACP Irrelevant responded from Charters station at 0710hrs and Townsville 1103 with ACP Irrelevant and ACP Irrelevant responded from Townsville station at 0712hrs.

Irrelevant

This information was updated by a QPS unit on scene that the female child was in cardiac arrest with no CPR being performed and a Irrelevant male truck with lower leg injuries. This was again updated a short time later, to advise that the child could be alive as they had taken a breath, this again updated a short time late to confirm that CPR was being performed by an off duty registered nurse on scene. This information was passed on to the responding crews at 0723hrs.

The TSV OpCen, Operations Centre Supervisor (OCS) contacted RSQ at 0716hrs advising them of the incident. The NZCC tasked Rescue 521 from Townsville to the incident at 0723hrs. There was a 48-minute delay in Rescue 521 getting airborne while the helicopter waited for the dayshift Careflight doctor to commence their shift.

Rescue 521 was airborne from Townsville at 0811hrs arriving on scene 16 minutes later at 0826hrs.

The first QAS unit Charters Towers 1101, arrived on scene at 0735hrs and confirmed a short time later that there was a vehicle in the ditch and that CPR was being performed. Charters Towers 1101 provided a further sitrep at 0756hrs confirming one deceased and CPR being performed on the paediatric patient.

Townsville 1103 arrived on scene at 0759hrs and assisted with resuscitation efforts on scene, the crews contacted the TSV OpCen at 0819hrs to confirm that CPR has been performed for 40 minutes with the patient still in asystole, and had been for the duration of the resuscitation effort, the truck driver was possibly injured.

The treating officers on scene contacted the QAS Clinical Consult Line at 0821hrs seeking to cease resuscitation efforts, as the patient was in asystole with a down time exceeding 40 minutes. This was declined, and the crews instructed to continue resuscitation until the flight doctor arrived on scene.

Resuscitation efforts ceased at 0831hrs with the patient declared deceased and a ROLE form completed. A ROLE was completed for the adult female and both patients left in the custody of QPS.

The Irrelevant male truck driver was treated on scene for lower leg injuries prior to being flown to TUH by Rescue 521 at 0917hrs.

- **Timeline:**

0702hrs	000 call received.
0707hrs	Incident placed in dispatch queue.
0708hrs	Assigned to Charters Towers 1101
0709hrs	Assigned to Townsville 1103.
0710hrs	Charters Towers 1101 mobile to incident.
0710hrs	Incident send to QFES via ICEMS.
0710hrs	Incident send to QPS via ICEMS.
0711hrs	ICEM: QPS mobile to incident.

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0712hrs	Townsville 1103 mobile to incident.
0713hrs	OCS Contact SOS: Message leave
0715hrs	ICEMS: QFES mobile to incident.
0716hrs	QPS on scene; possibly 2-persons decease, nil CPR.
0716hrs	RSQ advised of incident by TSV OpCen.
0723hrs	Duty SOS contact OCS, updated on incident.
0723hrs	Rescue 521 accepts tasking.
0724hrs	CDS advise PSDU of incident
0734hrs	TSV OpCen send Major Incident page to LASN.
0734hrs	Townsville duty SOS assigned to incident.
0735hrs	Charters Towers 1101 on scene.
0745hrs	TSV OpCen OCS advised Charters Towers Hospital of incident.
0746hrs	Sitrep 1101: deceased patient and CPR on paediatric.
0748hrs	ICEMS: QFES on scene.
0755hrs	RSQ update doctor at hanger
0757hrs	OCS contact SOS: Leave resources as is for incident.
0759hrs	Townsville 1103 on scene.
0811hrs	Rescue 521 airborne to incident.
0811hrs	OCS updates Charters Towers Hospital.
0820hrs	SOS on scene.
0819hrs	Sitrep 1103: CPR 40 minutes, patient in asystole has been for 40 minutes.
0821hrs	QAS Clinical Consult Line contacted; continue CPR until helicopter arrives.
0825hrs	Charters Towers Hospital updated.
0826hrs	Rescue 521 on scene.
0831hrs	Resuscitation ceased.
0833hrs	Sitrep: assessing truck driver.
0835hrs	LASN update page send.
0905hrs	TSV OpCen advised Charters Towers Hospital, nil patients to them.
0917hrs	Rescue 521 departs scene for TUH.
0928hrs	Charters Towers 1101 cleared from incident.
0930hrs	Townsville 1103 cleared from incident.
0931hrs	Rescue 521 arrived TUH.
0950hrs	SOS cleared from incident.
0958hrs	Rescue 521 cleared from incident.

- **Review:**
A review of the iROAM data, CAD data, AVL data and mapping distance data was undertaken as part of this review.

The incident was approximately 44kms East of Charters Towers and 80kms South West of Townsville, with the closest ambulance being located at Charters Towers.

iROAM data shows that Charters Towers 1101 was the closest and only unit available for dispatch in Charters Towers. The nature of the incident indicated that additional units would be required for this incident. The only other available unit at Charters Towers were two officers on emergency availability (EA).

The dispatching EMD chose to send the additional units from Townsville with a road-based response as well as an aeromedical response dispatched from Townsville. This allowed the EA units to remain in Charters Tower and provide operational coverage to the community.

This was the correct decision based on ensuring operational coverage to the Charters Towers community and the nature of the incident indicated that these patients would have required transport to higher level of care as provided at TUH.

RSQ was advised of the incident at 0716hrs with the NZCC approving the tasking of the Townsville based helicopter, Rescue 521 at 0723hrs.

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There was a 48-minute delay in Rescue 521 getting airborne for this incident as the decision was made to wait for the dayshift Careflight Doctor to commence their shift at 0800hrs prior to the helicopter launching.

Rescue 521 was airborne from Townsville airport at 0811hrs arriving on scene 16 minutes later at 0826hrs.

The clinical review of the incident found that:
29909 – Truck Driver; that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.
29910 – Adult Female; that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is mark as At Standard within ECLIPSE with a CSO to have an informal discussion with crew regarding the provision of some detail on EARF of injuries to support withholding resuscitation.
29911 – Female Child; that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

The call was received at 07.02.49hrs and placed in the dispatch queue 4.57 minutes later at 07.07.46hrs

The 4.57-minute delay from when the call was received by QEOC and the incident being placed in the dispatch queue for the TSV OpCen, occurred as the original informant, being the driver of the truck, was unaware of his location.

The original informant advised the call taker, that he was between Townsville and Charters Towers, he was unsure of the exact location as he hadn't driven this route previously. The call taker attempted to narrow down the area of the incident by asking the driver different locations, it wasn't until another person came to check on the truck driver that they were able to confirm the exact location.

The incident was placed in the dispatch queue at 07.07.46hrs and was dispatched to the primary unit 17 seconds later at 07.08.03hrs, with the secondary unit assigned 1.51 minutes later at 07.09.54hrs.

Charters Towers 1103 was mobile 2.25 minutes later at 07.10.28hrs and Townsville 1103 mobile 2.20 minutes later at 07.12.15hrs.

The first QAS unit arrived on scene at 07.35.17hrs, 32.28 minutes after the call was received by QEOC and 27.30 minutes after the been placed in the dispatch queue.

Rescue 521 arrived on scene 1 hour 3 minutes after being tasked.

The QAS paramedic resuscitation effort on the 8-year-old female lasted 53 minutes prior to being terminated.

The Irrelevant truck driver arrived at TUH 2.27hrs after the 000 call was received.

The Townsville duty SOS was advised of the incident 16 minutes after the call was received by the TSV OpCen and the major incident notification was sent 27 minutes after the TSV OpCen received the incident.

- **Outcomes:**
  49 year old female declared deceased on scene.
  8 year old female declared deceased on scene.
  Irrelevant male flown to TUH with lower leg injuries.

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- **Post OIRR actions:**
  ECLIPSE review conducted
  SIR Complete
  Priority One Support for Staff

Review Recommendations:

CSO to have an informal discussion with crew regarding provision of some detail on EARF of injuries to support withholding resuscitation.

Nil other QAS recommendations

Appendix of relevant documents/files:

- IDR 13935030
- DARF 503179934 – Irrelevant
- DCARF – Irrelevant
- ROLE Form – Irrelevant
- ECLIPSE Review 29910 – Irrelevant
- DARF 503180165 – Irrelevant
- DCARF – Irrelevant
- ROLE Form – Irrelevant
- CORPLUS Summary – Irrelevant
- ECLIPSE Review 29911 – Irrelevant
- DARF 503179906 – Irrelevant
- ECLIPSE Review 29909 – Irrelevant
- iROAM Data
- CAD Data
- AVL Track Charters Towers 1101
- AVL Track Townsville 1103
- Mapping Information – Charters Towers station to Incident
- Mapping Information – Townsville station to Incident
- Cluster & Charters Towers Roster information

LASN Endorsement

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

Role	Name	Position	Signature	Date
Reviewer	Robbie Medlin	Assistant Commissioner	Irrelevant	01/03/21
Endorsed	Dee Dutton- Taylor	Deputy Commissioner		

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **13935030**
ProQA number: **16761769**
Console name: **QA514**
Incident Date: **23/02/2021 07:02:49**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1A	**Problem:**	RTC ARREST MULTI PATIENTS
Determinant:	29D06V	**Agency:**	QAS
Base Response#:	107920	**Jurisdiction:**	1 Townsville Coastal
Confirmation#:	00205799	**Division:**	1 Charters Towers
Taken By:	Irrelevant	**Battalion:**	1 Charters Towers
Response Area:	1 Charters Towers	**Response Plan:**	1A
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 3 CHARTERS TOWERS
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	33402771	**Latitude:**	70104479
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:	TOWARDS CHARTERS TOWERS	**County:**	CHARTERS TOWERS
Address:	8588 FLINDERS HWY	**Location Type:**	Waterway
Apartment:		**Cross Street:**	UNNAMED DOTSWOOD RD/UNNAMED MINGELA RD
Building:		**Map Reference:**	8258
City, State, Zip:	DOTSWOOD QLD 4816		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	23/02/2021	07:02:49	
1st Key Stroke	23/02/2021	07:02:49	
In Waiting Queue	23/02/2021	07:07:46	
Call Taking Complete	23/02/2021	07:36:07	Irrelevant
1st Unit Assigned	23/02/2021	07:08:03	
1st Unit Enroute	23/02/2021	07:10:28	
1st Unit Arrived	23/02/2021	07:35:17	
Closed	23/02/2021	09:58:23	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:04:57
Call Taking	00:33:18
In Queue to 1st Assign	00:00:17
Call Received to 1st Assign	00:05:14
Assigned to 1st Enroute	00:02:25.8
Enroute to 1st Arrived	00:24:49.0
Incident Duration	02:55:34

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1101	07:08:03	Advice Only	07:10:28		07:35:17			09:28:30			
B1103	07:09:54	Advice Only	07:12:15		07:59:56			09:30:14			
R8521	07:23:34	A Case Completed	08:11:07		08:26:24			09:58:23			
B1518	07:34:20	A Case Completed	07:36:19		08:20:21			09:50:34			

Personnel Assigned

Unit	Name
1101	Irrelevant
1103	
1518	
8521	

Pre-Scheduled Information
No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
8521	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Gold	Pre Hosp - patient condition	0.0/0.0/0.0	09:17:00	09:31:05	09:58:23

Comments

Date	Time	User	Type	Comments
23/02/2021	07:07:46	5RACHIN	Response	[ProQA Dispatch] Dispatch Level: 29B05 (Unknown status/Other codes not applicable) Suffix: V (Multiple patients) Response Text: 1C QPS QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: TRUCK VS CAR - TRUCK INTO DITCH
23/02/2021	07:07:46	5RACHIN	Response	[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is not required. 3. Chemicals or other hazards are not involved. 4. It's not known if anyone is trapped. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding.
23/02/2021	07:08:04	PS	Response	[Page] Dispatch page sent to Unit:1101, Sent From: KEDCADQASPIS01
23/02/2021	07:08:14	1DAVBEI	Response	HOW FAR OUT OF CHARTERS TOWERS? (APPROX IF KNOWN)
23/02/2021	07:08:52	5RACHIN	Response	[Notification] [QAS]-60KM OUT OF CHARTERS TOWERS - GETTING FURTHER INFORMATION ON LOCATION
23/02/2021	07:09:38	1DAVBEI	Response	? MAYBE CLOSER TO TSV / HALF WAY TO TSV - WILL SEND TSV UNIT AS

RTI Release
DOH DISCLO

DOH RTI 3907

				WELL
23/02/2021	07:09:54	PS	Response	[Page] Dispatch page sent to Unit:1103, Sent From: KEDCADQASPIS01
23/02/2021	07:10:28	5RACHIN	Response	>FIRE-Q,POL-Q> [Private] UNK HAZ ENTRAPMENTS
23/02/2021	07:10:28	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-A009263
23/02/2021	07:10:29	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q21-A009263
23/02/2021	07:10:48	ICEMS	Response	[Appended, 07:12:00] [POL-Q] Exact Lat/Lon=D19.9059/D146.58128
23/02/2021	07:10:48	ICEMS	Response	[Appended, 07:12:00] [POL-Q] Contact at scene. Irrelevant Irrelevant
23/02/2021	07:10:48	ICEMS	Response	[Appended, 07:12:00] [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : INFT ADV 40KM BEFORE CHARTERS TOWERS, ON THE TOWNSVILLE SIDE. CAR VS TRUCK - INFT HAS JUST COME ACROSS THIS INCIDENT. INFT THINKS A FATALITY. DEAD FEMALE BESIDE THE ROAD - VEHICLE IS DOWN OFF THE ROAD. A TALL TRUCK IS OFF THE ROAD. INFT SOUNDS ELDERLY..
23/02/2021	07:10:48	ICEMS	Response	[Appended, 07:12:00] [POL-Q] Initial Incident Address information: VICINITY 8588-8588 FLINDERS HWY DOTSWOOD, CHARTERS TOWERS, QLD 4820
23/02/2021	07:10:48	1DAVBEI	Response	JUST CONFIRMING RTC IS BETWEEN TOWNSVILLE AND CHARTERS TOWERS ON THE FLINDERS HWAY
23/02/2021	07:10:58	ICEMS	Response	[Appended, 07:12:00] <POL-Q<FIRE-Q has been attached to the incident
23/02/2021	07:11:03	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
23/02/2021	07:11:16	ICEMS	Response	[Appended, 07:12:00] POL-Q EnRoute
23/02/2021	07:12:00	1DAVBEI	Response	Duplicate call appended to incident at 07:12:00
23/02/2021	07:12:01	1DAVBEI	Response	Address FLINDERS HWY verified by Latitude / Longitude [Shared]
23/02/2021	07:12:19	PS	Response	[Page] Dispatch page to Unit:1101 complete to PIN Irrelevant Message sent successfully.
23/02/2021	07:12:41	5RACHIN	Response	Irrelevant VI #LEG - WAS IN TRUCK IN DITCH - UNSURE OF OTHER PERSONS CONDITION IN VEHICLE
23/02/2021	07:13:06	1DAVBEI	Response	MESSAGE LEFT FOR SOS Irrelevant ABOUT CASE
23/02/2021	07:13:11	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
23/02/2021	07:14:23	5RACHIN	Response	[ProQA Reconfigure] Reconfigure Level: 29D06 (Arrest) Suffix: V (Multiple patients) Response Text: 1A QPS Age unknown, Gender unknown, Not Conscious, Breathing status UNCERTAIN. Multiple patients involved: 2.
23/02/2021	07:14:23	5RACHIN	Response	[ProQA: Key Questions] 6. Everyone is not completely awake (alert).
23/02/2021	07:14:25	1DAVBEI	Response	[Page] Units: 1103, Sent From: PA105, Radio Chans VHF 2 for Reid River & VHF 3 for Charters Towers
23/02/2021	07:15:24	1DAVBEI	Response	UNSURE IF FEMALE SIG 4 - UNTIL WE KNOW OCS WILL CALL RSQ TO SEE IF HELO CAN ATTEND
23/02/2021	07:15:36	ICEMS	Response	<POL-Q< CONFIRM FEMALE DECEASED AND CHILD STUCK IN THE CAR HOWEVER BELEIVE SHE IS DECEASED
23/02/2021	07:15:55	ICEMS	Response	FIRE-Q EnRoute
23/02/2021	07:15:56	ICEMS	Response	FIRE-Q EnRoute
23/02/2021	07:16:05	5RACHIN	Response	[Notification] [QAS]-72 X DECEASED ON SCENE - QPS ARE ON SCENE - NIL CPR IN PROGRESS AT THIS STAGE
23/02/2021	07:16:14	5BENTUR	Response	[Private] NZCC CONF WITH Q1 CCS
23/02/2021	07:16:57	5RACHIN	Response	CALLER THINKS BOTH PT
23/02/2021	07:17:16	ICEMS	Response	<POL-Q< CHILD MAYBE ALIVE JUST HAD A BREATH CODE 1 FOR QAS RECOMMEND
23/02/2021	07:17:54	ICEMS	Response	<FIRE-Q< CAN WE HAVE LOAD OF TRUCK PLEASE AND WHETHER THE CHILD IS ALIVE OR THE DECEASED PATIENT?
23/02/2021	07:18:25	1TINCAN	Response	>POL-Q> THANK YOU QPS WE HAVE A UNIT FROM CHARTERS TOWERS AND A UNIT FROM TSV LIGHTS AND SIRENS HEADING TO INCIDENT
23/02/2021	07:18:43	1DAVBEI	Response	>FIRE-Q,POL-Q> (Urgent) TRYING TO GET R521 NOW TO ATTEND AS WELL
23/02/2021	07:18:47	1JEMHOD	Response	ADV CREW OF UPDATE 1101
23/02/2021	07:19:28	1DAVBEI	Response	>FIRE-Q,POL-Q> IF ANYONE CAN GET A GPS COORD LET QAS KNOW - WHEN OUR CREW GETS ON SCENE I WILL GET OUR UNIT LOCATION BUT JUST TRYING TO SEE IF WE CAN GET A LOCATION BEFORE THAT
23/02/2021	07:19:41	ICEMS	Response	<POL-Q< UNKNOWN WHATS IN LOAD NOT A FUAL TRUCK - POSSIBLY GENERAL FREIGHT
23/02/2021	07:20:09	5BENTUR	Response	[Private] NZCC CONF WITH TSV D2 MO
23/02/2021	07:21:41	5RACHIN	Response	Irrelevant UNCONSCIOUS - TRYING TO CONFIRM BREATHING
23/02/2021	07:21:51	1DAVBEI	Response	SPOKE WITH TSV FLIGHT PARA ABOUT CASE SO HE IS AWARE
23/02/2021	07:21:52	ICEMS	Response	<POL-Q< TOLL TRUCK IS OFF THE ROAD WITH MINOR DAMAGE
23/02/2021	07:22:12	5RACHIN	Response	[Private] CALL DISCONNECTED
23/02/2021	07:23:00	1SCOGIL	Response	RANG AND SPOKE TO 1103 AND ADVISED DETAILS
23/02/2021	07:23:23	1DAVBEI	Response	SOS WP CALLED BACK AND GIVEN UPDATE
23/02/2021	07:23:24	5BENTUR	Response	[Notification] [QAS]-R521 ACCEPTED TASK - REQUESTING LAT/LONG FROM QPS IF ABLE
23/02/2021	07:23:33	ICEMS	Response	<POL-Q< NO PULSE ON YOUNG CHILD
23/02/2021	07:23:35	PS	Response	[Page] Dispatch page sent to Unit:8521, Sent From: KEDCADQASPIS01
23/02/2021	07:24:29	ICEMS	Response	<POL-Q< LAT 1989551, LONG 14659722, 40 K EAST OF CHARTERS TOWERS
23/02/2021	07:24:32	5RACHIN	Response	[Private] ATTEMPTED TO START CPR IN CHILD PT - CALL WAS DISCONNECTED - ATTEMPTED TO CALL BACK NIL ANSWER
23/02/2021	07:24:37	PS	Response	[Page] Dispatch page to Unit:8521 complete to PIN Irrelevant Message sent successfully.
23/02/2021	07:24:48	1DAVBEI	Response	>POL-Q> THANKS QPS
23/02/2021	07:24:56	5NICLEE	Response	[Private] Clinical Deployment Supervisor PSDU NOTIFIED
23/02/2021	07:25:01	1SCOGIL	Response	RANG AND SPOKE TO 1101 ADVISED DETAILS
23/02/2021	07:25:22	ICEMS	Response	Error sending Merge Incident Information, please call agency AMB-Q.
23/02/2021	07:25:24	1DAVBEI	Response	>FIRE-Q,POL-Q> R521 HAS ACCEPTED TASKING NOW - ETA UNK AS YET. QAS ATTEMPTING CPR ON CHILD BUT CALL HAS DROPPED OUT
23/02/2021	07:26:46	1DAVBEI	Response	Address 8588 FLINDERS HWY verified by Latitude / Longitude
23/02/2021	07:27:04	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
23/02/2021	07:27:05	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
23/02/2021	07:28:27	5RACHIN	Response	[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: 17 years
23/02/2021	07:29:39	ICEMS	Response	<POL-Q< DRIVER OF TRUCK SUSPECT BROKEN LEG 41YO MALE C & b JSON PHILLIPSON
23/02/2021	07:29:03	1DAVBEI	Response	[Notification] [QAS]-INC JUST ON THE TOWERS SIDE OF MINGELA
23/02/2021	07:29:26	5RACHIN	Response	[Notification] [QAS]-NURSE ON SCENE DOING CPR ON CHILD
23/02/2021	07:31:44	5NICLEE	Response	[Private] Clinical Deployment Supervisor 10 - CONFRENCED ON CALL - CHILD HAS BEEN FOUND WITH SEATBELT AROUND THE NECK, SIGNIFICANT BRUISING TO CHEST
23/02/2021	07:32:03	5NICLEE	Response	[Private] Clinical Deployment Supervisor - LACERATIONS TO HEAD

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23/02/2021	07:32:24	5BENTUR	Response	[Private] LAT/LON PROVIDED TO R521
23/02/2021	07:33:25	ICEMS	Response	<POL-Q< REGISTERED NURSE ATTEMPTING CPR ON YOUNG CHILD. NO RESPONSE AT THIS STAGE
23/02/2021	07:34:12	1DAVBEI	Response	MAJOR INC PAGE SENT
23/02/2021	07:34:21	PS	Response	[Page] Dispatch page sent to Unit:1518, Sent From: KEDCADQASPIS01
23/02/2021	07:34:34	PS	Response	[Page] Dispatch page to Unit:1518 complete to PIN Irrelevant Message sent successfully.
23/02/2021	07:34:36	5RACHIN	Response	[Notification] [QAS]-PT REQUIRES ADVANCED AIRWAY MANAGEMENT - BREATHS EFFECTIVE IN CPR
23/02/2021	07:35:43	1JEMHOD	Response	1101 SINGLE VEH IN DITCH FEMALE DOING CPR in progress
23/02/2021	07:39:21	ICEMS	Response	<POL-Q< IS THERE MORE THAN ONE AMBULANCE COMING TO SCENE AS THERE ARE TWO DECEASED
23/02/2021	07:40:53	1DAVBEI	Response	>POL-Q> QPS - YES ANOTHER TSV UNIT AND R521 ARE COMING
23/02/2021	07:45:10	1DAVBEI	Response	SPOKE WITH C/TOWERS HOSP Irrelevant WHEN WE GET AN UPDATE - QAS WILL CALL THEM AGAIN TO UPDATE
23/02/2021	07:45:21	1AMYBEL	Response	Irrelevant FROM CHARTERS TOWERS HOSP CALLED FOR INFO ABOUT PTS TO EXPECT - ADV THAT WILL GET OCS TO CALL BACK TO VERIFY IT WAS THE HOSP
23/02/2021	07:46:31	1JEMHOD	Response	1101 DECEASE PT AND CPR in progress ON PAED PT
23/02/2021	07:48:51	ICEMS	Response	FIRE-Q OnScene
23/02/2021	07:48:52	ICEMS	Response	FIRE-Q OnScene
23/02/2021	07:49:48	1DAVBEI	Response	TSV HELO STILL WAITING FOR DAY Irrelevant ETA
23/02/2021	07:50:06	1DAVBEI	Response	FLIGHT CCP AWARE OF UPDATES AS READING i ROAM ON CASE
23/02/2021	07:51:26	1DAVBEI	Response	>FIRE-Q,POL-Q> QPS \ QFES - CAN WE PLEASE GET A MESSAGE TO OUR C\TOWERS CREW ON SCENE - TSV UNIT ABOUT 10-15MINS AWAY AND R521 NIL ETA AS YET AS WAITING FOR DAY DOCTOR TO TURN UP BEFORE TAKING OFF
23/02/2021	07:53:30	ICEMS	Response	<FIRE-Q< QAS MSG PASSED AND MSG FROM QAS CREWS ONSC REQUESTED ADD RESOURCES
23/02/2021	07:55:09	5BENTUR	Response	[Notification] [QAS]-[Private] R521 DR JUST ARRIVING NOW - R521 READY TO LAUNCH SO SHOULD BE AIRBORNE SOON
23/02/2021	07:55:46	1DAVBEI	Response	TRIED TO CALL TSV SOS - WENT TO MESSAGE BANK
23/02/2021	07:57:23	1DAVBEI	Response	CALLED TSV SOS WILL LEAVE RESOURCING AS IS FOR CASE
23/02/2021	07:57:51	1DAVBEI	Response	>FIRE-Q> QFES THANK YOU - NO MORE ADDITIONAL RESOURCES ARE BEING SENT - TSV CREW ALMOST ON SCENE AND R521 JUST ABOUT TO TAKE OFF
23/02/2021	08:07:37	1DAVBEI	Response	>FIRE-Q,POL-Q> (Urgent) R521 HAS DEPARTED TSV AIRPORT FOR SCENE - NIL EXACT ETA AS YET, WILL UPDATE SOON - CAN EITHER QPS \ QFES ASSIST WITH SETTING UP LZ FOR AIRCRAFT
23/02/2021	08:09:38	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
23/02/2021	08:11:28	1DAVBEI	Response	CTH UPDATED
23/02/2021	08:11:37	ICEMS	Response	<POL-Q< CREWS ARE SORTING OUT LZ
23/02/2021	08:12:55	ICEMS	Response	<POL-Q< HI QAS. SITE CLEARED ON THE HWY EAST OF POLICE VEHICLES FOR LZ
23/02/2021	08:13:17	5BENTUR	Response	[Notification] [QAS]-R521 ETA 0824 TO SCENE
23/02/2021	08:13:33	5BENTUR	Response	Flight Following for 8521: [LAT]19°15'10.38"S[LON]146°46'23.91"E[ALT][HDG][SPD][ETA]0824[FUEL][SOB]5
23/02/2021	08:15:03	ICEMS	Response	<POL-Q< LZ CLEAR FOR HELICOPTER TO LAND
23/02/2021	08:15:45	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
23/02/2021	08:19:22	1DAVBEI	Response	CALL FROM 1103 - BEEN CPR FOR ABOUT 40 MINS ON Irrelevant F ASTYOLE FOR WHOLE TIME / TRUCK DRIVER ? NIL INJURIES
23/02/2021	08:19:28	1DAVBEI	Response	ADVISED CREW ON ETA OF HELO
23/02/2021	08:19:44	1DAVBEI	Response	>FIRE-Q,POL-Q> ETA OF HELO 0824
23/02/2021	08:25:20	ICEMS	Response	<POL-Q< HELICOPTER HAS JUST LANDED
23/02/2021	08:25:33	1SCOGIL	Response	[Private] Irrelevant FROM CTH RANG ASKING IF WE ARE TRANSPORTING ANY PTS TO THEM ADVISED NOT AT THIS STAGE
23/02/2021	08:33:04	1DAVBEI	Response	CHILD SIG 4
23/02/2021	08:33:22	1DAVBEI	Response	GOING TO ASSESS TRUCK DRIVER NOW SOME MORE > WILL Tx TO TUH BY R521
23/02/2021	08:35:13	1DAVBEI	Response	LASN UPDATE PAGE SENT
23/02/2021	08:41:19	1DAVBEI	Response	UPDATE - 47 YOM Tx BU r521 ? # R) LEG /// SEMI TRAILER V HOLDEN BARINA - FEMALE EJECTED OUT OF VEH CHILD IN VEH
23/02/2021	09:05:19	1DAVBEI	Response	ADVISED CTH NIL PTS WILL BE SENT TO THEM
23/02/2021	09:16:15	5BENTUR	Response	Flight Following for 8521: [LAT]19°53'43.88"S[LON]146°35'50.02"E[ALT][HDG][SPD][ETA]0932[FUEL]1HR40MINS[SOB]6[CMT]STR+O2 REQUIRED - HOSP ADVISED
23/02/2021	09:28:23	1JEMHOD	Response	1101 NO TX REQUIRED
23/02/2021	09:28:45	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
23/02/2021	09:29:45	1JEMHOD	Response	1103 NO TX REQUIRED
23/02/2021	09:30:31	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
23/02/2021	09:30:32	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
23/02/2021	09:31:23	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
23/02/2021	09:58:07	PS	Response	[Page] Page processing complete to PIN Message sent successfully.

Priority Changes

Date	Time	Changed from Priority	Reason	User
23/02/2021	07:14:23	1C	Patient Condition	Hinds, Rachael

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
23/02/2021	07:02:50		No AML Data Received		No AML data received with this call	SDSIAML
23/02/2021	07:07:46		Incident in Waiting Queue			
23/02/2021	07:07:46		ANI/ALI Statistics		INT Insert:Feb 23 2021 07:02:48 / INT SendNP:Feb 23 2021 07:02:47 / WS RecvNP:Feb 23 2021 07:02:48 / WS Process:Feb 23 2021 07:07:46	5RACHIN
23/02/2021	07:07:46		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
23/02/2021	07:07:47		Read Comment		Comment for Incident 769 was Marked as	5RACHIN

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3907

					Read.	
23/02/2021	07:07:47		ProQA	Flinders Hway	ProQA determinant sent	5RACHIN
23/02/2021	07:07:49		Read Incident		Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:07:52		UserAction		User clicked Initial Assign	1JEMHOD
23/02/2021	07:07:53		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1101 (00:20:51)	1JEMHOD
23/02/2021	07:07:56		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
23/02/2021	07:07:56		Incident in Waiting Queue Timer Clear			
23/02/2021	07:07:59		UserAction		User clicked Initial Assign	1JEMHOD
23/02/2021	07:08:00		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1101 (00:20:51)	1JEMHOD
23/02/2021	07:08:03		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:08:03	1101	Dispatched	Flinders Hway [TOWARDS CHARTERS TOWERS]	Response Number (107920)	1JEMHOD
23/02/2021	07:08:09		UserAction		User clicked Exit/Save	1TINCAN
23/02/2021	07:08:31		User Viewed AML Data		User has viewed the AML data for Incident 16761769	1DAVBEI
23/02/2021	07:08:58		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:09:03		Incident Late		Active incident marked as late	
23/02/2021	07:09:15		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:09:54	1103	Dispatched	Flinders Hway [TOWARDS CHARTERS TOWERS]	Response Number (107934)	1JOLHEN
23/02/2021	07:10:28		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-A009263	ICEMS
23/02/2021	07:10:28	1101	Resp	Flinders Hway [TOWARDS CHARTERS TOWERS]	Responding From = 1(11) CHARTERS TOWERS.	1JEMHOD
23/02/2021	07:10:29		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A009263, Status: EnRoute	ICEMS
23/02/2021	07:10:29		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A009263	ICEMS
23/02/2021	07:10:30		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:10:54		Incident Late		Active incident marked as late	
23/02/2021	07:10:59		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:11:03		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q21-A009263	ICEMS
23/02/2021	07:11:03		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A009263, Resource Status: WillAttend	ICEMS
23/02/2021	07:11:42		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:11:48		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:12:00		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1DAVBEI
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:03		[ICEMS]		[ICEMS] Incident 13935040 has been merged with 13935030	ICEMS
23/02/2021	07:12:04		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:12:15	1103	Resp	Flinders Hway [TOWARDS CHARTERS TOWERS]	Responding From = 1(07) TOWNSVILLE	1JOLHEN
23/02/2021	07:12:15		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P013487, Status: EnRoute	ICEMS
23/02/2021	07:12:15		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A009263, Status: EnRoute	ICEMS
23/02/2021	07:12:15		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P013487, Status: EnRoute	ICEMS
23/02/2021	07:12:53		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:12:53		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:12:53		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:12:53		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:13:11		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A009263	ICEMS
23/02/2021	07:13:12		UserAction		User clicked Exit/Save	1JOLHEN
23/02/2021	07:13:18		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:13:25		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A009263, Resource Status: WillAttend	ICEMS
23/02/2021	07:13:29		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:14:05		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI

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23/02/2021	07:14:05		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:14:15		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:14:23		Incident Priority Change		Incident priority changed from 1C to 1A due to Patient Condition	5RACHIN
23/02/2021	07:14:23	1101	Change Unit Priority		Change Unit Priority from 1C to 1A	5RACHIN
23/02/2021	07:14:23	1103	Change Unit Priority		Change Unit Priority from 1C to 1A	5RACHIN
23/02/2021	07:14:23		ProQA	Flinders Hway	ProQA determinant sent	5RACHIN
23/02/2021	07:14:35		Read Comment		Comment for Incident 769 was Marked as Read.	1TINCAN
23/02/2021	07:15:31		Read Comment		Comment for Incident 769 was Marked as Read.	5BENTUR
23/02/2021	07:15:36		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:15:55		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P013487, Resource Status: EnRoute	ICEMS
23/02/2021	07:15:56		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A009263, Resource Status: EnRoute	ICEMS
23/02/2021	07:16:01		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:16:03		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:16:18		UserAction		User clicked Exit/Save	1SHEDAW
23/02/2021	07:17:16		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:17:49		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:17:50		Read Comment		Comment for Incident 769 was Marked as Read.	1JOLHEN
23/02/2021	07:17:54		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:18:25		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:18:32		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:18:35		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:18:35		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:18:43		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:18:44		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:18:49		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:19:01		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:19:01		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:19:02		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:19:04		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:19:04		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:19:09		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:19:09		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:19:16		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:19:28		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:19:29		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:19:32		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:19:38		Read Comment		Comment for Incident 769 was Marked as Read.	1KATGRA
23/02/2021	07:19:40		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:19:42		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:19:47		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:19:47		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:20:02		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:20:02		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:20:12		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:20:13		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:20:23		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:20:44		UserAction		User clicked Exit/Save	1KATGRA
23/02/2021	07:20:44		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:21:41		Read Comment		Comment for Incident 769 was Marked as Read.	1SCOGIL
23/02/2021	07:21:52		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:21:56		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:21:59		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI

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23/02/2021	07:22:16		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:22:59		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:23:13		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:23:16		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:23:33		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:23:34	8521	Dispatched	Flinders Hway [SEVEN MILE CREEK]	Response Number: 108010;	5BENTUR
23/02/2021	07:23:34	8521	Update Sector	Flinders Hway	From Sector 1TV to 1TC	5BENTUR
23/02/2021	07:23:41		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:23:52		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:24:04		UserAction		User clicked Exit/Save	1JOLHEN
23/02/2021	07:24:29		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:24:34		Incident Late		Active incident marked as late	
23/02/2021	07:24:45		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:24:47		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:24:48		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:24:49		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:24:56		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:24:57		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:24:58		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:25:01		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:25:05		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:25:06		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:25:07		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:25:14		[ICEMS]		[ICEMS]POL-Q has performed a merge on the following incidents: Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:25:14		[ICEMS]		[ICEMS]POL-Q has performed a merge on the following incidents: Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:25:19		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:25:22		[ICEMS]		[ICEMS] Received Error from POL-Q: 10-Message received after system acceptance timeout.	ICEMS
23/02/2021	07:25:25		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:25:25		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:25:30		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:25:30		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:25:42	8521	Reset System Timer		Days Warn before expiration Passwords	5BENTUR
23/02/2021	07:25:50		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:25:50		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:26:18		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:26:18		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:26:24		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:26:24		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:26:45		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:27:06		[ICEMS]		[ICEMS] Error message 'Error sending Merge Incident Information, please call agency AMB-Q.' has been marked as read	JH
23/02/2021	07:27:07		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:27:11		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:27:13		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:28:16		UserAction		User clicked Exit/Save	1SCOGIL
23/02/2021	07:28:27		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 1--7 years	5RACHIN
23/02/2021	07:28:39		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:29:00		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:29:00		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:29:04		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:29:37		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	07:29:48		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:29:50		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:29:52		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:29:57		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:30:02		UserAction		User clicked Exit/Save	1JEMHOD

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23/02/2021	07:30:08		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:31:50		Read Comment		Comment for Incident 769 was Marked as Read.	5PAUPOL
23/02/2021	07:32:22		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:32:22		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:32:25		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:32:44		UserAction		User clicked Exit/Save	5BENTUR
23/02/2021	07:33:25		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:33:26		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:34:13		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:34:14		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:34:20	1518	Dispatched	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]	Response Number (108045)	1DAVBEI
23/02/2021	07:34:21		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:34:34		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:34:37		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:35:17		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A009263, Status: OnScene	ICEMS
23/02/2021	07:35:17		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P013487, Status: OnScene	ICEMS
23/02/2021	07:35:17		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P013487, Status: OnScene	ICEMS
23/02/2021	07:35:17		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A009263, Status: OnScene	ICEMS
23/02/2021	07:35:17	1101	At Scene	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]		1JEMHOD
23/02/2021	07:35:20		Incident Late		Active incident marked as late	
23/02/2021	07:35:41		UserAction		User clicked Exit/Save	1SCOGIL
23/02/2021	07:35:44		Read Comment		Comment for Incident 769 was Marked as Read.	1SCOGIL
23/02/2021	07:35:46		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:36:02		UserAction		User clicked Exit/Save	1JOLHEN
23/02/2021	07:36:04		UserAction		User clicked Exit/Save	1SCOGIL
23/02/2021	07:36:06		UserAction		User clicked Exit/Save	5RACHIN
23/02/2021	07:36:13	1518	Resp	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]	Responding From = 1(03) TSV LASN HEADQUARTERS	1DAVBEI
23/02/2021	07:36:14		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:36:19		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:36:19		UserAction		User clicked Exit/Save	1JOLHEN
23/02/2021	07:36:34		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:37:21		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:37:27		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:38:00		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:39:21		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:39:25		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:39:25		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:39:26		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:39:37		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:40:53		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:41:03		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:41:12		UserAction		User clicked Exit/Save	1TINCAN
23/02/2021	07:41:28		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:41:38		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:41:47		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:42:05		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:42:05		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:43:29		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:45:19		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:45:22		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	07:45:28		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	07:48:51		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A009263, Resource Status: OnScene	ICEMS
23/02/2021	07:48:52		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P013487, Resource Status: OnScene	ICEMS
23/02/2021	07:51:27		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:51:27		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	07:51:34		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:51:34		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for	ICEMS

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					Incident Q21-P013487	
23/02/2021	07:52:02		Read Comment		Comment for Incident 769 was Marked as Read.	5BENTUR
23/02/2021	07:53:11		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:53:30		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:54:34		UserAction		User clicked Exit/Save	5PAUPOL
23/02/2021	07:54:35		UserAction		User clicked Exit/Save	1DANRYL
23/02/2021	07:55:16		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:55:16		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:55:18		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:55:19		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:55:19		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:55:26		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	07:55:47		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:57:52		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	07:58:02		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	07:58:02		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	07:58:20		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	07:58:54		Read Incident		Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:58:54		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	07:59:56	1103	At Scene	8588 FLINDERS HWY		1JEMHOD
23/02/2021	08:07:37		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	08:07:37		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:07:39		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:07:43		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	08:07:43		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:08:31		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	08:08:40		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:09:38		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
23/02/2021	08:10:42		Incident Late		Active incident marked as late	
23/02/2021	08:11:07	8521	Resp	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]	Responding From = 1(02) TOWNSVILLE AIRPORT RTY	5BENTUR
23/02/2021	08:11:07		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	08:11:37		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:12:07		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:12:08		Read Comment		Comment for Incident 769 was Marked as Read.	1DAVBEI
23/02/2021	08:12:17		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:12:25		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	JH
23/02/2021	08:12:31		UserAction		User clicked Exit/Save	1JOLHEN
23/02/2021	08:12:55		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:13:33	8521	Reset Flight Timer		[LAT]19°15'10.38"S[LON]146°46'23.91"E[ALT][HDG][SPD][ETA]0824[FUEL][SOB]5	5BENTUR
23/02/2021	08:14:54		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:14:55		Read Comment		Comment for Incident 769 was Marked as Read.	1JEMHOD
23/02/2021	08:15:00		UserAction		User clicked Exit/Save	1JEMHOD
23/02/2021	08:15:02		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:15:37		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:15:45		[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
23/02/2021	08:17:49		Read Comment		Comment for Incident 769 was Marked as Read.	1SCOGIL
23/02/2021	08:19:44		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A009263,Q21-P013487	ICEMS
23/02/2021	08:19:45		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:19:46		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:19:59		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A009263	ICEMS
23/02/2021	08:19:59		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:20:02		UserAction		User clicked Exit/Save	1SCOGIL
23/02/2021	08:20:03		UserAction		User clicked Exit/Save	1TINCAN
23/02/2021	08:20:21	1518	At Scene	8588 FLINDERS HWY		1AMYBEL
23/02/2021	08:20:40		Read Comment		Comment for Incident 769 was Marked as Read.	1SCOGIL
23/02/2021	08:22:17		UserAction		User clicked Exit/Save	1AMYBEL

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23/02/2021	08:22:43		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:24:16		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:24:16		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A009263	ICEMS
23/02/2021	08:25:01		UserAction		User clicked Exit/Save	5NICLEE
23/02/2021	08:25:19		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:25:20		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P013487	ICEMS
23/02/2021	08:25:35		UserAction		User clicked Exit/Save	1SCOGIL
23/02/2021	08:26:24	8521	At Scene	8588 FLINDERS HWY		5BENTUR
23/02/2021	08:26:45		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:26:46		Read Comment		Comment for Incident 769 was Marked as Read.	1AMYBEL
23/02/2021	08:26:48		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:26:49		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P013487,Q21-A009263	ICEMS
23/02/2021	08:26:52		UserAction		User clicked Exit/Save	1AMYBEL
23/02/2021	08:26:58		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
23/02/2021	08:27:05		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
23/02/2021	08:27:59		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:35:19		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:36:11		Read Comment		Comment for Incident 769 was Marked as Read.	5NICLEE
23/02/2021	08:36:28		UserAction		User clicked Exit/Save	5NICLEE
23/02/2021	08:38:22		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:42:46		Read Comment		Comment for Incident 769 was Marked as Read.	1DANRYL
23/02/2021	08:43:11		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:43:14		UserAction		User clicked Exit/Save	1DANRYL
23/02/2021	08:44:27		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	08:45:31		UserAction		User clicked Exit/Save	8AMAMIL
23/02/2021	09:00:05		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	09:01:22		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	09:03:15		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	09:05:41		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	09:08:46		UserAction		User clicked Exit/Save	5BENTUR
23/02/2021	09:17:00	8521	Dep	TUH (EMERGENCY DEPARTMENT)		5BENTUR
23/02/2021	09:18:15	8521	Reset Flight Timer		[LAT]19°53'43.88"S[LON]146°35'50.02"E[ALT] [HDG][SPD][ETA]0932[FUEL]1HR40MINS [SOB]6[CMT]STR+O2 REQUIRED - HOSP ADVISED	5BENTUR
23/02/2021	09:19:48		Read Comment		Comment for Incident 769 was Marked as Read.	12KADDAR
23/02/2021	09:20:24		UserAction		User clicked Exit/Save	1DAVBEI
23/02/2021	09:25:42		UserAction		User clicked Exit/Save	12KADDAR
23/02/2021	09:28:30	1101	Available	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]		1JEMHOD
23/02/2021	09:28:30	1101	Disposition	TOWARDS CHARTERS TOWERS	Advice Only	1JEMHOD
23/02/2021	09:30:14	1103	Available	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]		1JEMHOD
23/02/2021	09:30:14	1103	Disposition	TOWARDS CHARTERS TOWERS	Advice Only	1JEMHOD
23/02/2021	09:31:05	8521	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		8DALMAN
23/02/2021	09:31:05	8521	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 23/02/2021 09:17:00, Arrive Destination Time: 23/02/2021 09:31:05	8DALMAN
23/02/2021	09:50:34	1518	Available	8588 FLINDERS HWY [TOWARDS CHARTERS TOWERS]		1DAVBEI
23/02/2021	09:50:34	1518	Disposition	TOWARDS CHARTERS TOWERS	A Case Completed	1DAVBEI
23/02/2021	09:50:36		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A009263, Status: LeftScene	ICEMS
23/02/2021	09:50:36		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P013487, Status: LeftScene	ICEMS
23/02/2021	09:50:36		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P013487, Status: LeftScene	ICEMS
23/02/2021	09:50:36		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A009263, Status: LeftScene	ICEMS
23/02/2021	09:58:23	8521	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		5BENTUR
23/02/2021	09:58:23	8521	Disposition	TOWARDS CHARTERS TOWERS	A Case Completed	5BENTUR
23/02/2021	09:58:23	8521	Response Closed	TOWARDS CHARTERS TOWERS	Response Disposition: A Case Completed	5BENTUR
23/02/2021	09:58:26		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-A009263, Status: Closed	ICEMS
23/02/2021	09:58:26		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-P013487, Status: Closed	ICEMS

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23/02/2021	09:58:26	[ICEMS]	[ICEMS] Sent Incident Status Update to POL-Q ICEMS for Incident Q21-P013487, Status: Closed
23/02/2021	09:58:26	[ICEMS]	[ICEMS] Sent Incident Status Update to POL-Q ICEMS for Incident Q21-A009263, Status: Closed

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
23/02/2021	07:02:49	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:03:52	City		BAROOGA	Updated City	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:03:52	City		BAROOGA	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:04:26	Caller_Name		Irrelevant	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:04:38	Address	(Blank)	FLINDERS*	New Entry	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Division		1 Charters Towers	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Battalion		1 Charters Towers	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Response_Area		1 Charters Towers	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Primary_TAC_Channel		VHF Ch 3 CHARTERS TOWERS	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Address	FLINDERS*	FLINDERS HWAY	Premise Verified	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	City	BAROOGA	DOTSWOOD	Updated City	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Latitude	0	70061389	Premise Verified	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:41	Longitude	0	33477778	Premise Verified	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:53	Location_Name	SEVEN MILE CREEK	TOWARDS CHARTERS TOWERS	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:05:58	Building	1		(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:06:29	ProQaCaseNumber		16761769	(Response Viewer)	Incident	QA514	5RACHIN
23/02/2021	07:07:46	Problem		RTC UNK STATUS MULTI PTS	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:46	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:46	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:46	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:46	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	Priority_Number	0	3	Updated by ProQA	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	Determinant		29B05V	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:07:47	Pickup_Map_Info	(Blank)	8258		Response_Transports	KEDCADQASCXA295	RACHIN
23/02/2021	07:07:47	Map_Info		8258		Response_Master_Incident	KEDCADQASCXA295	RACHIN
23/02/2021	07:07:49	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA108	1JEMHOD
23/02/2021	07:08:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1AMYBEL
23/02/2021	07:11:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/2021	07:12:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/2021	07:14:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/2021	07:14:23	Priority_Description	1C	1A	Patient Condition	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	Priority_Number	3	1	Patient Condition	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	Current_UnitRespPriorityDesc	1101: 1C	1A	Patient Condition	Response_Vehicles_Assigned	QA514	5RACHIN
23/02/2021	07:14:23	Current_UnitRespPriorityDesc	1103: 1C	1A	Patient Condition	Response_Vehicles_Assigned	QA514	5RACHIN
23/02/2021	07:14:23	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	Problem	RTC UNK STATUS MULTI PTS	RTC ARREST MULTI PATIENTS	Updated by ProQA	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	Determinant	29B05V	29D06V	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/2021	07:14:23	CIS_Used	0	null	(Response	Response_Master_Incident	QA514	5RACHIN

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23/02/202107:14:35Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA103	1TINCAN
23/02/202107:15:31Read Comment	False	True	Viewer) (Response	Response_Master_Incident	QA563	5BENTUR
23/02/202107:16:03Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:16:54Caller_Name		Irrelevant	Viewer) (Response	Response_Master_Incident	QA514	5RACHIN
23/02/202107:17:50Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA107	1JOLHEN
23/02/202107:18:35Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:19:02Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:19:36Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA109	1KATGRA
23/02/202107:19:42Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:20:13Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:21:41Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA101	1SCOGIL
23/02/202107:21:59Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:22:16Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:23:16Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:23:52Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:24:45Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:24:49Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:24:58Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:25:07Read Comment	False	True	Viewer) (Response	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:26:44Address	Flinders Hway	#19.89551/146.59722	Viewer) Address Change	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Address	Flinders Hway	19°53'43.88"S & 146° 35'50.02"E	Address Change	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Address	Flinders Hway	8588 FLINDERS HWY	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44State		QLD	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Postal_Code		4816	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Latitude	70061389	70104479	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Longitude	33477778	33402771	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44PremiseID	74358	NULL	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Street_Id	NULL	186595	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Cross_Street		UNNAMED DOTSWOOD RD/UNNAMED MINGELA RD	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:44Address	19° 53'43.88"S & 146° 35'50.02"E	8588 FLINDERS HWY	Change Verified	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:26:46Pickup_Map_Info	(Blank)	8258		Response_Transports	POLCADQASCXA101	DAVBEI
23/02/202107:26:46Map_Info	8258	8258		Response_Master_Incident	POLCADQASCXA101	DAVBEI
23/02/202107:27:07Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:29:00Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:29:03Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA111	1MATMAG
23/02/202107:29:03Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA103	1TINCAN
23/02/202107:29:03Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:29:04Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:29:04Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:29:04Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	QA504	5NICLEE
23/02/202107:29:04Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	MA502	12KADDAR
23/02/202107:29:05Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA101	1SCOGIL
23/02/202107:29:37Read Comment	False	True	(Response	Response_Master_Incident	PA108	1JEMHOD

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23/02/202107:31:50Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA502	5PAUPOL
23/02/202107:32:22Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:32:25Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:33:26Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:13Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:21Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:34Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	QA563	5BENTUR
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA101	1SCOGIL
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	SA910	9RHOCON
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	QA506	13PEEMUR
23/02/202107:34:36Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA111	1MATMAG
23/02/202107:34:37Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA108	1JEMHOD
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA107	1JOLHEN
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	QA505	19STECAN
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA103	1TINCAN
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	QA504	5NICLEE
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:34:37Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	MA502	12KADDAR
23/02/202107:35:44Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1SCOGIL
23/02/202107:36:05CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA514	5RACHIN
23/02/202107:36:05ProQATerminationStateCode		C	(Response Viewer)	Incident	QA514	5RACHIN
23/02/202107:39:25Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:41:28Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:45:22Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202107:52:02Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	5BENTUR
23/02/202107:55:16Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:55:47Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202107:58:54Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA102	1AMYBEL
23/02/202108:08:31Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202108:11:07Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202108:12:08Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
23/02/202108:14:55Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1JEMHOD
23/02/202108:17:49Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1SCOGIL
23/02/202108:20:40Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1SCOGIL
23/02/202108:26:46Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1AMYBEL
23/02/202108:36:11Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5NICLEE
23/02/202108:42:46Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA111	1DANRYL
23/02/202109:17:17Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA08	5BENTUR

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23/02/202109:19:48Read Comment	False	True	(Response Response_Master_Incident Viewer)	MA502	12KADDAR

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3907

Townsville Local Ambulance Service Network

Authority:

By authority of Robbie Medlin, Assistant Commissioner, Townsville LASN.

Executive Summary:

The Townsville Operations Centre (TSV OpCen) received a request for service via the 000 system at 0929hrs on 4 March 2021.

The request was to a Irrelevant female found in cardiac arrest in a Irrelevant in Bushland Beach, approximately 20kms North of Townsville. The initial informant advised that CPR was being performed on the Irrelevant for 5 minutes prior to the 000 call being placed to the Queensland Ambulance Service (QAS).

The EMD Call Taker provided CPR instructions to the caller prior to QAS paramedics arriving on scene.

The TSV OpCen dispatched two Advanced Care Paramedic (ACP) Units and one Critical Care Paramedic (CCP) Unit to the incident, with the primary unit assigned, Northern Beaches 1113, dispatched from Northern Beaches station approximately 11km from the incident at 0930hrs.

The additional ACP unit was assigned from Kirwan station approximately 21km from the incident at 0932hrs and the CCP POD from Townsville station, approximately 20km from the incident at 0930hrs.

The first QAS unit arrived on scene at 0938hrs and confirmed the cardiac arrest with the patient being in asystole. Resuscitation efforts were continued prior to transporting to meet the CCP unit at 0945hrs. The primary unit met the CCP unit at 0951hrs, prior to continuing code 1 to Townsville University Hospital (TUH).

Resuscitation was continued by a QAS paramedic to TUH, where the resuscitation effort was continued for a short period.

The Irrelevant female was declared deceased at TUH shortly after arrival.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 13977528.

The review will examine ambulance operations prior to, during and following the response.

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

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by Clinical Support Officer, David Cole, a CCP level clinician. Review 31709 is attached. The review found that;

Patient was in Irrelevant and was last seen healthy and interactive at 0830 this am when she Irrelevant Irrelevant Patient was checked up on at 0928 by Irrelevant observed to be pale and not breathing. 000 called and CPR performed. Patient has allergies to milk. Patient has nil significant medical hx. Patient has Irrelevant up to date. Nil recent illness. Patient was located on the floor in the living room with the Irrelevant performing effective compressions on the patient. Irrelevant nil obvious trauma to pt.

The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

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State OpCen ProQA:

An Incident Performance Review was conducted by the TSV OpCen to review the call taking process. The review was conducted by Irrelevant and found that:

The call taking process was Non-Compliant: The reduction in the call taking process related to Dispatch Life Support PAIs not being followed, before reading

A2 - Check Airway you have asked "are you still doing CPR?" the caller has replied "Yes". You have then replied, "just keep going with that for me okay". From this you should have taken control of the call by getting her name then followed through with reading this card from the beginning. You have given some instructions from the card to the caller.

A3 – Check Breathing. The EMD instructed the caller to keep doing the CPR over and over until the paramedics arrive. Following these instructions are important to make sure the caller is performing CPR correctly Irrelevant You can hear her starting to count with what could be her compression rate sounding to fast.

A4 – Start Mouth-to-Mouth. The EMD started to read this card out. The caller said she is doing mouth to mouth. This is where you needed to take control of her and direct her to follow your instructions as she continued with her compressions.

A5 – CPR Landmarks. These instructions are very important as the patient Irrelevant and you want to be sure the caller is Irrelevant and has the correct placement.

A6 – Compressions. The EMD needed to engage more with her and take control. Using repetitive persistence to get her to focus on you. You kept saying good work and to keep going with what she was doing and it's not clear what she is doing. When you are counting the caller wasn't counting with you and then you direct the puffs. You did tell her to make sure her fingers are on the breastbone in between the nipples in the middle of this.

Incident Review/Investigation:

- **Scope:**
  This Significant Incident Review is to evaluate the QAS response to a Irrelevant cardiac arrest that occurred in Irrelevant in Bushland Beach on 4 March 2021.

  This review has been conducted to ensure that the most appropriate resources were dispatched as outlined by QAS policies, the QAS response to the incident was adequate and acceptable and that the patients received clinical care as outlined in the QAS Clinical Practice Guidelines and Clinical Practice Procedures.

- **Background:**
  The TSV OpCen received a request for service via the 000 system at 0929hrs on 4 March 2021. This request was in relation to a Irrelevant female found in cardiac arrest at Irrelevant in Bushland Beach.

  The initial information was the Irrelevant been found by a staff member Irrelevant and that CPR had been performed for 5 minutes prior to the call being received by the QAS.

  The incident was assigned Incident Number 13977528, MPDS code 09E01, Nil Breathing, a code 1A response at 0929hrs.

  The TSV OpCen dispatched the primary unit (Unit 1113) from Northern Beaches station at 0930hrs. Northern Beaches 1113 with ACP Irrelevant and ACP Irrelevant

  The TSV OpCen assigned the CCP POD from Townsville station at 0930hrs. CCP Irrelevant responded from Townsville station at 0931hrs.

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The TSV OpCen dispatched an additional ACP unit from Kirwan station at 0932hrs. Kirwan 1120 with ACP Irrelevant and ACP Irrelevant responded from Kirwan station at 0932hrs.

Additional information received from the scene indicated that Irrelevant was found unconscious and was cyanic, and they could hear glurping sounds while doing compressions.

The primary QAS unit Northern Beaches 1113 arrived on scene at 0938hrs, confirming a short time later that Irrelevant was in cardiac arrest. Information provided to the primary crew was that Irrelevant was last seen at 0830hrs and was healthy and interactive when Irrelevant patient was checked at around 0928hrs and was found pale and not breathing. CPR was commenced and QAS contacted.

The primary crew continued resuscitation efforts, loading Irrelevant in the ambulance and electing to transport and meet the CCP unit enroute to hospital departing the scene at 0945hrs, with ACP Irrelevant on board to assist with resuscitation efforts.

CAD Data show Kirwan 1120 arriving on scene at 0946hrs, but AVL data shows Kirwan 1120 on scene at 0944hrs.

Northern Beaches 1113 met CCP 1511 on Lynwood Ave at Bushland Beach at 0947hrs, departing a short time later for TUH and at 0956hrs advising that Irrelevant was in asystole with CPR being performed.

Kirwan 1120 departed scene at 0959hrs with the parent of Irrelevant

Northern Beaches 1113 arrived at TUH at 1011hrs.

- **Timeline:**

0929hrs	000 received.
0929hrs	Incident placed in dispatch queue.
0930hrs	Assigned to Northern Beaches 1113.
0930hrs	Assigned to CCP 1511.
0930hrs	Northern Beaches 1113 mobile to incident.
0931hrs	CCP 1511 mobile to incident.
0932hrs	Assigned to Kirwan 1120.
0932hrs	Kirwan 1120 mobile to incident.
0938hrs	Northern Beaches 1113 on scene.
0939hrs	Sitrep Northern Beaches 1113; Confirmed cardiac arrest.
0944hrs	Kirwan 1120 on scene.
0945hrs	Northern Beaches unit 1113 departs scene.
0947hrs	CCP 1511 arrived on scene.
0956hrs	Northern Beaches 1113 transport code 1 to TUH.
0959hrs	Kirwan 1120 departs scene with mother for TUH.
1000hrs	Sitrep 1113: 6 month old female, asystole – CPR.
1011hrs	Northern Beaches arrives TUH.
1035hrs	Priority One advised.
1044hrs	Kirwan 1120 cleared from incident.
1044hrs	CPR 1511 cleared from incident.
1105hrs	Welfare check of childcare workers by Northern Beaches OIC.
1146hrs	Northern Beaches 1115 cleared from incident.

- **Review:**

A review of the iROAM data, CAD data and AVL data was undertaken as part of this review. The iROAM and CAD data identified that iROAM and CAD both recommended Northern Beaches 1113 and CCP 1511 as the most appropriate units for dispatch.

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The selection of both of these units was correct as the closest and most appropriate units. Northern Beaches 1113 was located on Northern Beaches station, 11km from the incident. CCP was dispatched as this incident was a code 1A. CCP 1511 was the closest CCP unit located on Townsville station, 20kms from the incident.

The attachment of an additional ACP unit while not necessary was part of the QAS response matrix for a 1A, and was the correct decision due to the nature of the case. Kirwan 1120 was the closest additional unit available and was dispatched from Kirwan station 21km from the incident.

The OpCen Incident Performance Review found that the call taking process was Non-Compliant The areas identified in the call taking process related to Dispatch Life Support PAIs not being followed, before reading.

This did not impact or delay the dispatching of the units or the response priority The incident was assigned as a code 1A response and resourced with 2 ACP and 1 CCP crew, which is adequate for this incident.

There was one staff shortage on the dayshift, with a single officer missing from the flight paramedic roster of 0600 to 1800 with coverage only between 1000hrs and 1500hrs, which was covered by the SCE. This did not impact on the response to this incident, as there was an operational crew available when the call was received as well as one CCP unit.

The call was received at 09.29.18hrs and placed in the dispatch queue 28 seconds later at 09.29.44hrs.

The primary unit was assigned 22 seconds later at 09.30.06hrs and was marked mobile 41 seconds later at 09.30.47hrs.

The CCP unit was assigned 42 seconds after the incident was placed in the dispatch queue at 09.30.27hrs and marked mobile 1.15 minutes later at 09.31.42hrs.

The additional ACP unit, Kirwan 1120 was assigned 2.24 minutes later at 09.32.08. Kirwan 1120 was marked mobile 26 seconds later at 09.32.34hrs.

AVL data shows that Northern Beaches 1113 was mobile 1.11 minutes after being marked mobile and Kirwan 1120 was mobile 40 second after being marked mobile.

CCP 1115 was mobile 2.47 minutes after being marked mobile.

The first QAS unit arrived on scene at 8.29 minutes after being dispatched and 8.51 minutes after the 000 call was received.

The clinical review of this incident found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

- **Outcomes:**
  Irrelevant female deceased at TUH

- **Post OIRR Actions:**
  ECLIPSE review undertaken
  SIR completed
  Priority One engaged for staff

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Review Recommendations:

Nil recommendations

Appendix of relevant documents/files:

- IDR 13977528
- DARF 503206074
- DCARF Report
- CORPLUS Summary
- ECLIPSE Report
- OpCen Incident Performance
- iROAM Data
- CAD Data
- AVL Track Northern Beaches 1113
- AVL Track CCP 1511
- AVL Track Kirwan 1120
- Mapping Information – Northern Beaches Station to Incident
- Mapping Information – Townsville Station to Incident
- Mapping Information – Kirwan Station to Incident
- AVL Track Northern Beach 1113 Scene to Hospital
- Cluster Roster

LASN Endorsement

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

Role	Name	Position	Signature	Date
Reviewer	Robbie Medlin	Assistant Commissioner	Irrelevant	23/03/21
Endorsed	Dee Taylor Dutton	Deputy Commissioner		

RTI Release

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **13977528**
ProQA number: **16807820**
Console name: **PA113**
Incident Date: **04/03/2021 09:29:16**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1A	**Problem:**	NIL BREATHING
Determinant:	09E01	**Agency:**	QAS
Base Response#:	017373	**Jurisdiction:**	1 Townsville Coastal
Confirmation#:	00243918	**Division:**	1 Northern Beaches
Taken By:	Irrelevant	**Battalion:**	1 Northern Beaches
Response Area:	1 Northern Beaches	**Response Plan:**	1A
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VOTING GRP 223
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	33337481	**Latitude:**	70806971
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:		**County:**	TOWNSVILLE
Address:	Irrelevant	**Location Type:**	
Apartment:		**Cross Street:**	Irrelevant
Building:		**Map Reference:**	
City, State, Zip:	BUSHLAND BEACH QLD 4818		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	04/03/2021	09:29:16	
1st Key Stroke	04/03/2021	09:29:16	
In Waiting Queue	04/03/2021	09:29:44	
Call Taking Complete	04/03/2021	09:39:31	Irrelevant
1st Unit Assigned	04/03/2021	09:30:06	
1st Unit Enroute	04/03/2021	09:30:47	
1st Unit Arrived	04/03/2021	09:38:35	
Closed	04/03/2021	11:46:00	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:28
Call Taking	00:10:15
In Queue to 1st Assign	00:00:22
Call Received to 1st Assign	00:00:50
Assigned to 1st Enroute	00:00:41.0
Enroute to 1st Arrived	00:07:48.7
Incident Duration	02:16:44

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B1113	09:30:06	A Case Completed	09:30:47		09:38:35	10:54:21	11:46:00			
A1511	09:30:27	Treated Other Unit Transport	09:31:42		09:51:19		10:02:34			
B1120	09:32:08	Treated Other Unit Transport	09:32:34		09:46:03		09:50:22			

Personnel Assigned

Unit	Name
1113	Irrelevant
1120	
1511	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
1113	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Hot	Pre Hosp - patient condition	0,0//	09:45:09	10:11:26	11:46:00

Comments

Date	Time	User	Type	Comments
04/03/2021	09:29:44	1ROSFIS	Response	[ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
04/03/2021	09:29:44	1ROSFIS	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred.
04/03/2021	09:29:52	1ROSFIS	Response	[Notification] [QAS]-CPR in progress
04/03/2021	09:29:57	1ROSFIS	Response	[ProQA: Key Questions] 2. A defibrillator (AED) is not available.
04/03/2021	09:30:06	PS	Response	[Page] Dispatch page sent to Unit:1113, Sent From: KEDCADQASPIS01 CYANOTIC
04/03/2021	09:30:17	1ROSFIS	Response	[Page] Dispatch page sent to Unit:1511, Sent From: KEDCADQASPIS01
04/03/2021	09:30:27	PS	Response	[Page] Dispatch page to Unit:1511 complete to PIN Irrelevant
04/03/2021	09:30:42	PS	Response	Message sent successfully.
04/03/2021	09:30:51	1ROSFIS	Response	[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update. Irrelevant

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04/03/2021	09:31:14	1SHEDAW	Response
04/03/2021	09:31:41	1ROSFIS	Response
04/03/2021	09:32:09	PS	Response
04/03/2021	09:32:23	PS	Response
04/03/2021	09:36:46	1TINCAN	Response
04/03/2021	09:39:25	1SHEDAW	Response
04/03/2021	09:41:14	1TINCAN	Response
04/03/2021	09:50:17	1SHEDAW	Response
04/03/2021	09:50:17	1SHEDAW	Response
04/03/2021	09:50:47	PS	Response
04/03/2021	09:50:48	PS	Response
04/03/2021	09:51:11	1SHEDAW	Response
04/03/2021	09:51:28	1SHEDAW	Response
04/03/2021	09:51:28	1SHEDAW	Response
04/03/2021	09:56:50	1SHEDAW	Response
04/03/2021	09:59:00	1RENYOU	Response
04/03/2021	09:59:32	1SHEDAW	Response
04/03/2021	10:00:32	1SHEDAW	Response
04/03/2021	10:02:54	PS	Response
04/03/2021	10:35:48	1TINCAN	Response
04/03/2021	10:36:00	PS	Response
04/03/2021	10:43:57	1SHEDAW	Response
04/03/2021	10:44:16	1SHEDAW	Response
04/03/2021	11:05:29	1TINCAN	Response
04/03/2021	11:46:35	PS	Response
04/03/2021	11:46:37	PS	Response

Irrelevant

Irrelevant

[Page] Dispatch page sent to Unit:1120. Sent From: KEDCADOASPIS01
[Page] Dispatch page to Unit:1120 complete to PIN Irrelevant
Message sent successfully.
SOS Irrelevant AWARE
1113 Case as dispatched
OIC Irrelevant AWARE OF CASE IF EXTENDTED ON SCENE WILL ATTEND SCENE IF CREW LOAD A GO WILL MEET AT TUH
Irrelevant was removed from the incident 04/03/2021 09:50:17.
Irrelevant was added to the incident 04/03/2021 09:50:17.
[Page] Page processing complete to PIN Irrelevant sent successfully.
[Page] Page processing complete to PIN Irrelevant sent successfully.
1113 CCP ON BOARD
Irrelevant was removed from the incident 04/03/2021 09:51:28.
was added to the incident 04/03/2021 09:51:28.
1113 TX HOT
CALL FROM TUH ED ASKING FOR CLINICAL INFO - ADVISED CREW TX HOT TO TUH AND TO ASSUME CPR STILL IN PROGRESS GIVEN NOTHING FURTHER ADVISED BY CREW
1120 Irrelevant FOLLOWING TO TUH
1113 Irrelevant CPR IN PROGRESS
[Page] Page processing complete to PIN Irrelevant Message sent successfully.
[Page]Paging Group Notified: OnCen1 - TSV PSO, Sent From: PA105, Comment: GOOD MORNING Irrelevant COULD YOU PLEASE FOLLOW UP WITH PSO THANK YOU Irrelevant
[Page] Page processing complete to PIN Irrelevant Message sent successfully.
Irrelevant was removed from the incident 04/03/2021 10:43:57.
was removed from the incident 04/03/2021 10:44:16.

Irrelevant

[Page] Page processing complete to PIN Irrelevant Message sent successfully.
[Page] Page processing complete to PIN Message sent successfully.

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
04/03/2021	09:29:16		AML Data Received		Center of caller area HELI: -19 11.587800, 146 39.743400 ESCAD: #-19.19313/146.66239	SDSIAML
04/03/2021	09:29:44		Incident in Waiting Queue			
04/03/2021	09:29:44		ANI/ALI Statistics		INT Insert:Mar 04 2021 09:29:13 / INT SendNP:Mar 04 2021 09:29:13 / WS RecvNP:Mar 04 2021 09:29:13 / WS Process:Mar 04 2021 09:29:44	1ROSFIS
04/03/2021	09:29:44		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
04/03/2021	09:29:45		Read Comment		Comment for Incident 820 was Marked as Read.	1ROSFIS
04/03/2021	09:29:45		ProQA	Irrelevant	ProQA determinant sent	1ROSFIS
04/03/2021	09:29:51		Read Incident		Incident 820 was Marked as Read.	1TINCAN
04/03/2021	09:29:51		Read Comment		Comment for Incident 820 was Marked as Read.	1TINCAN
04/03/2021	09:29:54		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
04/03/2021	09:29:54		Incident in Waiting Queue Timer Clear			
04/03/2021	09:29:57		Read Comment		Comment for Incident 820 was Marked as Read.	1SHEDAW
04/03/2021	09:30:00		UserAction		User clicked Initial Assign	1SHEDAW
04/03/2021	09:30:02		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1113 (00:08:36),1511 (00:14:45)	1SHEDAW
04/03/2021	09:30:05		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1511	1SHEDAW
04/03/2021	09:30:06	1113	Dispatched	Irrelevant	Response Number (017373)	1SHEDAW
04/03/2021	09:30:21		UserAction		User clicked Exit/Save	1DANRYL
04/03/2021	09:30:27	1511	Dispatched		Response Number: 017376;	1SHEDAW
04/03/2021	09:30:31		Read Comment		Comment for Incident 820 was Marked as Read.	5KADDAR
04/03/2021	09:30:47	1113	Resp		Responding From = 1(05) NORTHERN BEACHES.	1SHEDAW
04/03/2021	09:30:51		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 1-11 months	1ROSFIS
04/03/2021	09:31:01		Read Comment		Comment for Incident 820 was Marked as Read.	1DANRYL
04/03/2021	09:31:27		Incident Late		Active incident marked as late	
04/03/2021	09:31:42	1511	Resp		Responding From = 1(07) TOWNSVILLE CCP.	1SHEDAW
04/03/2021	09:32:08	1120	Dispatched		Response Number: 017388;	1SHEDAW

RTI Released

DOH DISCLOSURE LOG

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04/03/2021	09:32:19		Read Comment		Comment for Incident 820 was Marked as Read.	1SHEDAW
04/03/2021	09:32:34	1120	Resp	Irrelevant	Responding From = 1(04) KIRWAN.	1SHEDAW
04/03/2021	09:32:48		UserAction		User clicked Exit/Save	1SHEDAW
04/03/2021	09:32:49		Read Comment		Comment for Incident 820 was Marked as Read.	1RENYOU
04/03/2021	09:33:13		UserAction		User clicked Exit/Save	1RENYOU
04/03/2021	09:34:24		UserAction		User clicked Exit/Save	1SHEDAW
04/03/2021	09:35:15	1113	Calculate Vehicle ETA	1(05) NORTHERN BEACHES	ETA to Scene Address 9 Eshelby St, BUSHLAND BEACH is 00:07:36	1ROSFIS
04/03/2021	09:35:15	1511	Calculate Vehicle ETA	1(07) TOWNSVILLE CCP	ETA to Scene Address 9 Eshelby St, BUSHLAND BEACH is 00:13:45	1ROSFIS
04/03/2021	09:35:16	1120	Calculate Vehicle ETA	1(04) KIRWAN	ETA to Scene Address 9 Eshelby St, BUSHLAND BEACH is 00:14:17	1ROSFIS
04/03/2021	09:35:21		Read Incident		Incident 820 was Marked as Read.	1AMYBEL
04/03/2021	09:36:11		UserAction		User clicked Exit/Save	1SHEDAW
04/03/2021	09:38:35	1113	At Scene	Irrelevant		1SHEDAW
04/03/2021	09:38:50		Read Comment		Comment for Incident 820 was Marked as Read.	1SHEDAW
04/03/2021	09:38:56		UserAction		User clicked Exit/Save	1SHEDAW
04/03/2021	09:39:31		UserAction		User clicked Exit/Save	1ROSFIS
04/03/2021	09:40:14		Read Comment		Comment for Incident 820 was Marked as Read.	1KRIBOA
04/03/2021	09:41:48		UserAction		User clicked Exit/Save	1KRIBOA
04/03/2021	09:45:01		Read Incident		Incident 820 was Marked as Read	1AMYBEL
04/03/2021	09:45:01		Read Comment		Comment for Incident 820 was Marked as Read.	1AMYBEL
04/03/2021	09:45:09	1113	Dep	TUH (EMERGENCY DEPARTMENT)		1SHEDAW
04/03/2021	09:46:03	1120	At Scene	Irrelevant		1SHEDAW
04/03/2021	09:48:04		UserAction		User clicked Exit/Save	1RENYOU
04/03/2021	09:50:22	1120	Available			1SHEDAW
04/03/2021	09:50:22	1120	Disposition		Treated Other Unit Transport	1SHEDAW
04/03/2021	09:51:19	1511	At Scene			1SHEDAW
04/03/2021	09:52:37		UserAction		User clicked Exit/Save	1DANRYL
04/03/2021	09:53:38		Read Comment		Comment for Incident 820 was Marked as Read.	1TINCAN
04/03/2021	09:57:17		Read Comment		Comment for Incident 820 was Marked as Read.	1RENYOU
04/03/2021	09:58:05		UserAction		User clicked Exit/Save	1RENYOU
04/03/2021	09:59:02		Read Comment		Comment for Incident 820 was Marked as Read.	1SHEDAW
04/03/2021	09:59:40	1113	Change Tx Destination	TUH (EMERGENCY DEPARTMENT)	Tx Destination Changed from 100 Angus Smith Dr to 100 Angus Smith Dr	1SHEDAW
04/03/2021	09:59:49	1113	Change Tx Priority			1SHEDAW
04/03/2021	10:00:05		UserAction		User clicked Exit/Save	1SHEDAW
04/03/2021	10:02:34	1511	Available	Irrelevant		1SHEDAW
04/03/2021	10:02:34	1511	Disposition		Treated Other Unit Transport	1SHEDAW
04/03/2021	10:06:10		Read Comment		Comment for Incident 820 was Marked as Read.	1TINCAN
04/03/2021	10:08:22		UserAction		User clicked Exit/Save	1DANRYL
04/03/2021	10:11:26	1113	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SHEDAW
04/03/2021	10:11:26	1113	Transport Time		Depart Scene Time: 09:45:09, Arrive Destination Time: 10:11:26	1SHEDAW
04/03/2021	10:14:03		UserAction		User clicked Exit/Save	1RENYOU
04/03/2021	10:20:32		UserAction		User clicked Exit/Save	5KADDAR
04/03/2021	10:22:17		UserAction		User clicked Exit/Save	1ROSFIS
04/03/2021	10:29:59		UserAction		User clicked Exit/Save	1DANRYL
04/03/2021	10:41:25		Incident Late		Active incident marked as late	
04/03/2021	10:41:36		Read Comment		Comment for Incident 820 was Marked as Read.	1ROSFIS
04/03/2021	10:42:28		UserAction		User clicked Exit/Save	1ROSFIS
04/03/2021	10:45:09	1113	Reset System Timer		Days Warn before expiration Passwords Display Block Range in Intersection Search	1SHEDAW
04/03/2021	10:47:14		UserAction		User clicked Exit/Save	1TINCAN
04/03/2021	10:54:21	1113	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SHEDAW
04/03/2021	11:02:42		Read Comment		Comment for Incident 820 was Marked as Read.	1TINCAN
04/03/2021	11:04:20		UserAction		User clicked Exit/Save	1DANRYL
04/03/2021	11:24:39		UserAction		User clicked Exit/Save	1TINCAN
04/03/2021	11:40:30		Read Comment		Comment for Incident 820 was Marked as Read.	1ROSFIS
04/03/2021	11:46:00	1113	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1RENYOU
04/03/2021	11:46:00	1113	Disposition	Irrelevant	A Case Completed	1RENYOU
04/03/2021	11:46:00	1113	Response Closed		Response Disposition: A Case Completed	1RENYOU
04/03/2021	11:46:57		UserAction		User clicked Exit/Save	1ROSFIS

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
04/03/2021	09:29:16	Call_Back_Phone		0477544306	(Response Viewer)	Response_Master_IncidentPA113		1ROSFIS
04/03/2021	09:29:24	City		BUSHLAND BEACH	Updated City	Response_Master_IncidentPA113		1ROSFIS
04/03/2021	09:29:24	City		BUSHLAND BEACH	(Response Viewer)	Response_Master_IncidentPA113		1ROSFIS

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04/03/202109:29:27Address	(Blank)	Irrelevant	New Entry	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:30Address	Irrelevant		Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:30Latitude	0	70806971	Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:30Longitude	0	33337481	Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31Division		1 Northern Beaches	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31Battalion		1 Northern Beaches	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31Response_Area		1 Northern Beaches	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31ResponsePlanType	0	0	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:31Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:38ProQaCaseNumber		16807820	(Response Viewer)	Incident PA113	1ROSFIS
04/03/202109:29:44Problem		NIL BREATHING	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:44Response_Plan		1A	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:44DispatchLevel		Normal	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:44ResponsePlanType	0	1	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:44Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45Priority_Number	0	1	Updated by ProQA	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45Determinant		09E01	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45EMD_Used	0	1	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45CIS_Used	0	null	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:29:45Pickup_Map_Info	(Blank)	TVL22B2		Response_Transports POLCADQASCXA181	ROSFIS
04/03/202109:29:45Map_Info		TVL22B2		Response_Master_IncidentPOLCADQASCXA181	ROSFIS
04/03/202109:29:51Read Call	False	True	(Response Viewer)	Response_Master_IncidentPA105	1TINCAN
04/03/202109:29:51Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA105	1TINCAN
04/03/202109:29:53Read Comment	False	True	(Comment Notification Window)	Response_Master_IncidentPA105	1TINCAN
04/03/202109:29:54Read Comment	False	True	(Comment Notification Window)	Response_Master_IncidentPA103	1DANRYL
04/03/202109:29:57Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA107	1SHEDAW
04/03/202109:30:31Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA504	5KADDAR
04/03/202109:31:01Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA103	1DANRYL
04/03/202109:31:24Caller_Name	Irrelevant		(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:31:36Caller_Name			(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:32:19Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA107	1SHEDAW
04/03/202109:32:49Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA104	1RENYOU
04/03/202109:38:50Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA107	1SHEDAW
04/03/202109:39:29CIS_Used	0	null	(Response Viewer)	Response_Master_IncidentPA113	1ROSFIS
04/03/202109:39:29ProQATerminationStateCode		C	(Response Viewer)	Incident PA113	1ROSFIS
04/03/202109:40:14Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA111	1KRIBOA
04/03/202109:45:01Read Comment	False	True	(Recall Window)	Response_Master_IncidentPA108	1AMYBEL
04/03/202109:45:10Map_Info	(Blank)	TVL44L19		Response_Transports POLCADQASCXA301	SHEDAW
04/03/202109:53:38Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA105	1TINCAN
04/03/202109:57:17Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA104	1RENYOU
04/03/202109:59:02Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA107	1SHEDAW
04/03/202109:59:40Address	100 Angus Smith Dr	100 Angus Smith Dr		Response_Transports PA107	1SHEDAW
04/03/202109:59:49Transport_Priority	Cold	Hot	Additional	Response_Transports PA107	1SHEDAW

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04/03/202109:59:50	Map_Info	(Blank)	TVL44L19	Information	Response_Transports POLCADQASCXA301SHEDAW
04/03/202110:06:10	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA105 1TINCAN
04/03/202110:41:38	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA113 1ROSFIS
04/03/202111:02:42	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA105 1TINCAN
04/03/202111:40:39	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA113 1ROSFIS

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Cairns and Hinterland Local Ambulance Service Network

Authority:

- By authority of Assistant Commissioner, Cairns and Hinterland Local Ambulance Service Network (LASN).

Executive Summary:

- On 10 March 2021 at 05:28 hours, Cairns and Hinterland LASN responded to incident number 14003594, at the front of the Cairns Ambulance Station, 42 Anderson Street, Manunda.
- The incident was field initiated and occurred as the Critical Care Pod, unit 7545, responding as backup to incident number 14003527.
- Unit 7545 is a Hyundai Santa Fe and had two officers on board. A Critical Care Paramedic (CCP) and a CCP intern.
- As the crew were departing Cairns Station, the ambulance vehicle was driven to the roller door exit and the roller door was opened. Once clear to proceed under the door, the crew felt a bump and thought they had struck something, possibly an animal.
- The crew stopped and a female stood up and was distressed. The crew realised they had struck the female.
- The crew immediately treated the person (now patient) and requested further assistance. The patient was a Irrelevant female.
- A second stretcher ambulance was despatched to scene and all four officers transported with the patient to Cairns Hospital Emergency department. The patient is reported to be in a stable condition.
- The original patient (14003527) was a for a Irrelevant who was hypoglycaemic. A second CCP unit was sent to assist, however the crew arrived at Cairns Hospital. That patient was stable and discharged from hospital later in the morning

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 14003594.
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

- This case has been clinically reviewed. There are nil clinical issues, all care provided was appropriate and timely in what must have been a terrible case for the attending crew.

State OpCen ProQA:

- Nil ProQA this was a field initiated case.

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Incident Review/Investigation:

Scope

- Cairns and Hinterland LASN reviewed all aspects of the ambulance response to incident 14003594.
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland LASN will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

Background

- At 05:28 hours, CCP crew in vehicle 7545 were attending as backup to a Irrelevant child hypoglycaemic. The ACP crew attending had requested the assistance of the CCP crew.
- As the crew were departing Cairns Station, the ambulance vehicle was driven to the roller door exit and the roller door was opened. Once clear to proceed, the crew felt a bump and thought they had struck something, possibly an animal.
- The crew stopped and a female stood up and was distressed. The crew realised they had struck the female.
- It was reported that the person had been lying down in front of the roller door. As the door went up and the crew were waiting for it to go up, the ambulance crew could not see the area immediately in front of the ambulance or the person lying there. It was also dark at that time of the morning.
- The crew immediately treated the person (now patient) and requested further assistance.
- A second stretcher ambulance was despatched to scene and all four officers transported with the patient to Cairns Hospital Emergency department.
- According to eARF number 503222325, the patient immediately stood up and was walking around and screaming. The patient was able to be calmed by the crew and treated.
- It was reported that the patient had a GCS 14, an open head injury, a partially amputated ear, and abrasions to her left arm and leg. Her vital signs were stable.
- The patient was treated with a neck collar, fluid and analgesia.
- The patient was transported code one to Cairns Hospital .
- The attending crew were:
    - Irrelevant
    - Irrelevant

Timeline

First key stroke:	05:28 hrs
In waiting queue:	05:28 hrs
Assigned:	05:28 hrs
Enroute:	05:28 hrs
At Scene:	05:28 hrs
Depart Scene:	05:42 hrs
Arrived Hospital:	05:46 hrs

Review

- The Alpha unit was on scene first and immediately as it was field initiated case. A Bravo crew were despatched and on scene in three minutes.

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- The case was well managed especially given the circumstances with the initial crew being in a distressing situation.
- QPS were contacted and attended the scene after the QAS crews had departed for hospital. QPS also attended hospital where the two officers from 7545 were interviewed.
- Clinical decision making and operational decisions were appropriate.

Outcomes

- The patient was treated and transported in a timely manner.
- The case may receive media attention.
- The Senior Operations Supervisor and Assistant Commissioner attended hospital to support the attending crews.
- Duty Managers and Officer in Charge attended Cairns Station.
- Hospital follow up on patient condition indicates soft tissue injuries only. The patient has a large laceration to her head which requires a surgical clean. The patient is expected to make a full recovery.
- Queensland Police Service were advised and have attended the station and taken initial statements.
- Workplace Health and Safety were advised.

Post OIRR actions

- Immediate support to crew and peer support follows up.

Review Recommendations:

- The review be noted

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- Relevant audio (wav) files;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active;
- Workforce planning reports.

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LASN Endorsement:

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

Name	Position	Signature	Date
Michelle Baxter	General Manager	Irrelevant	18.03.21

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **14003594**
ProQA number:
Console name: **PA701**
Incident Date: **10/03/2021 05:28:49**
Last Updated:

Incident Information

Incident Type:	ACUTE	**Alarm Level:**	
Priority:	1C	**Problem:**	RTC INJURIES
Determinant:		**Agency:**	QAS
Base Response#:		**Jurisdiction:**	7 Cairns and Coastal
Confirmation#:	00267471	**Division:**	7 Cairns
Taken By:	Irrelevant	**Battalion:**	7 Cairns
Response Area:	7 Cairns	**Response Plan:**	Acute
Disposition:	A Case Completed,Treated Other	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 21/UHF Ch13 MT YARRABAH
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34248967	**Latitude:**	73086325
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:	QAS CAIRNS	**County:**	CAIRNS
Address:	42 Anderson St	**Location Type:**	Ambulance Station
Apartment:		**Cross Street:**	CHAPLAIN AVE/MACNAMARA ST
Building:		**Map Reference:**	CNS37M3
City, State, Zip:	MANUNDA QLD 4870		

Call Receipt

Caller Name:		**Original CLI Phone**	
Method Received:		**Call Back Phone:**	Irrelevant
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	10/03/2021	05:28:49	
1st Key Stroke	10/03/2021	05:28:49	
In Waiting Queue	10/03/2021	05:28:49	
Call Taking Complete	10/03/2021	05:28:49	Irrelevant
1st Unit Assigned	10/03/2021	05:28:49	
1st Unit Enroute	10/03/2021	05:28:49	
1st Unit Arrived	10/03/2021	05:28:49	
Closed	10/03/2021	06:50:14	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:00
Call Received to 1st Assign	00:00:00
Assigned to 1st Enroute	00:00:00
Enroute to 1st Arrived	00:00:00
Incident Duration	01:21:25

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
7545	05:28:49	A Case Completed,Treated Other	05:28:49		05:28:49			06:50:14			
7113	05:31:03	A Case Completed	05:31:07		05:34:05		06:08:26	06:50:07			

Personnel Assigned

Unit	Name

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7113
7545

Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
7113	CBH (EMERGENCY DEPARTMENT) 165 Esplanade		Hot	Pre Hosp - patient condition	0.0//	05:42:04	05:46:23	06:50:07

Comments

Date	Time	User	Type	Comments
10/03/2021	05:30:00	7JAAPAP	Response	[Notification] [QAS]-Problem changed from Field Initiate to RTC NOT DANG INJ 1ST PARTY by QAS
10/03/2021	05:30:23	7JAAPAP	Response	[Notification] [QAS]-Problem changed from RTC NOT DANG INJ 1ST PARTY to BLUE4A by QAS
10/03/2021	05:30:27	7JAAPAP	Response	[Notification] [QAS]-Problem changed from BLUE4A to RTC NOT DANG INJ 1ST PARTY by QAS
10/03/2021	05:30:33	7JAAPAP	Response	[Notification] [QAS]-Problem changed from RTC NOT DANG INJ 1ST PARTY to RTC INJURIES by QAS
10/03/2021	05:31:03	PS	Response	[Page] Dispatch page sent to Unit:7113, Sent From: KEDCADQASPIS01
10/03/2021	05:31:18	7JAAPAP	Response	QPS ADVISED BY PHONE - SENDING CREWOVER NOW
10/03/2021	05:32:23	7JAAPAP	Response	>POL-Q> QAS UNIT DRIVEN OVER Irrelevant WOMAN AT FRONT OF ROLLER DOOR - PROCEEDING ON A BACK UP CASE
10/03/2021	05:32:23	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q21-A011824
10/03/2021	05:34:06	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
10/03/2021	05:35:35	7JAAPAP	Response	SPOKEN TO SOS Irrelevant
10/03/2021	05:38:32	7TALRAD	Response	CBH ED ADV OF PT INCOMING HOT
10/03/2021	05:38:41	7JAAPAP	Response	7545 - AS PER CCP Irrelevant HE'S ADVISED OPEN SKULL FRACTURE, PT IS SIGNIFICANTLY INJURED - WILL BE LOCKING UP THE POD CAR ADN TX HOT IN 7113 ALL OFFICERS ON BOARD
10/03/2021	05:38:55	7TALRAD	Response	Irrelevant was removed from the incident 10/03/2021 05:38:55.
10/03/2021	05:38:55	7TALRAD	Response	was added to the incident 10/03/2021 05:38:55.
10/03/2021	05:38:55	7TALRAD	Response	Irrelevant was removed from the incident 10/03/2021 05:38:55.
10/03/2021	05:38:55	7TALRAD	Response	was added to the incident 10/03/2021 05:38:55.
10/03/2021	05:46:36	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
10/03/2021	05:48:45	7JAAPAP	Response	OIC Irrelevant ADIVSED - FRONT ROLLER DOOR HAS BEEN LOCKED DOWN
10/03/2021	05:49:34	7JAAPAP	Response	SOS Irrelevant HAS BEEN ADVISED AND ON HER WAY IN NOW (APPROX 10MINS AGO)
10/03/2021	05:59:21	ICEMS	Response	POL-Q EnRoute
10/03/2021	06:05:40	ICEMS	Response	POL-Q OnScene
10/03/2021	06:18:34	7JAAPAP	Response	FURTHER SITREP FROM OFFICER Irrelevant HE ADVISED AMPUTATED LEFT EAR AND MULTIPLE ABRAISIONS
10/03/2021	06:21:08	7JAAPAP	Response	PSDU AWARE OF CASE DETAILS
10/03/2021	06:22:44	7JAAPAP	Response	CCP POD WERE CALLED TO BACK UP 7182 CODE ONE ON CASE #14003527
10/03/2021	06:35:17	7JAAPAP	Response	OCM Irrelevant ADVISED
10/03/2021	06:42:25	7JAAPAP	Response	SOS Irrelevant ADVISED - Irrelevant F CONSCIOUS, SKULL FRACTURES, NOT INTUBATED AND CURRENTLY IN CT, WAS INITALLY WALKING AROUND AT SCENE.
10/03/2021	06:50:21	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
10/03/2021	06:50:36	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
10/03/2021	07:28:36	7BARCAL	Response	WH&S ADVISED OF INCIDENT
12/03/2021	14:43:14	7KIRBIN	Response	OCS OPENED FOR SR REVIEW DETAILS

Priority Changes

Date	Time	Changed from Priority	Reason	User
10/03/2021	05:30:22	2A	Patient Condition	Irrelevant
10/03/2021	05:30:27	4A	Patient Condition	
10/03/2021	05:30:33	2A	Patient Condition	

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
10/03/2021	05:28:49		Incident in Waiting Queue			
10/03/2021	05:28:50		Waiting Pending Incident Time		Waiting Pending Incident Time Warning timer expired	

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			Warning			
10/03/2021	05:28:50		Incident Timer Clear		Incident Timer Cleared	
10/03/2021	05:28:50	7545	Multi-Assign	42 Anderson St [QAS CAIRNS]		7JAAPAP
10/03/2021	05:28:59		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
10/03/2021	05:29:45		Read Incident		Incident 934 was Marked as Read.	7JAAPAP
10/03/2021	05:30:22		Read Comment		Comment for Incident 934 was Marked as Read.	7TALRAD
10/03/2021	05:30:22		Incident Priority Change		Incident priority changed from 2A to 4A due to Patient Condition	7JAAPAP
10/03/2021	05:30:26		Priority Upgrade/Downgrade Prompt		Change From 2A to 4A? - User clicked Cancel	7JAAPAP
10/03/2021	05:30:27		UserAction		User clicked Exit/Save	7TALRAD
10/03/2021	05:30:27		Incident Priority Change		Incident priority changed from 4A to 2A due to Patient Condition	7JAAPAP
10/03/2021	05:30:30		Priority Upgrade/Downgrade Prompt		Change From 4A to 2A? - User clicked Cancel	7JAAPAP
10/03/2021	05:30:33		Incident Priority Change		Incident priority changed from 2A to 1C due to Patient Condition	7JAAPAP
10/03/2021	05:30:35		Priority Upgrade/Downgrade Prompt		Change From 2A to 1C? - User clicked OK	7JAAPAP
10/03/2021	05:30:39		Read Comment		Comment for Incident 934 was Marked as Read.	7TALRAD
10/03/2021	05:30:41		UserAction		User clicked Add Resource	7TALRAD
10/03/2021	05:30:47		VisiCAD Recommendation		7126: 00:22:44, 7403: 00:26:21, 7141: 00:39:35, 936322: 00:42:41, 7114: 00:41:16,	7TALRAD
10/03/2021	05:30:58		UserAction		User clicked Add Resource	7TALRAD
10/03/2021	05:31:01		VisiCAD Recommendation		7113: 00:02:08, 7126: 00:22:44, 7403: 00:26:21, 7141: 00:39:35, 936322: 00:42:41,	7TALRAD
10/03/2021	05:31:02		UserAction		User Accepted 7113	
10/03/2021	05:31:02		Add Resources		The following unit(s) is (are) recommended for assignment: 7113 (00:02:08)	7TALRAD
10/03/2021	05:31:03	7113	Dispatched	42 Anderson St [QAS CAIRNS]	Response Number (046005)	7TALRAD
10/03/2021	05:31:06		UserAction		User clicked Exit/Save	7KARBEA
10/03/2021	05:31:07	7113	Resp	42 Anderson St [QAS CAIRNS]	Responding From = 165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	7TALRAD
10/03/2021	05:32:23		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A011824	ICEMS
10/03/2021	05:32:24		UserAction		User clicked Exit/Save	7TALRAD
10/03/2021	05:34:05	7113	At Scene	42 Anderson St		7TALRAD
10/03/2021	05:34:05		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A011824, Status: OnScene	ICEMS
10/03/2021	05:34:06		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A011824	ICEMS
10/03/2021	05:34:13		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A011824	ICEMS
10/03/2021	05:34:20		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A011824, Resource Status: WillAttend	ICEMS
10/03/2021	05:37:50		Read Comment		Comment for Incident 934 was Marked as Read.	7TALRAD
10/03/2021	05:38:47		UserAction		User clicked Exit/Save	7TALRAD
10/03/2021	05:39:49		Read Comment		Comment for Incident 934 was Marked as Read.	7TALRAD
10/03/2021	05:41:11		UserAction		User clicked Exit/Save	7TALRAD
10/03/2021	05:42:04	7113	Dep	CBH (EMERGENCY DEPARTMENT)		7TALRAD
10/03/2021	05:42:07	7113	Change Tx Destination	CBH (EMERGENCY DEPARTMENT)	Tx Destination Changed from 165 Esplanade to 165 Esplanade	7TALRAD
10/03/2021	05:42:11	7113	Change Tx Priority			7TALRAD
10/03/2021	05:46:23	7113	Dest	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]		7TALRAD
10/03/2021	05:46:23	7113	Transport Time		Depart Scene Time: 05:42:04, Arrive Destination Time: 05:46:23	7TALRAD
10/03/2021	05:59:21		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A011824, Resource Status: EnRoute	ICEMS
10/03/2021	06:03:16		Read Comment		Comment for Incident 934 was Marked as Read.	12NIGHAM
10/03/2021	06:05:40		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A011824, Resource Status: OnScene	ICEMS
10/03/2021	06:08:26	7113	Partially Av	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]		7RICLOP
10/03/2021	06:14:10		Read Comment		Comment for Incident 934 was Marked as Read.	7JAAPAP
10/03/2021	06:28:50		Read Comment		Comment for Incident 934 was Marked as Read.	7TALRAD

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10/03/2021	06:29:22		UserAction		User clicked Exit/Save	7TALRAD
10/03/2021	06:33:54		UserAction		User clicked Exit/Save	7JUSWES
10/03/2021	06:35:53		Read Comment		Comment for Incident 934 was Marked as Read.	7JUSWES
10/03/2021	06:36:11		UserAction		User clicked Exit/Save	7JUSWES
10/03/2021	06:50:07	7113	Available	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]		7JAAPAP
10/03/2021	06:50:07	7113	Disposition	QAS CAIRNS	A Case Completed	7JAAPAP
10/03/2021	06:50:11		UserAction		User clicked Exit/Save	7JAAPAP
10/03/2021	06:50:14	7545	Available	42 Anderson St [QAS CAIRNS]		7JAAPAP
10/03/2021	06:50:14	7545	Disposition	QAS CAIRNS	A Case Completed~^~Treated Other Unit Transport	7JAAPAP
10/03/2021	06:50:14	7545	Response Closed	QAS CAIRNS	Response Disposition: A Case Completed~^~Treated Other Unit Transport	7JAAPAP
10/03/2021	06:50:23		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A011824, Status: Closed	ICEMS
10/03/2021	06:50:25		Read Comment		Comment for Incident 934 was Marked as Read.	12NIGHAM
10/03/2021	07:27:13		Read Comment		Comment for Incident 934 was Marked as Read.	7BARCAL
10/03/2021	07:29:33		UserAction		User clicked Exit/Save	7BARCAL
10/03/2021	08:19:39		UserAction		User clicked Exit/Save	12NIGHAM
10/03/2021	13:09:27		Read Comment		Comment for Incident 934 was Marked as Read.	7BARCAL
10/03/2021	13:11:07		UserAction		User clicked Exit/Save	7BARCAL
12/03/2021	15:24:47		UserAction		User clicked Exit/Save	7KIRBIN

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
10/03/2021	05:28:50	Pickup_Map_Info	(Blank)	CNS37M3		Response_Transports	POLCADQASCXA13	7JAAPAP
10/03/2021	05:28:50	Map_Info		CNS37M3		Response_Master_Incident	POLCADQASCXA13	7JAAPAP
10/03/2021	05:29:45	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:00	Problem	Field Initiate	RTC NOT DANG INJ 1ST PARTY	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7TALRAD
10/03/2021	05:30:22	Problem	RTC NOT DANG INJ 1ST PARTY	BLUE4A	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:22	Priority_Description	2A	4A	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:22	Priority_Number	4	9	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:26	Priority_Description	2A	2A	Priority Change Cancelled	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:27	Problem	BLUE4A	RTC NOT DANG INJ 1ST PARTY	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:27	Priority_Description	4A	2A	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:27	Priority_Number	9	4	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:29	Priority_Description	4A	4A	Priority Change Cancelled	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	Problem	RTC NOT DANG INJ 1ST PARTY	RTC INJURIES	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	Response_Plan	Acute-Str	Acute	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	Priority_Description	2A	1C	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	Priority_Number	4	3	Patient Condition	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:33	Incident_Type	ACUTE-STR	ACUTE	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:34	Priority_Description	2A	1C	Priority Change Accepted	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	05:30:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7TALRAD
10/03/2021	05:37:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7TALRAD
10/03/2021	05:39:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7TALRAD
10/03/2021	05:42:04	Map_Info	(Blank)	CNS38D3		Response_Transports	KEDCADQASCXA23	7TALRAD
10/03/2021	05:42:07	Address	165 Esplanade	165 Esplanade		Response_Transports	PA706	7TALRAD
10/03/2021	05:42:11	Transport_Priority	Cold	Hot	Patient Condition	Response_Transports	PA706	7TALRAD
10/03/2021	05:42:12	Map_Info	(Blank)	CNS38D3		Response_Transports	KEDCADQASCXA23	7TALRAD
10/03/2021	06:03:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12NIGHAM

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10/03/2021	06:14:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
10/03/2021	06:28:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7TALRAD
10/03/2021	06:35:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7JUSWES
10/03/2021	06:50:25	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12NIGHAM
10/03/2021	07:27:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7BARCAL
10/03/2021	13:09:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7BARCAL

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3907

Townsville Local Ambulance Service Network

Authority:

By authority of Robbie Medlin, Assistant Commissioner, Townsville LASN.

Executive Summary:

The Townsville Operations Centre (TSV OpCen) received a request for service via the ICEMS system from Queensland Police Service (QPS) at 0239hrs on 15 March 2021.

This request was in relation to a Road Traffic Crash (RTC) that had occurred at the intersection of Dalrymple Road and Nathan Street between a utility vehicle and a sedan. The initial information was received from QPS, however a Queensland Ambulance Service (QAS) Call Taker called the informant at the scene to gain further information.

The informant on scene advised that there was a two vehicle RTC with one vehicle T-Boning the other, and that there were four patients (two patients in each vehicle). The informant advised that one patient was non-responsive Prior to the call taker gaining any further clinical or scene information a QPS unit arrived on scene and the call was terminated.

The TSV OpCen was able to view the scene of the incident via the traffic cameras at the intersection and was able to identify that this was a significant incident, due to one vehicle being located off the road in a ditch and a large amount of debris around the scene.

The TSV OpCen dispatched five QAS units to the scene, three Advanced Care Paramedic (ACP) units, one Critical Care Paramedic (CCP) and one Senior Operations Supervisor (SOS).

The primary unit Kirwan 1124 was dispatched from Kirwan station along with CCP 1506 from Townsville station at 0242hrs, an additional unit and duty SOS were dispatched at 0246hrs, with the third unit dispatched at 0258hrs.

The first QAS units arrived on scene at 0248hrs and provided a sitrep a short time later confirming 1 Red, 1 Black and 1 Green patient. This was later updated to 2 Green patients and again updated as one of the patient's condition deteriorated on scene, with their status being changed to Yellow.

The QAS transported three patients from the scene to Townsville University Hospital (TUH), one with a serious condition and two with minor injuries.

One 50-year-old male was declared deceased at the scene and left in the custody of QPS.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14025227.

The review will examine ambulance operations prior to, during and following the response.

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

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by Clinical Support Officer (CSO), David Cole, a CCP level clinician. Review 31789, 31790, 3829, 31849 are attached. The review found that;

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31789 – Irrelevant Pt driver in 2 car RTC, High speed incident, significant damage noted to all vehicles, mortality noted in other vehicle, pt. entrapped driver, airbags deployed, seat belt in situ, major intrusion noted. Patient had significant injuries. The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

31790 – Irrelevant Pt has self-extricated from passenger seat of vehicle with help of emergency service personnel. Extensive damage to vehicle; appears to have impacted on drivers' side, back drivers' side and rear of vehicle has been ripped open with extensive damage. Pt poor historian but states he was travelling outbound from Townsville towards Deeragun; vehicle facing inbound to the city post collision. Pt cannot recall event, LOC, head strike. Pt has had front airbag deployment. Pt sitting on side of road with QPS prior to QAS arrival. The review found that the patient did not receive appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures, the area of deficit was the Nexus Criteria could not be satisfied, the patient was documented to have a GCS of 14 (confused) and as such spinal motion restriction should have been applied. The case is marked a Variation to Standard in ECLIPSE and ECLIPSE Review forwarded to the Manager, Clinical Education.

31829 – Irrelevant Patient self-extricated and walked away from accident before being found 15 mins after emergency services arrived on scene. Patient mobilised unaided with unsteady gait, complaining of severe back pain high Thoracic and low cervical. Laceration to back of left hand, nil other obvious injuries. Patient also presenting with eyes not tracking correctly when looking to the right. The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

31849 – Irrelevant Mazda Sedan black in colour rego: Irrelevant position of vehicle right side up @ west central intersection area of inbound lane. Major intrusion w/ extensive damage to drivers' side, both front & rear drivers side doors ripped off, rear end of vehicle torn open & major intrusion, both front airbags deployed. Significant amount of debris surrounding vehicle including fishing gear w/ large lead sinkers & other fishing tackle noted. O/A Signal 4 driver of Black Mazda, obvious death as per CCP. Deceased, obvious death, GCS 3 w/ nil spontaneous respiration, nil palpable carotid pulse. The review found that the patient did not receive appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures, the area of deficit was: Time of declaring life extinct not included on DARF. The case is marked a Variation to Standard in ECLIPSE and ECLIPSE Review forwarded to the Manager, Clinical Education.

State OpCen ProQA:

There was no OpCen review conducted as part of this SIR

Incident Review/Investigation:

- **Scope:**
  This Significant Incident Review is to evaluate the QAS response to a fatal RTC that occurred at the intersection of Dalrymple Road, Nathan Street and Duckworth Street in Garbutt, Townsville at approximately 0239hrs on 15 March 2021.

  This review has been conducted to ensure that the most appropriate resources were dispatched as outlined by QAS policies, the QAS response to the incident was adequate and acceptable and that the patients received clinical care as outlined in the QAS Clinical Practice Guidelines and Clinical Practice Procedures.

- **Background:**
  The TSV OpCen received a request for service via the ICEMS system at 0239hrs on 15 March 2021 from QPS. This request was in relation to an RTC that had occurred at the intersection of Dalrymple Road, Nathan Street and Duckworth Street, in the suburb of Garbutt, in Townsville.

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The incident as assigned Incident Number 14025227, MPDS code 29D05V, RTC Entrapment, Multiple Patients, a 1B response at 0241hrs.

A QAS call taker contacted the scene to obtain further information and was advised by an informant that there was a two-vehicle incident between a utility and a sedan with one vehicle t-boning the other. There were four patients with two patients in each vehicle and possibly two persons trapped and one person unconscious and non-responsive.

The TSV OpCen was able to view the incident scene from Queensland Traffic cameras located at the intersection and identified that this was a significant incident with a large amount of debris on the roadway and 1 vehicle off the road in a ditch.

The TSV OpCen dispatched an initial two units to the incident, an ACP unit from Kirwan station and a CCP unit from Townsville station.

Kirwan 1124 was dispatched from Kirwan station at 0242hrs with ACP Irrelevant and ACP Irrelevant along with CCP 1506 with CCP Irrelevant from Townsville station at 0242hrs.

The on-call duty SOS, Irrelevant was advised and dispatched to the incident at 0246hrs along with Townsville 1135 with ACP Irrelevant and ACP Irrelevant from the TUH.

The first QAS unit, CCP 1506, arrived on scene at 0248hrs, with Kirwan 1124 arriving on scene 34 seconds later at 0249hrs.

Townsville 1135 arrived on scene at 0251hrs and the duty SOS arrived on scene at 0253hrs.

The initial sitrep provided by CCP 1506 was that there was 1 Black, 1 Red and 1 Green patient, this was later updated by the duty SOS to 1 Black, 1 Red, 2 Greens. An additional unit was assigned to the incident at 0258hrs.

Kirwan 1134 with ACP Irrelevant was dispatched from Kirwan station at 0258hrs.

An updated sitrep was provide by the duty SOS, advising that one of the green patient's condition had changed and they were now a Yellow.

Kirwan 1134 was the first QAS unit to depart scene with patient Irrelevant at 0317hrs, followed by Kirwan 1124 with patient Irrelevant at 0317hrs. Townsville 1135 departed scene at 0325hrs with patient Irrelevant

Kirwan 1135 arrived at TUH at 0324hrs, with Kirwan 1124 arriving at 0324hrs and Townsville 1135 arriving at TUH at 0334hrs.

A 50-year-old male patient declared deceased on scene was left in the custody of QPS.

All QAS units had cleared the incident by 0500hrs.

- **Timeline:**

0239hrs	ICEMS request received.
0240hrs	ICEMS: QPS enroute
0241hrs	Incident placed in dispatch queue.
0242hrs	Kirwan 1124 dispatched.
0242hrs	CCP 1506 dispatched.
0243hrs	ICEMS: QPS on scene.
0244hrs	Kirwan 1124 on case.

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0244hrs	CCP 1506 on case.
0244hrs	ICEMS: QFES enroute.
0246hrs	Duty SOS advised.
0246hrs	Townsville 1135 dispatched.
0246hrs	Duty SOS 1518 dispatched.
0246hrs	Townsville 1135 on case.
0248hrs	CCP 1506 on scene.
0249hrs	Kirwan 1124 on scene.
0249hrs	Sitrep 1506: 2 car RTC, doing a head count now.
0249hrs	ICEMS: QFES on scene.
0251hrs	Townsville 1135 on scene.
0253hrs	Duty SOS 1518 on scene.
0254hrs	Sitrep 1506: 1 Red, 1Black, 1 Green.
0258hrs	Kirwan 1134 dispatched.
0258hrs	Kirwan 1134 on case.
0301hrs	Sitrep 1518: 1 Red, 1 Black, 2 Green, additional unit required.
0303hrs	Sitrep 1518: Transporting soon 26yr old male, spinal & internal injuries.
0311hrs	Sitrep 1518: 1 green patient now a Yellow, Irrelevant male back pain in 1135 with QFES driver
0312hrs	Sitrep 1518: 1124 with CCP on board Irrelevant male, head injuries, GCS 3 to TUH.
0313hrs	Sitrep 1518: Irrelevant male, spinal precautions. Black patient Irrelevant male
0317hrs	Kirwan 1134 departs scene for TUH.
0317hrs	Kirwan 1124 departs scene for TUH.
0321hrs	TUH ED advised.
0322hrs	Kirwan 1134 arrived TUH.
0324hrs	Kirwan 1124 arrived TUH.
0325hrs	Townsville 1135 departs scene.
0333hrs	Duty SOS cleared from scene
0334hrs	Townsville 1135 arrived TUH.
0404hrs	PSO notification sent.
0422hrs	Kirwan 1124 cleared from incident.
0500hrs	Kirwan 1134 cleared from incident.
0500hrs	Townsville 1135 cleared from incident.

- **Review:**
A review of the iROAM data, CAD data and AVL data was undertaken as part of this review. This review also considered the findings of the ECLIPSE review and reviewed QAS resource available for deployment.

iROAM identified that Kirwan 1134 was partially available at TUH, this was supported by both CAD data and AVL data. 1134 was recommended by CAD as the closest unit to the incident (03:16), located at TUH. CAD also recommended Charters Towers 9338 located at TUH (03:16), 1124 located at Kirwan station (05:49), Northern Beaches 1130 on station at Northern Beaches (10:09) and 1138 an EA unit located in Condon (10:21).

Kirwan 1124 was dispatched as the primary unit from Kirwan station, supported by CCP 1506 from Townsville station. Based on resourcing of the incident alone, this was the correct decision, as Kirwan 1134 was a single officer and Charters Towers 9338 also a single officer transfer unit.

The EMD could have considered Kirwan 1134 for dispatch as the closest unit, even though this was a single officer unit, as additional resources where available to assist. The resourcing of this incident was appropriate with a total of 3 ACP units, 1 CCP and a supervisor assigned to the incident.

The call was received at 02.39.37hrs and placed in the dispatch queue 2.22 minutes later at 02.41.59hrs

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The first QAS unit was assigned 32 seconds after the call and was placed in the queue 3.02 minutes after the call was received at 02.42.31hrs.

The first QAS unit was mobile 1.01 minutes after being assigned to the incident arriving on scene at 02.48.52hrs, 6.21 minutes after the first unit was dispatched and 9.16 minutes after the call was received.

There was a staff shortage within the Townsville Cluster for the nightshift of 13-14 March with 2 officers calling sick for Townsville line 3, additional EA had been arranged to assist with coverage.

This shortage did not affect the response or allocation of QAS resources to this incident. CAD and iROAM identified 5 operational units available for dispatch. In addition, both the CCP and Flight Paramedic were available for dispatch, with 5 incidents received within the Townsville cluster response area in the preceding 1 ½ hours prior to the incident.

The ECLIPSE clinical review found that;

31789 – Irrelevant The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

31790 – Irrelevant The review found that the patient did not received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures, the area of deficit was the Nexus Criteria could not be satisfied, the patient was documented to have a GCS of 14 (confused) and as such spinal motion restriction should have been applied. The case is marked a Variation to Standard in ECLIPSE and ECLIPSE Review forwarded to the Manager, Clinical Education.

31829 – Irrelevant The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

31849 – Irrelevant The review found that the patient did not received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures, the area of deficit was: Time of declaring life extinct not included on DARF. The case is marked a Variation to Standard in ECLIPSE and ECLIPSE Review forwarded to the Manager, Clinical Education.

While Review 31790 & 31849 did not meet QAS Clinical Practice Guidelines and Clinical Practice Procedures, in the case of 31849 it did not impact on the patient outcome.

- **Outcomes:**
  Irrelevant male patients transported to TUH
  1 - Irrelevant male serious injuries
  1 - male moderate injuries
  1 - male minor injuries
  1 - 50 year old male deceased on scene.

- **Post OIRR Actions**:
  ECLIPSE Review undertaken
  SIR completed
  Staff Welfare followed up.

Review Recommendations:

OIC and CSO follow up identified clinical variations to standard

Nil other operational recommendations

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Appendix of relevant documents/files:

- IDR 14026227
- DARF 503236175 – Irrelevant
- CORPLUS Summary – Irrelevant
- ECLIPSE Review 31789 – Irrelevant
- DARF 503236177 – Irrelevant
- CORPLUS Summary – Irrelevant
- ECPLIPSE Review 31790 – Irrelevant
- DARF 503236184 – Irrelevant
- CORPLUS Summary – Irrelevant
- ECLIPSE Review 31829 – Irrelevant
- DARF 503236202 – Irrelevant
- DCARF – Irrelevant
- ECLIPSE Review 31849 – Irrelevant
- iROAM Data
- CAD Data
- AVL Data Kirwan 1124
- AVL Data CCP 1506
- AVL Data Townsville 1135
- AVL Data Kirwan 1134
- Mapping Information – Kirwan station to incident
- Mapping Information – Townsville station to incident
- Mapping Information – Cosgrove to Incident
- Mapping information – Incident to Hospital
- Cluster Roster

LASN Endorsement

(Document must be signed by LASN Manager, converted to PDF and sent to Irrelevant zambulance.qld.gov.au)

Role	Name	Position	Signature	Date
Reviewer	Robbie Medlin	Assistant Commissioner	Irrelevant	29/03/21
Endorsed	Dee Taylor Dutton	Deputy Commissioner		

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3907

Incident Detail Report

Data Source: Data Warehouse
Incident Status: Closed
Incident number: 14025227
Case Numbers:
Incident Date: 15/03/2021 02:39:37
Report Generated: 18/03/2021 13:27:16

Incident Information

Incident Type:	ACUTE	Alarm Level:	1
Priority:	1B	Problem:	RTC ENTRAP MULTI PATIENTS
Determinant:	29D05V	Agency:	QAS
Base Response#:	069596	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00257634	Division:	1 Townsville
Taken By:	ICEMS	Battalion:	1 Townsville
Response Area:	1 Townsville	Response Plan:	Acute
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	33240820	Latitude:	70719451

Incident Location

Location Name:		County:	TOWNSVILLE
Address:	DALRYMPLE RD & NATHAN ST	Location Type:	
Apartment:		Cross Street:	
Building:		Map Reference:	TVL44L1
City, State, Zip:	GARBUTT QLD 4814		

Call Receipt

Caller Name:	Irrelevant		
Method Received:	ICEMS	Call Back Phone:	Irrelevant
Caller Type:	ICEMS	Caller Location:	
Caller Address:		Caller Location Phone:	
Caller Building:		Caller Apartment:	
Caller City, State, Zip:		Caller County:	

Time Stamps

Description	Date	Time	User
Phone Pickup	15/03/2021	02:39:37	
1st Key Stroke	15/03/2021	02:39:37	
In Waiting Queue	15/03/2021	02:41:58	
Call Taking Complete	15/03/2021	02:39:37	ICEMS
1st Unit Assigned	15/03/2021	02:42:31	
1st Unit Enroute	15/03/2021	02:44:32	
1st Unit Arrived	15/03/2021	02:48:52	
Closed	15/03/2021	05:00:24	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:32
Call Received to 1st Assign	00:02:54
Assigned to 1st Enroute	00:02:01
Enroute to 1st Arrived	00:04:20
Incident Duration	02:20:47

Resources Assigned

Unit	Primary	Flag	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1124	Y		02:42:31	A Case Completed	02:44:32		02:49:26		04:14:24	04:22:25			
1506	N		02:42:49	Treated Other Unit Transport	02:44:34		02:48:52			03:18:48			
1135	N		02:46:28	A Case Completed	02:46:34		02:51:20		04:14:24	05:00:24			
1518	N		02:46:32	A Case Completed			02:53:47			03:33:52			
1134	N		02:58:28	A Case Completed	02:58:57		03:01:34		04:14:24	05:00:08			

Personnel Assigned

Unit	Name
1124	Irrelevant
1506	
1135	
1518	
1134	

Caution Notes
No Caution Notes found

Pre-Scheduled Information
No Pre-Scheduled Information

Transports

Unit	Location/Address	City	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
1124	TUH (EMERGENCY DEPARTMENT)/100 Angus Smith Dr	DOUGLAS		Off Stretcher	Pre Hosp - patient condition	0.0/ 0.0/ 0.0	03:17:57	03:24:34	04:22:25
1135	TUH (EMERGENCY DEPARTMENT)/100 Angus Smith Dr	DOUGLAS		Off Stretcher	Pre Hosp - patient condition	0.0/ 0.0/ 0.0	03:25:16	03:34:22	05:00:24
1134	TUH (EMERGENCY DEPARTMENT)/100 Angus Smith Dr	DOUGLAS		Off Stretcher	Pre Hosp - patient condition	0.0/ /	03:17:07	03:22:20	05:00:08

Transport Legs
No Transports Information

Comments

Date	Time	User	Type	Conf.	Comments
15/03/2021	02:39:37	ICEMS	Response		[POL-Q] Initial Incident Address information: DUCKWORTH STREET EXIT GARBUTT TOWNSVILLE, QLD 4814
15/03/2021	02:39:37	ICEMS	Response		[POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : NATHAN STREET ANY PERSONS TRAPPED = TWO IN BOTH VEHICLES
15/03/2021	02:39:37	ICEMS	Response		[POL-Q] Contact at scene: Irrelevant
15/03/2021	02:39:37	ICEMS	Response		[POL-Q] Exact Lat/Lon=D18.28055/D146.75858
15/03/2021	02:39:43	ICEMS	Response		
15/03/2021	02:40:05	ICEMS	Response		POL-Q EnRoute
15/03/2021	02:41:56	1BRYRAY	Response		[ProQA Dispatch] Dispatch Level: 29D05 (Trapped victim) Response Text: 1B QFES QPS MED QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Problem Description: RTC
15/03/2021	02:41:56	1BRYRAY	Response		[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. It's not known if chemicals or other hazards are involved. 3. The number of people pinned is: 74
15/03/2021	02:42:22	1BRYRAY	Response		>POL-Q> CAN WE HAVE MORE INFO PLEASE - HOW MANY CARS AND CONFIRMING 4 TRAPPED?
15/03/2021	02:42:28	1BRYRAY	Response		[ProQA: Key Questions] 4. It's not known if anyone was thrown from the vehicle. 5. It's not known if everyone is completely awake (alert). 6. The type and nature of their injuries are not known. 7. It's not known if there is SERIOUS bleeding
15/03/2021	02:42:31	PS	Response		[Page] Dispatch page sent to Unit:1124. Sent From: KEDCADQASPIS01

RTI Release
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15/03/2021	02:42:43	PS	Response	[Page] Dispatch page to Unit:1124 complete to PIN Irrelevant Message sent successfully.
15/03/2021	02:42:49	PS	Response	[Page] Dispatch page sent to Unit:1506, Sent From: KEDCADQASPIS01
15/03/2021	02:43:00	PS	Response	[Page] Dispatch page to Unit:1506 complete to PIN Irrelevant Message sent successfully.
15/03/2021	02:43:36	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/03/2021	02:43:40	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	02:43:51	ICEMS	Response	POL-Q OnScene
15/03/2021	02:43:58	ICEMS	Response	Error sending Resource Status Update, please call agency AMB-Q.
				[ProQA Reconfigure]
				Reconfigure Level: 28D05 (Trapped victim)
				Suffix V (Multiple patients)
15/03/2021	02:44:04	1BRYRAY	Response	Response Text: 1B QFES QPS MED OASPAGE
				Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 4.
				Problem Description: TBONE - 2 VEH - 2 IN EACH CAR - 4 PTS - 1 NON RESPONSIVE
15/03/2021	02:44:04	1BRYRAY	Response	[ProQA: Key Questions]
				8. A multiple-unit response is not required.
15/03/2021	02:44:05	ICEMS	Response	FIRE-Q EnRoute
15/03/2021	02:44:18	1BRYRAY	Response	QPS ON SCENE
15/03/2021	02:44:39	ICEMS	Response	
15/03/2021	02:44:57	ICEMS	Response	
15/03/2021	02:45:07	ICEMS	Response	
15/03/2021	02:45:36	ICEMS	Response	
15/03/2021	02:46:28	PS	Response	[Page] Dispatch page sent to Unit:1135, Sent From: KEDCADQASPIS01
15/03/2021	02:46:32	PS	Response	[Page] Dispatch page sent to Unit:1518, Sent From: KEDCADQASPIS01
15/03/2021	02:46:36	PS	Response	[Page] Dispatch page to Unit:1135 complete to PIN Irrelevant Message sent successfully.
15/03/2021	02:46:42	PS	Response	[Page] Dispatch page to Unit:1518 complete to PIN Message sent successfully.
15/03/2021	02:46:49	1MELTEC	Response	SOS ADVISED AND WILL ATTEND
15/03/2021	02:49:07	ICEMS	Response	FIRE-Q OnScene
15/03/2021	02:49:10	1AMYBEL	Response	1506 WINDSCREEN SITREP 2 CAR RTC - DOIGN HEWAD COUNT NOW
15/03/2021	02:54:16	1AMYBEL	Response	1506 1 RED, 1 BLACK AND 1 GREEN
15/03/2021	02:58:28	PS	Response	[Page] Dispatch page sent to Unit:1134, Sent From: KEDCADQASPIS01
15/03/2021	02:58:39	PS	Response	[Page] Dispatch page to Unit:1134 complete to PIN Irrelevant Message sent successfully.
15/03/2021	02:58:41	PS	Response	[Page] Dispatch page to Unit:1134 complete to PIN Message sent successfully.
15/03/2021	03:01:50	1MELTEC	Response	1518 1 x RED, 1 x BLACK, 2 X GREEN. ADDITIONAL UNIT CODE 2 PLS
15/03/2021	03:03:11	1MELTEC	Response	1518 WILL BE 1 x PT BEING TRANSPORTED SHORTLY. Irrelevant M PT WITH SPINAL INJ, INTERNAL INJ, PALE, DIAPHORETIC.
15/03/2021	03:06:40	1MELTEC	Response	CCP WILL BE ONBOARD - HOT TO TUH - TUH TRIAGE ADV
15/03/2021	03:09:56	1MELTEC	Response	1518 1 x GREEN PT HAS NOW BECOME A YELLOW
15/03/2021	03:11:12	1MELTEC	Response	YELLOW PT - Irrelevant M GCS 15, BACK PAIN. WILL BE TRANSPORTED IN 1134 - WITH A QFES DRIVER.
15/03/2021	03:12:07	1MELTEC	Response	UNIT 1124 WITH CCP ONBOARD TRANSPORTING RED PT TO TUH - Irrelevant M PT HEAD INJ, INTERNAL INJ, GCS 3. HOT TO TUH - TRIAGE UPDATED.
15/03/2021	03:13:01	1MELTEC	Response	GREEN PT IS Irrelevant M - IN SHOCK, SPINAL PRECAUTIONS. WILL BE TRANSPORTED IN 1135.
15/03/2021	03:13:14	1MELTEC	Response	BLACK PT IS 50YOM.
15/03/2021	03:17:56	1SCOGIL	Response	Irrelevant was added to the incident 15/03/2021 03:17:56.
15/03/2021	03:17:56	1SCOGIL	Response	was removed from the incident 15/03/2021 03:17:56.
15/03/2021	03:18:58	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/03/2021	03:21:28	1JOLHEN	Response	CALL FROM TUH ED / SHIFT - ADVISED PT DEATILS AS PER SR AND TXING 1 HOT
15/03/2021	03:22:32	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/03/2021	03:22:32	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	03:24:44	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	03:24:48	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	03:28:58	1MELTEC	Response	TUH ED UPDATED ON GREEN PT INCOMING
15/03/2021	03:34:20	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/03/2021	03:34:35	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	03:34:37	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	04:04:13	1MELTEC	Response	[Page]Paging Group Notified: OpCen1 - TSV PSO, Sent From: PA105, Comment: Hello - an email has been sent to you with PSO follow up information. thank you
15/03/2021	04:04:25	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/03/2021	04:22:36	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	04:22:37	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	05:00:19	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	05:00:21	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
15/03/2021	05:00:36	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
16/03/2021	10:09:40	1AMAMAR	Response	OPENED CASE FOR SIGNIFICANT INCIDENT REPORTING

Address Changes

Date	Time	Location/Address	User
15/03/2021	02:41:15	/ DUCKWORTH STREET EXIT [Verify]	BR
15/03/2021	02:43:28	/ DUCKWORTH STREET EXIT	BR

Priority Changes

Date	Time	Changed from Priority	Reason	User
15/03/2021	02:41:56	ICEMS	Patient Condition	BR

Alarm Level Changes

Date	Time	User	Change to Alarm
15/03/2021	02:42:31	AB	1

Activity Log

Date	Time	Radio	Activity	Location	Log Entry	User
15/03/2021	02:39:36		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:39:36		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:39:37		Incident in Waiting Queue			
15/03/2021	02:39:37		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
15/03/2021	02:39:37		Incident in Waiting Queue			
15/03/2021	02:39:37		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
15/03/2021	02:39:47		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
15/03/2021	02:39:47		Incident in Waiting Queue Timer Clear			
15/03/2021	02:40:05		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P018942, Resource Status: EnRoute	ICEMS
15/03/2021	02:40:37		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
15/03/2021	02:40:37		Incident Late			
15/03/2021	02:40:46		Read Comment		Comment for Incident 800 was Marked as Read.	1BRYRAY
15/03/2021	02:40:46		Read Incident		Incident 800 was Marked as Read.	1BRYRAY
15/03/2021	02:40:57		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P018942, Resource Status: WillAttend	ICEMS
15/03/2021	02:41:17		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:41:17		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:41:56		Incident Priority Change		Incident priority changed from ICEMS to 1B due to Patient Condition	1BRYRAY
15/03/2021	02:41:56		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
15/03/2021	02:41:57		Incident Late			
15/03/2021	02:41:57		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
15/03/2021	02:41:57		ProQA	DUCKWORTH STREET EXIT	ProQA determinant sent	1BRYRAY
15/03/2021	02:41:58		Incident in Waiting Queue			
15/03/2021	02:41:58		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
15/03/2021	02:41:59		[RESET_TIMERS]		Incident queue timers have been reset	ICEMS
15/03/2021	02:42:06		UserAction		User clicked Initial Assign	1AMYBEL
15/03/2021	02:42:06		Incident in Waiting Queue Timer Clear			
15/03/2021	02:42:07		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1134	1AMYBEL

DOH DISCLOSURE LOG

DOH RTI 3907

					(00:03:16)	
15/03/2021	02:42:09		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
15/03/2021	02:42:15		Read Comment		Comment for Incident 800 was Marked as Read.	10DANNIC
15/03/2021	02:42:22		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1134	1AMYBEL
15/03/2021	02:42:22		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P018942	ICEMS
15/03/2021	02:42:26		VisiCAD Recommendation		1134: 00:03:16, 936338: 00:03:16, 1124: 00:05:49, 1130: 00:10:09, 1138: 00:10:21,	1AMYBEL
15/03/2021	02:42:30		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1124 (00:05:49)	1AMYBEL
15/03/2021	02:42:30		UserAction		User Accepted 1130	
15/03/2021	02:42:31	1124	Dispatched	DUCKWORTH STREET EXIT	Response Number (069599)	1AMYBEL
15/03/2021	02:42:31		Incident Timer Clear		Incident Timer Cleared	
15/03/2021	02:42:31		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P018942, Status: WillAttend	ICEMS
15/03/2021	02:42:49	1506	Dispatched	DUCKWORTH STREET EXIT	Response Number: 069600;	1AMYBEL
15/03/2021	02:43:31		Incident Late		Active Incident marked as late	
15/03/2021	02:43:37		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:43:51		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P018942, Resource Status: OnScene	ICEMS
15/03/2021	02:43:58		[ICEMS]		[ICEMS] Received Error from POL-Q: 10-Message received after system acceptance timeout.	ICEMS
15/03/2021	02:44:04		ProQA	DALRYMPLE RD & NATHAN ST	ProQA determinant sent	1BRYRAY
15/03/2021	02:44:05		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P018942, Resource Status: EnRoute	ICEMS
15/03/2021	02:44:18		Read Comment		Comment for Incident 800 was Marked as Read.	12RICROB
15/03/2021	02:44:32	1124	Resp	DALRYMPLE RD & NATHAN ST	Responding From = 1(04) KIRWAN	1AMYBEL
15/03/2021	02:44:32		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P018942, Status: EnRoute	ICEMS
15/03/2021	02:44:32		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P018942, Status: EnRoute	ICEMS
15/03/2021	02:44:34	1506	Resp	DALRYMPLE RD & NATHAN ST	Responding From = 1(07) TOWNSVILLE CCP	1AMYBEL
15/03/2021	02:44:36		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	02:44:39		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:44:47		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	02:44:57		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:45:07		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:45:29		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:45:38		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P018942	ICEMS
15/03/2021	02:46:28	1135	Dispatched	DALRYMPLE RD & NATHAN ST	Response Number: 069603;	1AMYBEL
15/03/2021	02:46:32	1518	Dispatched	DALRYMPLE RD & NATHAN ST	Response Number (069604)	1MELTEC
15/03/2021	02:46:34	1135	Resp	DALRYMPLE RD & NATHAN ST	Responding From = 95 Abattoir Rd [REVEREND CHARLES DIVERSIONARY CENTRE]	1AMYBEL
15/03/2021	02:46:48		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	02:47:10		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	02:47:22		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	02:47:32		Incident Late		Active Incident marked as late	
15/03/2021	02:48:02		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	02:48:07		[ICEMS]		[ICEMS] Error message 'Error sending Resource Status Update, please call agency AMB-Q.' has been marked as read	AB
15/03/2021	02:48:10		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P018942	ICEMS
15/03/2021	02:48:15		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P018942	ICEMS
15/03/2021	02:48:16		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-P018942	ICEMS
15/03/2021	02:48:18		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
15/03/2021	02:48:19		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P018942	ICEMS
15/03/2021	02:48:33		UserAction		User clicked Exit/Save	1BRYRAY
15/03/2021	02:48:39		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
15/03/2021	02:48:46		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
15/03/2021	02:48:52	1506	At Scene	DALRYMPLE RD & NATHAN ST		1AMYBEL
15/03/2021	02:48:52		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P018942, Status: OnScene	ICEMS
15/03/2021	02:48:52		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P018942, Status: OnScene	ICEMS
15/03/2021	02:49:07		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P018942, Resource Status: OnScene	ICEMS
15/03/2021	02:49:26	1124	At Scene	DALRYMPLE RD & NATHAN ST		1AMYBEL
15/03/2021	02:49:36		Read Comment		Comment for Incident 800 was Marked as Read.	1BRYRAY
15/03/2021	02:50:46		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	02:51:20	1135	At Scene	DALRYMPLE RD & NATHAN ST		1AMYBEL
15/03/2021	02:52:16		UserAction		User clicked Exit/Save	1BRYRAY
15/03/2021	02:53:47	1518	At Scene	DALRYMPLE RD & NATHAN ST		1AMYBEL
15/03/2021	02:55:14		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	02:57:56		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	02:58:28	1134	Dispatched	DALRYMPLE RD & NATHAN ST	Response Number: 069616;	1AMYBEL
15/03/2021	02:58:38	1134	Change Unit Priority		Change Unit Priority from 1B to 2A	1AMYBEL
15/03/2021	02:58:57	1134	Resp	DALRYMPLE RD & NATHAN ST	Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	1AMYBEL
15/03/2021	02:59:02		UserAction		User clicked Exit/Save	10DANNIC
15/03/2021	02:59:30		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:00:14		Read Comment		Comment for Incident 800 was Marked as Read.	1SCOGIL
15/03/2021	03:00:44		UserAction		User clicked Exit/Save	1BRYRAY
15/03/2021	03:01:21		UserAction		User clicked Exit/Save	1SCOGIL
15/03/2021	03:01:44		UserAction		User clicked Exit/Save	10DANNIC
15/03/2021	03:03:29		Read Comment		Comment for Incident 800 was Marked as Read.	1SCOGIL
15/03/2021	03:04:00		UserAction		User clicked Exit/Save	1SCOGIL
15/03/2021	03:05:52		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:06:53		Read Comment		Comment for Incident 800 was Marked as Read.	1BRYRAY
15/03/2021	03:07:34	1134	At Scene	DALRYMPLE RD & NATHAN ST		1MELTEC
15/03/2021	03:08:19		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:08:27		UserAction		User clicked Exit/Save	1SCOGIL
15/03/2021	03:09:02		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	03:09:35		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:11:45		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	03:11:55		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:12:13		UserAction		User clicked Exit/Save	1SCOGIL
15/03/2021	03:17:07	1134	Dep	TUH (EMERGENCY DEPARTMENT)		1SCOGIL
15/03/2021	03:17:40		Read Comment		Comment for Incident 800 was Marked as Read.	1JOLHEN
15/03/2021	03:17:57	1124	Dep	TUH (EMERGENCY DEPARTMENT)		1SCOGIL
15/03/2021	03:18:48	1506	Disposition	DALRYMPLE RD & NATHAN ST	Treated Other Unit Transport	1SCOGIL
15/03/2021	03:18:48	1506	Available	DALRYMPLE RD & NATHAN ST		1SCOGIL
15/03/2021	03:20:35		Read Comment		Comment for Incident 800 was Marked as Read.	1AMYBEL
15/03/2021	03:21:07		UserAction		User clicked Exit/Save	1AMYBEL
15/03/2021	03:22:20	1134	Transport Time		Depart Scene Time: 03:17:07, Arrive Destination Time: 03:22:20	1SCOGIL
15/03/2021	03:22:20	1134	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	03:22:26		UserAction		User clicked Exit/Save	1JOLHEN

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15/03/2021	03:24:34	1124	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 15/03/2021 03:17:57, Arrive Destination Time: 15/03/2021 03:24:34	1SCOGIL
15/03/2021	03:24:34	1124	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	03:25:16	1135	Dep	TUH (EMERGENCY DEPARTMENT)		1SCOGIL
15/03/2021	03:28:41		UserAction		User clicked Exit/Save	1BRYRAY
15/03/2021	03:33:24		UserAction		User clicked Add Resource	12RICROB
15/03/2021	03:33:52	1518	Disposition	DALRYMPLE RD & NATHAN ST	A Case Completed	1SCOGIL
15/03/2021	03:33:52	1518	Available	DALRYMPLE RD & NATHAN ST		1SCOGIL
15/03/2021	03:34:10		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P018942, Status: LeftScene	ICEMS
15/03/2021	03:34:10		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P018942, Status: LeftScene	ICEMS
15/03/2021	03:34:22	1135	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 15/03/2021 03:25:16, Arrive Destination Time: 15/03/2021 03:34:22	1SCOGIL
15/03/2021	03:34:22	1135	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	03:35:38		UserAction		User clicked Exit/Save	12RICROB
15/03/2021	03:52:20		Incident Late		Active incident marked as late	
15/03/2021	03:53:11	1134	Patient off Stretcher		1134 transport mode changed to Off Stretcher	1SCOGIL
15/03/2021	03:53:31		Read Comment		Comment for Incident 800 was Marked as Read.	1MELTEC
15/03/2021	03:56:13	1124	Patient off Stretcher		1124 transport mode changed to Off Stretcher	1SCOGIL
15/03/2021	04:04:20		UserAction		User clicked Exit/Save	1MELTEC
15/03/2021	04:05:14	1135	Patient off Stretcher		1135 transport mode changed to Off Stretcher	1SCOGIL
15/03/2021	04:14:24	1124	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	04:14:24	1134	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	04:14:24	1135	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	04:22:25	1124	Disposition	DALRYMPLE RD & NATHAN ST	A Case Completed	1SCOGIL
15/03/2021	04:22:25	1124	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1SCOGIL
15/03/2021	04:23:47		Read Comment		Comment for Incident 800 was Marked as Read.	1MELTEC
15/03/2021	04:33:48		UserAction		User clicked Exit/Save	1MELTEC
15/03/2021	05:00:08	1134	Disposition	DALRYMPLE RD & NATHAN ST	A Case Completed	1AMYBEL
15/03/2021	05:00:08	1134	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1AMYBEL
15/03/2021	05:00:24	1135	Response Closed	DALRYMPLE RD & NATHAN ST	Response Disposition: A Case Completed	1AMYBEL
15/03/2021	05:00:24	1135	Disposition	DALRYMPLE RD & NATHAN ST	A Case Completed	1AMYBEL
15/03/2021	05:00:24	1135	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1AMYBEL
15/03/2021	05:00:24		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P018942, Status: Closed	ICEMS
15/03/2021	05:00:24		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-P018942, Status: Closed	ICEMS
18/03/2021	08:39:00		Read Comment		Comment for Incident 800 was Marked as Read.	1AMAMAR
18/03/2021	10:13:32		Read Comment		Comment for Incident 800 was Marked as Read.	1AMAMAR
18/03/2021	11:28:21		UserAction		User clicked Exit/Save	1AMAMAR

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
15/03/2021	02:39:37	Battalion		1 Townsville	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	CurrentSectorID	0	5	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Postal_Code		4814	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	City		GARBUTT	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Jurisdiction	(NULL)	1 Townsville Coastal	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	CurrentDivision	(NULL)	1 Townsville	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Call_Back_Phone		0407981435	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Response_Area		1 Townsville	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	HomeSectorID	0	5	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Division	(NULL)	1 Townsville	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	County		TOWNSVILLE	Wrapper generated update	Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASIC M01	ICEMS
15/03/2021	02:39:37	Pickup_Map_Info		NOT FOUND		Response_Transports	POLCADQASIC M01	ICEMS
15/03/2021	02:40:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:40:46	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:11	Address	DUCKWORTH STREET EXIT [Verify]	DUCKWORTH STREET EXIT*	Address Change	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Cross_Street		DALRYMPLE RD/DUCKWORTH ST	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Street_Id	NULL	934230	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Longitude	0	33241098	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Latitude	0	70719583	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Address	DUCKWORTH STREET EXIT [Verify]	DUCKWORTH STREET EXIT	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:15	Address	DUCKWORTH STREET EXIT*	DUCKWORTH STREET EXIT	Change Verified	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:17	Pickup_Map_Info		TVL44L1		Response_Transports	POLCADQASC XA21	1BRYRAY
15/03/2021	02:41:17	Map_Info	NOT FOUND	TVL44L1		Response_Master_Incident	POLCADQASC XA21	1BRYRAY
15/03/2021	02:41:19	ProQaCaseNumber		16859800	(Response Viewer)	Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Determinant		29D05	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Problem	ICEMS	RTC ENTRAPMENT	Updated by ProQA	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Incident_Type	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Response_Plan		Acute	Updated by ProQA	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Priority_Number	60	2	Patient Condition	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:56	Priority_Description	ICEMS	1B	Patient Condition	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:57	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:41:57	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:42:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
15/03/2021	02:43:23	Address	DUCKWORTH STREET EXIT	DAL*&NAT*	Address Change	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:28	Address	DAL*&NAT*	DALRYMPLE RD & NATHAN ST	Change Verified	Response_Master_Incident	PA103	1BRYRAY

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15/03/2021	02:43:26	Cross_Street	DALRYMPLE RD/DUCKWORTH ST		(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:26	IntersectionStreetID	NULL	704223	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:26	Street_id	934230	704231	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:26	Longitude	33241088	33240820	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:26	Latitude	70719683	70719451	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:26	Address	DUCKWORTH STREET EXIT	DALRYMPLE RD & NATHAN ST	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:43:27	Pickup_Map_Info		TVL44L1		Response_Transports	POLCADQASC XA21	1BRYRAY
15/03/2021	02:43:27	Map_Info	TVL44L1	TVL44L1		Response_Master_Incident	POLCADQASC XA21	1BRYRAY
15/03/2021	02:44:04	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:44:04	Determinant	29D05	29D05V	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:44:04	Problem	RTC ENTRAPMENT	RTC ENTRAP MULTI PATIENTS	Updated by ProQA	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:44:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12RICROB
15/03/2021	02:44:20	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:44:20	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA103	1BRYRAY
15/03/2021	02:44:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	02:46:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	02:47:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	02:49:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	02:57:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	02:58:38	Current_UnitRespPriorityDesc	1134: 1B	2A	Back-Up Unit	Response_Vehicles_Assigned	PA108	1AMYBEL
15/03/2021	03:00:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1SCOGIL
15/03/2021	03:03:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1SCOGIL
15/03/2021	03:06:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BRYRAY
15/03/2021	03:08:25	Time_ArrivedAtScene	Mar 15 2021 03:07:34	Mar 15 2021 03:01:34	UPDATED AS PER AVL	Response_Vehicles_Assigned	PA107	1SCOGIL
15/03/2021	03:09:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	03:11:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	03:17:08	Map_Info		TVL44L19		Response_Transports	POLCADQASC XA21	1SCOGIL
15/03/2021	03:17:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1JOLHEN
15/03/2021	03:18:07	Map_Info		TVL44L19		Response_Transports	POLCADQASC XA21	1SCOGIL
15/03/2021	03:20:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
15/03/2021	03:25:16	Map_Info		TVL44L19		Response_Transports	POLCADQASC XA21	1SCOGIL
15/03/2021	03:53:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELTEC
15/03/2021	04:23:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELTEC
18/03/2021	08:39:00	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA120	1AMAMAR
18/03/2021	10:13:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA120	1AMAMAR
18/03/2021	11:28:13	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA120	1AMAMAR

Custom Time Stamps
No Custom Time Stamps

Custom Data Fields
No Custom Data Fields

Attachments
No Attachment

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DOH DISCLOSURE LOG

Central Queensland Local Ambulance Service Network

Authority:

By authority of CQ LASN Acting Chief Superintendent (A/CS) Warren Kellett and as per OP04.0 the State LASN Operations Procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

Central Queensland (CQ) LASN responded to an incident (Case 14034599) that occurred on Wednesday 17 March 2021 which was received at 06:06am, Irrelevant NORMAN GARDENS. The incident was received by the Rockhampton Operations Centre and coded as a 09E01 for a Irrelevant female ? deceased. QAS responding crews confirmed nature of case on arrival at scene with patient declared life extinct at 06:15am. QPS requested and on scene 06:37am.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14034599.
The review will examine ambulance operations prior to, during and following the response.
This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A LASN clinical review was not performed for this case as there was no clinical intervention provided by the attending officers.

State OpCen ProQA:

Initial request for service was received via 000 by the Rockhampton Operations Centre. QAS were requested to attend scene which was dispatched as a Code 1A response. The dispatch and ongoing management of the case was referred to the Rockhampton Operations Centre. There are no noted delays or concerns on review of the IDR.

Incident Review/Investigation:

Scope

RTI Release
DOH DISCLOSURE LOG

- This report documents the significant incident review into case 14034599. The review will examine ambulance operations prior to, during and following the response.

Background

- On Wednesday 17 March 2021 at 06:06am the Rockhampton Operations Centre received a 000 call to attend a Irrelevant NORMAN GARDENS for a Irrelevant emale reported to be deceased
- QAS operational resources were dispatched from Rockhampton Station and on-call officer located at residence in Norman Gardens
- The incident was dispatched as a Code 1A response
- CCP available and dispatched from Rockhampton Station
- QAS units arrived on scene at 06:14am and confirmed a female was deceased
- The OCS noting in IDR, *"signal 4 – QPS required at 06:15am"*
- QPS were requested and arrived on scene 06:37am who remained in attendance
- QAS services completed at 07:12am

Timeline

- 1st Key Stroke: 06:06am
- In waiting queue: 06:06am
- First unit dispatched - 06:07am
- Second Unit Dispatched: 06:07am
- First Unit Enroute: 06:08am
- Second Unit Enroute: 06:08am
- Both units on scene: 06:13am

Dispatched to on scene 6 minutes

Female patient declared life extinct on scene by QAS 06:15am

Review

- There are no identified concerns with the dispatch or response for this case
- Incident was appropriately resourced for the nature of the case
- CCP available and dispatched
- Duty SOS advised of case and notified LASN Management
- Responding officers meeting at Rockhampton Station to debrief case with SCE/OIC

Outcomes

- One Irrelevant emale deceased at scene and left in care of QPS

RTI Release

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Post OIRR actions

- CQ LASN Peer Support advised of case and requested to follow up with officers

Review Recommendations:

No recommendations for this case

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Consultation with Rockhampton OpCen Manager;
- Daily OpCen report & Nightshift Sick Report;
- Incident Detail Report (IDR);
- iROAM screen captures;
- Electronic Ambulance Report Form (eARF);
- Notification of the Priority One Counsellor; and
- Workforce planning rosters for the Eastern area

LASN Endorsement

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

Name	Position	Signature	Date
Warren Kellett	A/LASN Director	Irrelevant	17.03.2021
Brooke Rolfe	A/Executive Manager Operations		17.03.2021

RTI Release

DOH DISCLOSURE LOG

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **14034599**
ProQA number: **16870062**
Console name: **PA205**
Incident Date: **17/03/2021 06:06:02**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1A	**Problem:**	NIL BREATHING
Determinant:	09E01	**Agency:**	QAS
Base Response#:	079771	**Jurisdiction:**	2 South East
Confirmation#:	00296360	**Division:**	2 Rockhampton North
Taken By:	Irrelevant	**Battalion:**	2 Rockhampton North
Response Area:	2 Rockhampton North	**Response Plan:**	1A
Disposition:	Assistance Only	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 29/UHF Ch 13 MT ARCHER
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	29470368	**Latitude:**	66664493
Patient Name:	AVA	**Patient DOB:**	

Incident Location

Location Name:	Irrelevant	**County:**	ROCKHAMPTON
Address:		**Location Type:**	
Apartment:		**Cross Street:**	Irrelevant
Building:		**Map Reference:**	
City, State, Zip:	NORMAN GARDENS QLD 4701		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	17/03/2021	06:06:02	
1st Key Stroke	17/03/2021	06:06:02	
In Waiting Queue	17/03/2021	06:06:48	
Call Taking Complete	17/03/2021	06:19:44	Irrelevant
1st Unit Assigned	17/03/2021	06:07:00	
1st Unit Enroute	17/03/2021	06:08:31	
1st Unit Arrived	17/03/2021	06:13:35	
Closed	17/03/2021	07:12:17	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:46
Call Taking	00:13:42
In Queue to 1st Assign	00:00:12.7
Call Received to 1st Assign	00:00:58.7
Assigned to 1st Enroute	00:01:30.6
Enroute to 1st Arrived	00:05:04.5
Incident Duration	01:06:15

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B2174	06:07:00	Assistance Only	06:10:44		06:14:04			07:07:22			
B2509	06:07:05	Assistance Only	06:08:31		06:13:35			07:12:17			
B2506	06:09:19	Assistance Only	06:14:12		06:16:11			07:04:59			

Personnel Assigned

Unit	Name
2174	Irrelevant

RTI Release
DOH DISCLOSURE LOG

Irrelevant

DOH RTI 3907

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports

Comments

Date	Time	User	Type	Comments
17/03/2021	06:06:47	2JODODE	Response	[ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Irrelevant Female, Not Conscious, Not Breathing. Problem Description: ? DECEASED
17/03/2021	06:07:00	PS	Response	[Page] Dispatch page sent to Unit:2174, Sent From: KEDCADQASPIS01
17/03/2021	06:07:05	PS	Response	[Page] Dispatch page sent to Unit:2509, Sent From: KEDCADQASPIS01
17/03/2021	06:07:11	PS	Response	[Page] Dispatch page to Unit:2174 complete to PIN Irrelevant Message sent successfully.
17/03/2021	06:07:13	2JODODE	Response	[ProQA: Key Questions] 1. The cardiac arrest was not witnessed (time unknown). 2. A defibrillator (AED) is not available.
17/03/2021	06:07:17	PS	Response	[Page] Dispatch page to Unit:2509 complete to PIN Irrelevant Message sent successfully.
17/03/2021	06:07:21	5BENWIL	Response	CDS reviewing AWARE AND MONITORING FOR UPDATES
17/03/2021	06:08:03	2BROBOO	Response	2509 PROVIDED DETAILS OVER THE PHONE
17/03/2021	06:09:19	PS	Response	[Page] Dispatch page sent to Unit:2506, Sent From: KEDCADQASPIS01
17/03/2021	06:09:31	PS	Response	[Page] Dispatch page to Unit:2506 complete to PIN Irrelevant Message sent successfully.
17/03/2021	06:09:34	PS	Response	[Page] Dispatch page to Unit:2506 complete to PIN Irrelevant Message sent successfully.
17/03/2021	06:09:55	2JODODE	Response	Irrelevant WAS FOUND IN HER BED
17/03/2021	06:10:51	2BROBOO	Response	2506 PROVIDED DETAILS
17/03/2021	06:10:56	2SUSWAL1	Response	2174 ON CASE AT SAME TIME AS 2509
17/03/2021	06:11:11	2JODODE	Response	2 Irrelevant AT HOME AS WELL
17/03/2021	06:11:46	2SUSWAL1	Response	2174 Activated red light camera MOORES CK RD
17/03/2021	06:12:59	2JODODE	Response	Irrelevant NO MEDICAL HX
17/03/2021	06:15:29	2SUSWAL1	Response	2174 SIGNAL 4 - QPS REQD
17/03/2021	06:17:01	2SUSWAL1	Response	>POL-Q> PT AVA - Irrelevant F - DECEASED - FOUND IN BED THIS MORNING - CPR WAS PERFORMED - QAS ON SCENE
17/03/2021	06:17:01	ICEMS	Response	POL-Q Request for Attendance sent for In
17/03/2021	06:20:04	ICEMS	Response	>POL-Q> POL-Q has been attached to th
17/03/2021	06:23:00	ICEMS	Response	POL-Q EnRoute
17/03/2021	06:37:08	ICEMS	Response	POL-Q OnScene
17/03/2021	06:40:25	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
17/03/2021	06:40:26	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	06:40:26	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	06:40:27	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	07:05:24	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	07:07:45	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	07:12:30	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
17/03/2021	07:12:30	PS	Response	[Page] Page processing complete to PIN Message sent successfully.

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
17/03/2021	06:06:02		AML Data Received		Center of caller area HELI: -23 20.146800, 150 31.765800 ESCAD: #-23.33578/150.52943	SDSIAML
17/03/2021	06:06:48		Incident in Waiting Queue			
17/03/2021	06:06:48		ANI/ALI Statistics		INT Insert:Mar 17 2021 06:06:00 / INT SendNP:Mar 17 2021 06:05:59 / WS RecvNP:Mar 17 2021 06:05:59 / WS Process:Mar 17 2021 06:06:48	2JODODE
17/03/2021	06:06:48		Read Comment		Comment for Incident 062 was Marked as Read.	2JODODE
17/03/2021	06:06:48		ProQA		ProQA determinant sent	2JODODE

DOH DISCLOSURE LOG

17/03/2021	06:06:49		Waiting Pending Incident Time Warning	Waiting Pending Incident Time Warning timer expired	
17/03/2021	06:06:58		Read Incident	Incident 062 was Marked as Read.	5BENWIL
17/03/2021	06:06:58		Remove Waiting Pending Incident Warning	Removing Waiting Pending Incident Time Warning timer expired	
17/03/2021	06:06:59		Incident in Waiting Queue Timer Clear		
17/03/2021	06:07:00	2174	Dispatched	Response Number: 079771;	2SUSWAL1
17/03/2021	06:07:05	2509	Dispatched	Response Number: 079772;	2SUSWAL1
17/03/2021	06:07:15		Read Comment	Comment for Incident 062 was Marked as Read.	2SUSWAL1
17/03/2021	06:07:22		Read Comment	Comment for Incident 062 was Marked as Read.	2BROBOO
17/03/2021	06:08:00		Incident Late	Active incident marked as late	
17/03/2021	06:08:31	2509	Resp	Responding From = 2(004) ROCKHAMPTON SOUTH.	2SUSWAL1
17/03/2021	06:08:31		Incident Late	Active incident marked as late	
17/03/2021	06:09:04		Read Comment	Comment for Incident 062 was Marked as Read.	2ANNKER
17/03/2021	06:09:08		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	06:09:19		Incident Late	Active incident marked as late	
17/03/2021	06:09:19	2506	Dispatched	Response Number: 079787;	2SUSWAL1
17/03/2021	06:09:20		UserAction	User clicked Exit/Save	2BELTIB
17/03/2021	06:10:44		Incident Late	Active incident marked as late	
17/03/2021	06:10:44	2174	Resp	Responding From = 2(004) ROCKHAMPTON SOUTH.	2SUSWAL1
17/03/2021	06:10:53		UserAction	User clicked Exit/Save	2BROBOO
17/03/2021	06:12:44		Read Comment	Comment for Incident 062 was Marked as Read.	2BROBOO
17/03/2021	06:13:06		UserAction	User clicked Exit/Save	2BROBOO
17/03/2021	06:13:35	2509	At Scene		2SUSWAL1
17/03/2021	06:13:36		Incident Lat	Active incident marked as late	
17/03/2021	06:14:04	2174	At Scene		2SUSWAL1
17/03/2021	06:14:05		Incident Lat	Active incident marked as late	
17/03/2021	06:14:12	2506	Resp	Responding From = 14 BELBOWRIE AVE [2RES Irrelevant Irrelevant	2SUSWAL1
17/03/2021	06:14:32	2506	Change Unit Priorit	Change Unit Priority from 1A to 2A	2SUSWAL1
17/03/2021	06:15:42		Read Commen	Comment for Incident 062 was Marked as Read.	2LORFAU
17/03/2021	06:16:11	2506	At Scene		2SUSWAL1
17/03/2021	06:17:01		[ICEMS]	[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A012989	ICEMS
17/03/2021	06:17:45		UserAction	User clicked Exit/Save	2SUSWAL1
17/03/2021	06:17:47		Read Comment	Comment for Incident 062 was Marked as Read.	5BENWIL
17/03/2021	06:19:44		UserAction	User clicked Exit/Save	2JODODE
17/03/2021	06:20:04		[ICEMS]	[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A012989	ICEMS
17/03/2021	06:20:11		[ICEMS]	[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A012989	ICEMS
17/03/2021	06:20:18		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A012989, Resource Status: WillAttend	ICEMS
17/03/2021	06:20:25		[ICEMS]	[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A012989	ICEMS
17/03/2021	06:20:48		Read Comment	Comment for Incident 062 was Marked as Read.	2BROBOO
17/03/2021	06:21:00		UserAction	User clicked Exit/Save	2BROBOO
17/03/2021	06:23:00		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A012989, Resource Status: EnRoute	ICEMS
17/03/2021	06:27:19		Read Comment	Comment for Incident 062 was Marked as Read.	2LEIDEC
17/03/2021	06:30:18		UserAction	User clicked Exit/Save	2LEIDEC
17/03/2021	06:36:07		UserAction	User clicked Exit/Save	2STACOO
17/03/2021	06:37:08		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A012989, Resource Status: OnScene	ICEMS

Irrelevant

Irrelevant

Irrelevant

Irrelevant

Irrelevant

RTI Release
DOH DISCLOSURE LOG

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17/03/2021	06:38:23		Read Comment	Comment for Incident 062 was Marked as Read.	2STACOO
17/03/2021	06:38:37		UserAction	User clicked Exit/Save	2STACOO
17/03/2021	06:39:30		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	06:40:17		UserAction	User clicked Exit/Save	2STACOO
17/03/2021	06:41:17		Read Comment	Comment for Incident 062 was Marked as Read.	2ANNKER
17/03/2021	06:41:46		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	06:45:25		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	06:48:50		UserAction	User clicked Exit/Save	5BENWIL
17/03/2021	06:48:51		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	06:54:07		UserAction	User clicked Exit/Save	2STACOO
17/03/2021	06:55:47		UserAction	User clicked Exit/Save	2STACOO
17/03/2021	06:56:18		UserAction	User clicked Exit/Save	2ANNKER
17/03/2021	07:03:59		UserAction	User clicked Exit/Save	2JODODE
17/03/2021	07:04:59	2506	Available		2STACOO
17/03/2021	07:04:59	2506	Disposition	Assistance Only	2STACOO
17/03/2021	07:05:00		[ICEMS	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A012989, Status: OnScene	ICEMS
17/03/2021	07:07:22	2174	Available		2STACOO
17/03/2021	07:07:22	2174	Disposition	Assistance Only	2STACOO
17/03/2021	07:12:17	2509	Available		2STACOO
17/03/2021	07:12:17	2509	Disposition	Assistance Only	2STACOO
17/03/2021	07:12:17	2509	Response Closed	Response Disposition: Assistance Only	2STACOO
17/03/2021	07:12:18		[ICEMS]	[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A012989, Status: Closed	ICEMS
17/03/2021	07:12:19		Read Comment	Comment for Incident 062 was Marked as Read.	2LEIDEC
17/03/2021	07:16:18		UserAction	User clicked Exit/Save	2LORFAU
17/03/2021	07:28:03		UserAction	User clicked Exit/Save	2LEIDEC

Irrelevant

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
17/03/2021	06:06:02	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:09	City		NORMAN GARDENS	Updated City	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:09	City		NORMAN GARDENS	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:09	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:10	Address	Irrelevant		Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:10	Latitude	0	66664493	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:10	Longitude	0	29470368	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	Jurisdiction		2 South East	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	Division		2 Rockhampton North	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	Battalion		2 Rockhampton North	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	Response_Area		2 Rockhampton North	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:11	Primary_TAC_Channel		VHF Ch 29/UHF Ch 13 MT ARCHER	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:17	ProQaCaseNumber		16870062	(Response Viewer)	Incident	PA205	2JODODE
17/03/2021	06:06:48	Problem		NIL BREATHING	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	Response_Plan		1A	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	Incident_Type		ACUTE AND CCP IF	(Response Viewer)	Response_Master_Incident	PA205	2JODODE

RTI Release
DOH DISCLOSURE LOG

				AVAILABLE				
17/03/2021	06:06:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	Determinant		09E01	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:48	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:06:49	Pickup_Map_Info	(Blank)	ROCK3N15		Response_Transports	POLCADQASCXA26	2JODODE
17/03/2021	06:06:49	Map_Info		ROCK3N15		Response_Master_Incident	POLCADQASCXA26	2JODODE
17/03/2021	06:06:58	Read Call	False	True	(Response Viewer)	Response_Master_Incident	QA504	5BENWIL
17/03/2021	06:07:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA203	2SUSWAL1
17/03/2021	06:07:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2BROBOO
17/03/2021	06:09:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA210	2ANNKER
17/03/2021	06:12:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2BROBOO
17/03/2021	06:14:32	Current_UnitRespPriorityDesc	2506: 1A	2A	Back-Up Unit	Response_Vehicles_Assigned	PA203	2SUSWAL1
17/03/2021	06:14:58	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA205	2JODODE
17/03/2021	06:14:58	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA205	2JODODE
17/03/2021	06:15:42	Field_Data		AVA	Patient Name:	Response_User_Data_Fields	PA205	2JODODE
17/03/2021	06:15:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2LORFAU
17/03/2021	06:17:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5BENWIL
17/03/2021	06:20:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2BROBOO
17/03/2021	06:27:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
17/03/2021	06:38:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA203	2STACOO
17/03/2021	06:41:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA210	2ANNKER
17/03/2021	07:12:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC

RTI Release

DOH DISCLOSURE LOG

Cairns and Hinterland Local Ambulance Service Network

Authority:

- By authority of Assistant Commissioner, Cairns and Hinterland Local Ambulance Service Network (LASN).

Executive Summary:

- On 20 March 2021 at 14:48 hours, Cairns and Hinterland LASN responded to incident number 14050099 at 873 Longlands Gap Road, Kalunga.
- The case was received via ICEMS from QPS.
- QAS was called to a vehicle that crashed with a motor bike. Initial reports were that the patient had a head injury, was unconscious and CPR was in progress
- The patient was declared deceased at the scene at 1539 hours

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 14050099.
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

- A LASN clinical review was undertaken and reports nil clinical issues

State OpCen ProQA:

- Nil ProQA, case received via ICEMS system

Incident Review/Investigation:

Scope

- Cairns and Hinterland LASN reviewed all aspects of the ambulance response to incident 14050099.
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland LASN will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

Background

- At 14:58 hrs on 20th March 2021, QAS received a request to attend a car v motor bike at Kalunga. Reports indicated the motor bike rider was unconscious. CPR was commenced prior to QAS arrival.
- The patient was a 67-year-old male.
- According to eARF number 503251290, the patient was on a motor bike travelling in a 100 km/hr zone. A car performed a U-turn in front of the motor bike and the motor bike struck the side of the car.
- The patient suffered multi trauma injuries. Laceration to head, multiple fractures to the ribs, fractured sternum, abdominal bruising and leg fractures

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PUBLIC DISCLOSURE LOG

- Four ACP officers and the Rescue helicopter were despatched to the scene. On arrival of the ambulance crews, the patient was lying in the road. He was unconscious and not breathing and did not have a pulse. His pupils were fixed and dilated. Resuscitation was continued by the ambulance crew.
- The helicopter crew arrived on scene and the patient was declared deceased
- According to eARF number 503251390 the patient has been identified as Irrelevant Date of Birth is Irrelevant 1953
- The patient was declared deceased at 1539 hours

Timeline

First key stroke: 14:57:07 hrs
In waiting queue: 14:58:33 hrs
Assigned: 14:58:57 hrs
Enroute: 15:02:41 hrs
At Scene: 15:08:41 hrs
Deceased: 15:39 hrs
Case Complete: 16:12:15 hrs

Review

- Four ACP officers were despatched as well as the helicopter crew including a CCP and Doctor
- Case was well managed
- Unfortunately, the patient could not be revived and he was declared deceased at scene
- Clinical decision making and operational decisions were appropriate

Outcomes

- Resuscitation of the patient was attempted on scene
- The patient had injuries incompatible with life
- The patient was declared deceased at 1539 hrs
- The patient was left in care of the QPS on scene
- Peer Support notification sent for follow up with crews

Review Recommendations:

- The review be noted

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Consultation with State OpCen Assistant Commissioner (for "State ProQA Special Review" if relevant);
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- Relevant audio (wav) files;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active; and
- Workforce planning reports.

DOH DISCLOSURE LOG

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LASN Endorsement:

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

Name	Position	Signature	Date
Rita Kelly	General Manager	Irrelevant	24.03.21

RTI Release

DOH DISCLOSURE LOG

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **14050099**
ProQA number: **16886117**
Console name: **POLCADQASICM01**
Incident Date: **20/03/2021 14:57:07**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1A	**Problem:**	RTC ARREST
Determinant:	29D06	**Agency:**	QAS
Base Response#:	096962	**Jurisdiction:**	7 Tablelands and Cape York
Confirmation#:	00309922	**Division:**	7 Atherton
Taken By:	ICEMS	**Battalion:**	7 Atherton
Response Area:	7 Atherton	**Response Plan:**	1A
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34592262	**Latitude:**	72570119
Patient Name:	UNK	**Patient DOB:**	UNK

Incident Location

Location Name:	ON THE HWY	**County:**	TABLELANDS
Address:	873 LONGLANDS GAP RD	**Location Type:**	
Apartment:		**Cross Street:**	WIELAND RD/PROPOSED
Building:		**Map Reference:**	7963
City, State, Zip:	KALUNGA QLD 4887		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	
Method Received:		**Call Back Phone:**	Irrelevant
Caller Type:	ICEMS	**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	20/03/2021	14:57:07	
1st Key Stroke	20/03/2021	14:57:07	
In Waiting Queue	20/03/2021	14:58:33	
Call Taking Complete	20/03/2021	14:57:07	ICEMS
1st Unit Assigned	20/03/2021	14:58:57	
1st Unit Enroute	20/03/2021	15:02:41	
1st Unit Arrived	20/03/2021	15:08:41	
Closed	20/03/2021	16:12:15	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:24
Call Received to 1st Assign	00:01:50
Assigned to 1st Enroute	00:03:44.6
Enroute to 1st Arrived	00:06:00.1
Incident Duration	01:15:08

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7123	14:58:57	A Case Completed	15:02:46		15:08:41			16:08:29			
7185	15:00:12	A Case Completed	15:02:41		15:22:05			16:08:16			
7167	15:04:20	Vehicle Change						15:04:47			Vehicle Change
7124	15:04:51	A Case Completed	15:05:40		15:27:07			16:12:15			
8510	15:15:08	A Case Completed	15:30:42		15:46:42			16:11:42			

Personnel Assigned

RTI Release
DOH DISCLOSURE LOG

DOH RTI 3907

Unit
7123
7124
7167
7185
8510

Name
Irrelevant

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports

Comments

Date	Time	User	Type	Comments
20/03/2021	14:57:07	ICEMS	Response	[POL-Q] Exact Lat/Lon=D17.43025/D145.40565
20/03/2021	14:57:07	ICEMS	Response	[POL-Q] Contact at scene: Irrelevant
20/03/2021	14:57:07	ICEMS	Response	[POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : CAR VS CYCLE. MALE RIDER IS UNCONSCIOUS - NO BLOOD - NOT LOOKING GOOD
20/03/2021	14:57:07	ICEMS	Response	[POL-Q] Initial Incident Address information: near 873 LONGLANDS GAP RD KALUNGA, TABLELANDS, QLD 4887
20/03/2021	14:57:58	ICEMS	Response	<POL-Q< STILL LYING ON THE ROAD = HELMET STILL ON - GRAZES ON HIS FOREHEAD.
20/03/2021	14:58:28	ICEMS	Response	<POL-Q< IF IT IS THE REGISTERED OWNER IT IS A 67YO MALE.
20/03/2021	14:58:30	7KERWEN	Response	[ProQA Dispatch] Dispatch Level: 29D07 (Unconscious) Response Text: 1A QPS Age unknown, Male, Not Conscious, Breathing status unknown. Problem Description: CAR V CYCLE
20/03/2021	14:58:30	7KERWEN	Response	[ProQA: Key Questions] 1. The incident involves a vehicle v. bicycle.
20/03/2021	14:58:50	7KERWEN	Response	[ProQA: Key Questions] 1. The incident involves a vehicle v. motorcycle. 2. It's not known if chemicals or other hazards are involved. 3. It's not known if anyone is trapped. 4. Everyone is not completely awake (alert). 5. His injuries are described as other than to a NOT DANGEROUS area. 6. It's not known if there is SERIOUS bleeding.
20/03/2021	14:58:57	PS	Response	[Page] Dispatch page sent to Unit:7123, Sent From: KEDCADQASPIS01
20/03/2021	14:59:06	7KERWEN	Response	EMD attempted Call-Back
20/03/2021	14:59:09	PS	Response	[Page] Dispatch page to Unit:7123 complete to PINIrrelevant Message sent successfully.
20/03/2021	14:59:51	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	15:00:01	7KERWEN	Response	[ProQA Reconfigure] Reconfigure Level: 29D06 (Arrest) Response Text: 1A QPS Age unknown, Male, Not Conscious, Not Breathing.
20/03/2021	15:00:13	PS	Response	[Page] Dispatch page sent to Unit:7185, Sent From: KEDCADQASPIS01
20/03/2021	15:00:57	ICEMS	Response	POL-Q EnRoute
20/03/2021	15:01:08	7KERWEN	Response	? PT MAY NOT BREATHING
20/03/2021	15:01:15	7KERWEN	Response	[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: 8 or older
20/03/2021	15:02:49	7KERWEN	Response	CPR in progress
20/03/2021	15:02:52	ICEMS	Response	The 'Resource Status Update' acknowledgement has not been received from POL-Q.
20/03/2021	15:03:26	7KIRBIN	Response	>POL-Q> CPR IN PROGRESS
20/03/2021	15:04:21	PS	Response	[Page] Dispatch page sent to Unit:7167, Sent From: KEDCADQASPIS01
20/03/2021	15:04:22	7KERWEN	Response	CONFIRMED CAR HIT PT
20/03/2021	15:04:28	7KERWEN	Response	PT HAS SERIOUS HEAD INJURY
20/03/2021	15:04:37	7KERWEN	Response	CAR VS MOTOR BIKE
20/03/2021	15:04:51	PS	Response	[Page] Dispatch page sent to Unit:7124, Sent From: KEDCADQASPIS01
20/03/2021	15:05:08	7KERWEN	Response	? BROKEN RIBS + BROKEN ANKLE
20/03/2021	15:05:13	7KERWEN	Response	HAVE NOT REMOVED
20/03/2021	15:06:35	7KERWEN	Response	ONE RIDER
20/03/2021	15:06:46	7KERWEN	Response	DRIVER OF VEH IS OK - SAYS NO PAIN
20/03/2021	15:07:39	7KERWEN	Response	[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: 8 or older
20/03/2021	15:08:14	7KERWEN	Response	29KMS FROM ATHERTON - 8KMS PER PAST HERBERTON
20/03/2021	15:08:27	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
20/03/2021	15:09:07	7COUMCC	Response	>POL-Q> HI QPS, CPR IN PROGRESS
20/03/2021	15:09:15	7KERWEN	Response	COW PADDOCK BEHIND THAT COULD LAND HELO
20/03/2021	15:09:46	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-P020372
20/03/2021	15:09:47	7COUMCC	Response	>FIRE-Q> CAR VS MOTORCYCLE- QAS JUST ARRIVED ON SCENE- 1 MALE PT CPR IN PROGRESS

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20/03/2021	15:10:02	7KERWEN	Response	QAS ON SCENE
20/03/2021	15:11:28	7KIRBIN	Response	RSQ ADVISED
20/03/2021	15:11:33	ICEMS	Response	<POL-Q< NOTED THANKS - CREW ADV
20/03/2021	15:11:50	7KIRBIN	Response	SOS SELBY
20/03/2021	15:13:23	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
20/03/2021	15:15:08	7COUMCC	Response	7123 GCS 3 CPR IN PROGRESS ASYSTOLE, PUPILS DILATED- DRIVER GCS 15 NIL INJURIES - QPS CODE 1
20/03/2021	15:15:09	PS	Response	[Page] Dispatch page sent to Unit:8510, Sent From: KEDCADQASPIS01
20/03/2021	15:15:09	ICEMS	Response	Error sending Resource Status Update, please call agency FIRE-Q.
20/03/2021	15:15:30	PS	Response	[Page] Dispatch page to Unit:8510 complete to PIN Irrelevant Message sent successfully.
20/03/2021	15:15:33	7KERWEN	Response	>POL-Q> QAS ON SCENE - HAVE CONFIRMED CPR IS ROGRESS FOR 1 X MALE PT -QAS REQUEST QPS ASAP FOR TRAFFIC CONTROL - ARE LOCTED ON THE ROAD WITH THE PT
20/03/2021	15:16:42	ICEMS	Response	<POL-Q< POLICE PROC LGHTS & S - U-K ETA AT PRESENT
20/03/2021	15:17:24	7KERWEN	Response	>POL-Q> NOTED - THKS QPS
20/03/2021	15:19:38	7COUMCC	Response	7123 TIME OF CALL
20/03/2021	15:20:33	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
20/03/2021	15:20:41	ICEMS	Response	POL-Q OnScene
20/03/2021	15:22:31	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
20/03/2021	15:27:45	8ANNVEN	Response	[Notification] [QAS]-R510 ETA SCENE 1540
20/03/2021	15:28:39	7COUMCC	Response	7123 ADV OF R510 ETA
20/03/2021	15:31:08	7COUMCC	Response	7123 30 MINS CONTINIOUS CPR, ASYSTOLE PUPILS FIXED AND DIALATED NON RESPONSIVE AND 18 GAUGE AS WELL
20/03/2021	15:35:43	7COUMCC	Response	RODD FROM QPS ADVISED QPS HAVE CLEARED A LANDING ZONE- 50 M FROM SCENE
20/03/2021	15:35:49	7COUMCC	Response	WILL ADVISE OF EXACT LOCATION
20/03/2021	15:35:53	7COUMCC	Response	[Notification] [QAS]-7123 30 MINS CONTINIOUS CPR, ASYSTOLE PUPILS FIXED AND DIALATED NON RESPONSIVE AND 18 GAUGE AS WELL
20/03/2021	15:35:57	7COUMCC	Response	[Notification] [QAS]-RODD FROM QPS ADVISED QPS HAVE CLEARED A LANDING ZONE- 50 M FROM SCENE
20/03/2021	15:37:09	ICEMS	Response	<POL-Q< LANDING ZONE APPROX 100 - 120 M SOUTH FROM INCIDENT - APPROACH FROM WESTERLY DIECTION TO AVOID POWER LINES - POLICE AT LOCATION
20/03/2021	15:37:58	7COUMCC	Response	[Notification] [QAS]-<POL-Q< LANDING ZONE APPROX 100 - 120 M SOUTH FROM INCIDENT - APPROACH FROM WESTERLY DIECTION TO AVOID POWER LINES - POLICE AT LOCATION
20/03/2021	15:39:46	7COUMCC	Response	7123 QPS ON SCENE, NIL SIGN OF QFES 3 QAS UNITS ON SCENE
20/03/2021	15:41:12	7COUMCC	Response	SPOKE TO QFES, THEY DIDNT RECEIVE JOB BUT THEY ARE PROCEEDING NOW
20/03/2021	15:54:07	8ANNVEN	Response	CALL FROM R510 ADVISING PT IS DECEASED
20/03/2021	15:55:55	7KIRBIN	Response	1539 CREW ADVISED SIGNAL 4 , QAS UNABLE TO GET THROUGH TO 8510 ON RADIO
20/03/2021	15:59:01	7KIRBIN	Response	8510 WAS ARRIVEING AND SHOW ON SCENE BEORE THEY COULD BE NOTIFIED
20/03/2021	16:08:12	7CHRATK	Response	7185 NOW CLEAR, GOING UP THE ROAD WITH A BYSTANDER
20/03/2021	16:08:34	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	16:11:59	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
20/03/2021	19:22:07	7VERBIS	Response	RE-OPENED BY EMD BISHOP TO PULL INFO FOR SOS
21/03/2021	03:51:27	7KARBEA	Response	REOPENED CASE FOR AUDIT SIGNIFICANT CASE DETAILS
21/03/2021	09:18:38	7SHECAR	Response	CASE OPENED FOR UAL FOR SIG INCIDENT AUDIT

Priority Changes

Date	Time	Changed from Priority	Reason	User
20/03/2021	14:58:30	ICEMS	Patient Condition	Irrelevant

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
20/03/2021	14:57:06		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:57:06		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:57:07		Incident in Waiting Queue			
20/03/2021	14:57:07		Incident in Waiting Queue			
20/03/2021	14:57:08		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
20/03/2021	14:57:08		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	

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20/03/2021	14:57:17		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
20/03/2021	14:57:18		Incident in Waiting Queue Timer Clear			
20/03/2021	14:57:21		Read Incident		Incident 117 was Marked as Read.	7KERWEN
20/03/2021	14:57:21		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	14:57:37		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:57:37		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:57:58		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:57:58		[ICEMS]		[ICEMS] Sent incident update acknowledgment message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	14:58:07		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
20/03/2021	14:58:07		Incident Late			
20/03/2021	14:58:28		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	14:58:28		[ICEMS]		[ICEMS] Sent incident update acknowledgment message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	14:58:30		Incident Priority Change		Incident priority changed from ICEMS to 1A due to Patient Condition	7KERWEN
20/03/2021	14:58:30		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
20/03/2021	14:58:30		ProQA	873 LONGLANDS GAP RD	ProQA determinant sent	7KERWEN
20/03/2021	14:58:30		Incident Late			
20/03/2021	14:58:30		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
20/03/2021	14:58:33		[RESET_TIMERS]		Incident queue timers have been reset	ICEMS
20/03/2021	14:58:33		Incident in Waiting Queue			
20/03/2021	14:58:33		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
20/03/2021	14:58:39		Read Comment		Comment for Incident 117 was Marked as Read.	7COUMCC
20/03/2021	14:58:41		Incident in Waiting Queue Timer Clear			
20/03/2021	14:58:44		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
20/03/2021	14:58:49		UserAction		User clicked Initial Assign	7COUMCC
20/03/2021	14:58:51		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7123 (00:06:48),7514 (01:08:12)	7COUMCC
20/03/2021	14:58:53		Read Comment		Comment for Incident 117 was Marked as Read.	10DANNIC
20/03/2021	14:58:57		Initial Assignment		The following unit(s) is (are) cleared from assignment: 7514	7COUMCC
20/03/2021	14:58:57	7123	Dispatched	873 LONGLANDS GAP RD [near]	Response Number (096962)	7COUMCC
20/03/2021	14:58:57		Incident Timer Clear		Incident Timer Cleared	
20/03/2021	14:59:01		UserAction		User clicked Exit/Save	10DANNIC
20/03/2021	14:59:57		Incident Late		Active incident marked as late	
20/03/2021	14:59:59		UserAction		User clicked Add Resource	7COUMCC
20/03/2021	15:00:01		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
20/03/2021	15:00:01		ProQA	873 LONGLANDS GAP RD	ProQA determinant sent	7KERWEN
20/03/2021	15:00:03		VisiCAD Recommendation		7185: 00:22:01, 7124: 00:23:08, 7109: 00:24:01, 7167: 00:40:08, 7140: 00:40:17,	7COUMCC
20/03/2021	15:00:12		UserAction		User Accepted 7185	
20/03/2021	15:00:12		Add Resources		The following unit(s) is (are) recommended for assignment: 7185 (00:22:01)	7COUMCC
20/03/2021	15:00:12	7185	Dispatched	873 LONGLANDS GAP RD [ON THE HWY]	Response Number (096966)	7COUMCC
20/03/2021	15:00:57		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P020372, Resource Status: EnRoute	ICEMS
20/03/2021	15:01:15		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 8 or older	7KERWEN
20/03/2021	15:02:41	7185	Resp	873 LONGLANDS GAP RD [ON THE HWY]	Responding From = 7 RAVENSHOE.	7COUMCC
20/03/2021	15:02:41		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P020372, Status: EnRoute	ICEMS

RTI Release
DOH DISCLOSURE LOG

20/03/2021	15:02:42		Incident Late		Active incident marked as late	
20/03/2021	15:02:46	7123	Resp	873 LONGLANDS GAP RD [ON THE HWY]	Responding From = KENNEDY HWY\TUMOULIN RD.	7COUMCC
20/03/2021	15:02:52		[ICEMS]		The 'Resource Status Update' acknowledgement has not been received from POL-Q.	ICEMS
20/03/2021	15:02:53		Read Comment		Comment for Incident 117 was Marked as Read.	7RICLOP
20/03/2021	15:03:26		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:03:40		UserAction		User clicked Exit/Save	7RICLOP
20/03/2021	15:04:14		UserAction		User clicked Add Resource	7COUMCC
20/03/2021	15:04:18		VisiCAD Recommendation		7109: 00:21:39, 7124: 00:23:08, 7167: 00:40:08, 7140: 00:40:17, 7112: 00:44:52,	7COUMCC
20/03/2021	15:04:20		UserAction		User Accepted 7167	
20/03/2021	15:04:20		Add Resources		The following unit(s) is (are) recommended for assignment: 7167 (00:40:08)	7COUMCC
20/03/2021	15:04:20	7167	Dispatched	873 LONGLANDS GAP RD [ON THE HWY]	Response Number (096984)	7COUMCC
20/03/2021	15:04:37		UserAction		User clicked Add Resource	7COUMCC
20/03/2021	15:04:42		VisiCAD Recommendation		7109: 00:21:39, 7124: 00:23:08, 7140: 00:40:17, 7112: 00:44:52, 7137: 00:58:13,	7COUMCC
20/03/2021	15:04:47	7167	Disposition	ON THE HWY	Vehicle Change	7COUMCC
20/03/2021	15:04:47	7167	Available	873 LONGLANDS GAP RD [ON THE HWY]	Unit Cleared From Incident 14050099	7COUMCC
20/03/2021	15:04:47	7167	Reassign Vehicle	21 Lloyd St [MH (EMERGENCY DEPARTMENT)]	ReAssign Reason: Vehicle Change	7COUMCC
20/03/2021	15:04:47	7167	Reassign Response	21 Lloyd St [MH (EMERGENCY DEPARTMENT)]	ReAssign Reason: Vehicle Change	7COUMCC
20/03/2021	15:04:50		UserAction		User Accepted 7124	
20/03/2021	15:04:50		Add Resources		The following unit(s) is (are) recommended for assignment: 7124 (00:23:08)	7COUMCC
20/03/2021	15:04:51	7124	Dispatched	873 LONGLANDS GAP RD [ON THE HWY]	Response Number (096985)	7COUMCC
20/03/2021	15:05:40	7124	Resp	873 LONGLANDS GAP RD [ON THE HWY]	Responding From = 7 MALANDA.	7COUMCC
20/03/2021	15:06:22		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:07:00		[ICEMS]		[ICEMS] Error message 'The 'Resource Status Update' acknowledgement has not been received from POL-Q.' has been marked as read	CM
20/03/2021	15:07:04		Read Comment		Comment for Incident 117 was Marked as Read.	7COUMCC
20/03/2021	15:07:39		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 8 or older	7KERWEN
20/03/2021	15:08:27		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
20/03/2021	15:08:41		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P020372, Status: OnScene	ICEMS
20/03/2021	15:08:41	7123	At Scene	873 LONGLANDS GAP RD [ON THE HWY]		7COUMCC
20/03/2021	15:09:07		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:09:46		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:09:52		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:10:00		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	CM
20/03/2021	15:10:09		Read Comment		Comment for Incident 117 was Marked as Read.	8ANNVEN
20/03/2021	15:10:46		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:11:33		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	15:11:46		UserAction		User clicked Exit/Save	7COUMCC

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20/03/2021	15:11:50		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:12:09		UserAction		User clicked Exit/Save	7KIRBIN
20/03/2021	15:13:23		[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
20/03/2021	15:13:32		Read Comment		Comment for Incident 117 was Marked as Read.	8ANNVEN
20/03/2021	15:13:33		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	15:14:59		UserAction		User clicked Add Resource	8ANNVEN
20/03/2021	15:15:04		VisiCAD Recommendation		8510: *01:01:56, 8400: *02:39:31, 8422: *02:44:45, 8412: *02:44:45, 8700: *04:14:03,	8ANNVEN
20/03/2021	15:15:06		UserAction		User Accepted 8510	
20/03/2021	15:15:06		Add Resources		The following unit(s) is (are) recommended for assignment: 8510 (*01:01:56)	8ANNVEN
20/03/2021	15:15:08	8510	Dispatched	873 LONGLANDS GAP RD [ON THE HWY]	Response Number (097024)	8ANNVEN
20/03/2021	15:15:08		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P020372, Status: OnScene	ICEMS
20/03/2021	15:15:09		[ICEMS]		[ICEMS] Received Error from FIRE-Q: 50-Message received for an Unknown Incident	ICEMS
20/03/2021	15:15:32		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:16:08		Incident Late		Active incident marked as late	
20/03/2021	15:16:38		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
20/03/2021	15:16:42		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	15:17:16		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:17:24		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:17:32		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:17:58		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	15:18:59		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:19:34		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:19:43		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:20:21		UserAction		User clicked Exit/Save	7KIRBIN
20/03/2021	15:20:33		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
20/03/2021	15:20:38		[ICEMS]		[ICEMS] Error message 'Error sending Resource Status Update, please call agency FIRE-Q.' has been marked as read	CM
20/03/2021	15:20:40		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	CM
20/03/2021	15:20:41		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P020372, Resource Status: OnScene	ICEMS
20/03/2021	15:21:58		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
20/03/2021	15:22:05	7185	At Scene	873 LONGLANDS GAP RD [ON THE HWY]		7COUMCC
20/03/2021	15:22:06		Incident Late		Active incident marked as late	
20/03/2021	15:22:31		UserAction		User clicked Exit/Save	7KIRBIN
20/03/2021	15:22:31		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
20/03/2021	15:23:29		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	CM
20/03/2021	15:23:45		Read Comment		Comment for Incident 117 was Marked as Read.	7COUMCC
20/03/2021	15:25:14		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:27:07	7124	At Scene	873 LONGLANDS GAP RD [ON THE HWY]		7COUMCC
20/03/2021	15:27:07		Incident Late		Active incident marked as late	

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20/03/2021	15:27:20		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:27:58		Read Comment		Comment for Incident 117 was Marked as Read.	7RICLOP
20/03/2021	15:29:01		UserAction		User clicked Exit/Save	7CHRATK
20/03/2021	15:29:33		UserAction		User clicked Exit/Save	7RICLOP
20/03/2021	15:30:39		UserAction		User clicked Exit/Save	8ANNVEN
20/03/2021	15:30:39		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	15:30:42	8510	Resp	873 LONGLANDS GAP RD [ON THE HWY]	Responding From = 7 CAIRNS_AIRPORT RTY	8ANNVEN
20/03/2021	15:31:23		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:34:40		Read Comment		Comment for Incident 117 was Marked as Read.	8ANNVEN
20/03/2021	15:35:02		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:35:51		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:35:52		UserAction		User clicked Exit/Save	7RICLOP
20/03/2021	15:35:53		Notify Comment		(Response Viewer)	
20/03/2021	15:35:57		Notify Comment		(Response Viewer)	
20/03/2021	15:35:58		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:37:09		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020372	ICEMS
20/03/2021	15:37:28		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	15:37:50		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:37:58		Notify Comment		(Response Viewer)	
20/03/2021	15:37:58		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:38:30		Read Comment		Comment for Incident 117 was Marked as Read.	10DANNIC
20/03/2021	15:39:00		UserAction		User clicked Exit/Save	10DANNIC
20/03/2021	15:39:41		UserAction		User clicked Exit/Save	7RICLOP
20/03/2021	15:39:49		Read Comment		Comment for Incident 117 was Marked as Read.	7COUMCC
20/03/2021	15:40:27		UserAction		User clicked Exit/Save	10DANNIC
20/03/2021	15:40:58		UserAction		User clicked Exit/Save	7CHRATK
20/03/2021	15:41:18		UserAction		User clicked Exit/Save	7COUMCC
20/03/2021	15:42:31		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P020372	ICEMS
20/03/2021	15:42:54		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
20/03/2021	15:44:01		UserAction		User clicked Exit/Save	7JARALD
20/03/2021	15:46:42	8510	At Scene	873 LONGLANDS GAP RD		8ANNVEN
20/03/2021	15:46:45		UserAction		User clicked Exit/Save	7KIRBIN
20/03/2021	15:48:43		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	15:49:52		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:51:39		UserAction		User clicked Exit/Save	7JARALD
20/03/2021	15:54:52		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	15:54:59		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:55:33		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	15:57:02		Read Incident		Incident 117 was Marked as Read.	8ANNVEN
20/03/2021	15:57:02		Read Comment		Comment for Incident 117 was Marked as Read.	8ANNVEN
20/03/2021	16:00:05		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
20/03/2021	16:02:03		UserAction		User clicked Exit/Save	7RICLOP
20/03/2021	16:02:26		UserAction		User clicked Exit/Save	7CHRATK
20/03/2021	16:04:28		UserAction		User clicked Exit/Save	8ANNVEN
20/03/2021	16:06:02		UserAction		User clicked Exit/Save	7JARALD
20/03/2021	16:08:13		Read Comment		Comment for Incident 117 was Marked as Read.	7KERWEN
20/03/2021	16:08:16	7185	Available	873 LONGLANDS GAP RD [ON THE HWY]		7CHRATK
20/03/2021	16:08:16	7185	Disposition	ON THE HWY	A Case Completed	7CHRATK
20/03/2021	16:08:29	7123	Available	873 LONGLANDS GAP RD [ON THE HWY]		7CHRATK
20/03/2021	16:08:29	7123	Disposition	ON THE HWY	A Case Completed	7CHRATK
20/03/2021	16:08:38		UserAction		User clicked Exit/Save	7KERWEN
20/03/2021	16:10:59		Read Comment		Comment for Incident 117 was Marked as Read.	7CHRATK
20/03/2021	16:11:42	8510	Available	873 LONGLANDS GAP RD [ON THE		8ANNVEN

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				HWY]		
20/03/2021	16:11:42	8510	Disposition	ON THE HWY	A Case Completed	8ANNVEN
20/03/2021	16:12:15	7124	Available	873 LONGLANDS GAP RD [ON THE HWY]		7CHRATK
20/03/2021	16:12:15	7124	Disposition	ON THE HWY	A Case Completed	7CHRATK
20/03/2021	16:12:15	7124	Response Closed	ON THE HWY	Response Disposition: A Case Completed	7CHRATK
20/03/2021	16:12:17		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P020372, Status: Closed	ICEMS
20/03/2021	16:12:17		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-P020372, Status: Closed	ICEMS
20/03/2021	16:12:18		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
20/03/2021	16:14:34		UserAction		User clicked Exit/Save	7CHRATK
20/03/2021	16:22:48		UserAction		User clicked Exit/Save	7KIRBIN
20/03/2021	17:54:01		UserAction		User clicked Exit/Save	7KIRBIN
21/03/2021	00:46:25		UserAction		User clicked Exit/Save	7VERBIS
21/03/2021	03:19:50		Read Comment		Comment for Incident 117 was Marked as Read.	7KARBEA
21/03/2021	03:30:11		UserAction		User clicked Exit/Save	7KARBEA
21/03/2021	03:51:40		Read Comment		Comment for Incident 117 was Marked as Read.	7KARBEA
21/03/2021	03:52:06		UserAction		User clicked Exit/Save	7KARBEA
21/03/2021	09:22:59		Read Comment		Comment for Incident 117 was Marked as Read.	7KIRBIN
21/03/2021	09:23:10		UserAction		User clicked Exit/Save	7KIRBIN
21/03/2021	10:59:44		UserAction		User clicked Exit/Save	7SHECAR

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
20/03/2021	14:57:07	County		TABLELANDS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	CurrentSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Division	(NULL)	7 Atherton	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	HomeSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Response_Area		7 Atherton	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	CurrentDivision	(NULL)	7 Atherton	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Jurisdiction	(NULL)	7 Tablelands and Cape York	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	City		KALUNGA	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Postal_Code		4887	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Location_Name		near	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Battalion		7 Atherton	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS

RTI Released
DOH DISCLOSURE LOG

DOH RTI 3967

20/03/2021	14:57:07	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	POLCADQASICM01	ICEMS
20/03/2021	14:57:07	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASICM01	ICEMS
20/03/2021	14:57:21	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:33	Address	873 LONGLANDS GAP RD [Verify]	873 LONGLANDS*	Address Change	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Address	873 LONGLANDS GAP RD [Verify]	873 LONGLANDS GAP RD	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Latitude	0	72570119	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Longitude	0	34592262	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Street_Id	NULL	38375	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Cross_Street		WIELAND RD/PROPOSED RD	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:36	Address	873 LONGLANDS*	873 LONGLANDS GAP RD	Alias Verified	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:57:37	Pickup_Map_Info	(Blank)	7963		Response_Transports	POLCADQASCXA307	KERWEN
20/03/2021	14:57:38	Map_Info	NOT FOUND	7963		Response_Master_Incident	POLCADQASCXA307	KERWEN
20/03/2021	14:57:49	ProQaCaseNumber		16886117	(Response Viewer)	Incident	PA703	7KERWEN
20/03/2021	14:58:30	Priority_Description	ICEMS	1A	Patient Condition	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Priority_Number	60	1	Patient Condition	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Response_Plan		1A	Updated by ProQA	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Incident_Type	ICEMS	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Problem	ICEMS	RTC UNCON	Updated by ProQA	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:30	Determinant		29D07	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:31	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:31	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:58:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7COUMCC
20/03/2021	14:58:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
20/03/2021	14:59:36	Address	873 LONGLANDS GAP RD	873 LONGLANDS*	Address Change	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:59:40	Latitude	0	72570119	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:59:40	Longitude	0	34592262	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:59:40	Street_Id	NULL	38375	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:59:40	Address	873 LONGLANDS*	873 LONGLANDS GAP RD	Alias Verified	Response_Master_Incident	PA703	7KERWEN
20/03/2021	14:59:40	Pickup_Map_Info	(Blank)	7963		Response_Transports	POLCADQASCXA307	KERWEN
20/03/2021	14:59:40	Map_Info	7963	7963		Response_Master_Incident	POLCADQASCXA307	KERWEN
20/03/2021	14:59:47	Location_Name	near	ON THE HWY	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:00:01	Problem	RTC UNCON	RTC ARREST	Updated by ProQA	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:00:01	Determinant	29D07	29D06	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:00:01	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:00:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN
20/03/2021	15:00:02	Cross_Street	WIELAND RD/PROPOSED RD	WIELAND RD/PROPOSED	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:02:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
20/03/2021	15:07:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7COUMCC
20/03/2021	15:10:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ANNVEN
20/03/2021	15:10:09	Field_Data		UNK	Patient Name:	Response_User_Data_Fields	PA703	7KERWEN
20/03/2021	15:10:12	Field_Data		unk	Patient DOB:	Response_User_Data_Fields	PA703	7KERWEN
20/03/2021	15:10:15	Field_Data	unk		Patient DOB:	Response_User_Data_Fields	PA703	7KERWEN
20/03/2021	15:10:20	Field_Data		UNK	Patient DOB:	Response_User_Data_Fields	PA703	7KERWEN
20/03/2021	15:10:34	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:10:34	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA703	7KERWEN
20/03/2021	15:13:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ANNVEN
20/03/2021	15:16:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN
20/03/2021	15:17:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:21:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN
20/03/2021	15:23:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7COUMCC

DOH DISCLOSURE LOG

20/03/2021	15:27:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
20/03/2021	15:30:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:34:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ANNVEN
20/03/2021	15:37:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:38:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
20/03/2021	15:39:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7COUMCC
20/03/2021	15:41:17	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7COUMCC
20/03/2021	15:48:43	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:54:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	15:57:02	Read Comment	False	True	(Recall Window)	Response_Master_Incident	QA563	8ANNVEN
20/03/2021	16:00:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN
20/03/2021	16:08:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7KERWEN
20/03/2021	16:10:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHRATK
20/03/2021	16:12:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN
21/03/2021	03:19:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KARBEA
21/03/2021	03:51:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KARBEA
21/03/2021	09:22:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7KIRBIN

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DOH DISCLOSURE LOG

DOH RTI 3907

Significant Incident Review

Mackay Local Ambulance Service Network

Authority:

By authority of James Cunington, Mackay LASN Manager. This authority is provided under the State LASN Operations procedure OP04.0, version 1.0 (effective July 2020).

Executive Summary:

On Saturday 20 March 2021, the Queensland Ambulance Service (QAS) received a Triple Zero (000) call at the Rockhampton Operations Centre, located at the Central QLD Local Ambulance Service Network (LASN) at 19:52pm Incident number 14051051 (Appendix 1). Queensland Police Service (QPS) have come across a two-vehicle road traffic crash with two persons entrapped. The scene was on the Mackay Eungella Road two minutes east of Mirani. (Appendix 2) One vehicle a medium size passenger vehicle had extensive damage to the front of the vehicle and had rolled unknown amount of times and was on its roof in the gutter with the airbags deployed. The second vehicle a 4wd passenger vehicle had also rolled unknown amount of times but landed upright with extensive damage on the passenger side intruding into the driver's side.

QAS responded from Finch Hatton, Mackay and North Mackay.

QAS unit 2157 was dispatched from Finch Hatton at 19:54pm, North Mackay Unit 2268 was dispatched at 19:55pm and Mackay unit 2117 Critical Care Paramedic was dispatched at 19:57pm and was picking up the flight Medical Officer from Mackay airport hangar. Unit 2117 was enroute to the scene with the Medical Officer on board at 20:06pm.

At 19:58pm QPS arrived on scene to remove one person from a vehicle that was unconscious, not breathing, and unresponsive with a second person in another vehicle entrapped and all other details unknown.

Finch Hatton Officer unit 2157 was first QAS unit on scene at 20:11pm and gave an initial sitrep of one patient completely entrapped and the other patient in traumatic cardiac arrest.

Queensland Fire and Emergency Services (QFES) arrived on scene at 20:16pm

North Mackay Unit 2268 arrived at 20:22pm and were treating the entrapped patient while unit 2157 with assistance from QPS were working on the traumatic cardiac arrest patient.

Unit 2117 and the Medical Officer arrived on scene at 20:26pm and gave a sitrep at 20:31pm. One patient in traumatic cardiac arrest and second patient GCS 15 encapsulated with QFES working to free the patient who has possibly only minor injuries. No further resources required.

At 20:34pm the Medical Officer pronounced the patient who was in traumatic cardiac arrest deceased.

The patient who was encapsulated appears to be relatively uninjured and QFES are still working to free him from the vehicle. Unit 2268 treated this patient once his was extricated from the vehicle for minor abrasions and lower back pain. Pain relief and anti-emetic were administered, and due to mechanism and lower back pain a C-spine soft collar was applied, and spinal precautions were taken. Patient was transported to Mackay Base Hospital and arrived at 21:20pm and was placed a on an Irrelevant (Appendix 5) Irrelevant

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DOH RTI 3907

At 21:30 QFES deemed the scene safe and cleared while QPS investigators remained on scene.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 13878514 (Appendix 1). The review, conducted by the Mackay LASN Operations Team, will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process.*

LASN Clinical Incident Summary Report:

A LASN Level Clinical Review was conducted by the Mackay LASN, Manager of Clinical Education, Mr Irrelevant The review considered patient assessment, clinical decision making, treatment and cares provided and clinical documentation standards.

In conclusion the LASN Review found the Paramedics provided appropriate cares and pain relief to the patient and no clinical concerns were apparent in line with the standards of expected QAS practice.

OpCen Review:

The OpCen Manager Rockhampton Operations Centre has conducted a preliminary review of the call for service, revealing no issues with the call. There was no triple zero call as it was received from Queensland Police via a non-emergency line due to ICEMS not functioning.

Incident Review/Investigation:

Scope:

The review of this incident was conducted by the Mackay LASN Operations Supervisor and considered the following:

- Incident Detail Report, Incident Number 14051051;
- Audio recordings of the triple zero call;
- All Digital Ambulance Report Forms associated with this incident;
- Geographical data of the incident location in proximity to the resources deployed in response;
- Response times of all QAS resources responding to the incident;
- Skill sets of Officers deployed to the incident;
- Clinical condition of patients involved; and
- Any workplace health and safety issues arising from the incident.

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Background of Incident:

Mirani (Map appendix 2) is a town of the Mackay Region Queensland and has a population of approximately 1550 people.

Distance to the scene from responding crews:

Finch Hatton – 27.2km 20 minute drive

Mackay – 33.9km 29 minutes drive

North Mackay – 40.2km 33 minutes drive

Officer(s) Involved:

Primary Response Officers:		
Officer Name	**Classification**	**Station**
Irrelevant	A/OIC	Finch Hatton
	ACP II	North Mackay
	ACP II	North Mackay
	CCP	Mackay

Patient Conditions:

Patient 1: **(DARF: 503253128)**	Driver of the 4wd vehicle traumatic cardiac arrest. Deceased on scene
Patient 2: **(DARF:503251883)**	Driver of the medium size passenger car was encapsulated GCS 15 with minor abrasions and lower back pain.

Timeline: 20-03-2021

Time:	Activity:
19:52pm	Triple Zero Call received at Rockhampton Operations Centre
19:54pm	QAS dispatch Finch Hatton Unit 2157
19:55pm	QAS dispatch North Mackay Unit 2268
19:57pm	QAS dispatch Mackay CCP Unit 2117
19:59pm	QPS on scene

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20:13pm	QAS Unit 2157 on scene with initial sitrep
20:16pm	QFES on scene
20:22pm	QAS Unit 2268 on scene
20:26pm	QAS Unit 2117 on scene with Medical Officer
20:31pm	QAS Unit 2117 Sitrep
20:35pm	Medical Officer pronounces traumatic cardiac arrest patient signal 4
20:35pm	QAS North Mackay Unit 2268 extricate and treat encapsulated patient-minor injuries
20:51pm	QAS Unit 2268 Transporting to Mackay Base Hospital
20:52pm	QAS Unit 2117 clear of scene with Medical Officer
21:30pm	QFES deemed the scene safe to clear
21:30pm	QAS Unit 2157 cleared to Finch Hatton station
21:30pm	QPS investigators remain on scene

Response Times (incident 13878514):

The time stamps for incidents as follows:

Time Stamps:	**Time:**
Phone Pick Up:	19:52:39
Waiting in Queue:	19:54:09
Assigned:	19:54:30
1st Unit Enroute:	19:56:37
1st Unit Arrived:	20:11:40
Time of call to first unit on scene:	19min 1second

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

Interval:	**Time:**
Activation Interval:	2minutes 21seconds (Unit 2157 – Finch Hatton)
Turnout Interval:	2minutes 7seconds (Unit 2157 – Finch Hatton)
Travel Interval:	15minutes 3seconds (Unit 2157 – Finch Hatton)
Scene Interval:	1 hour 17 minutes (Unit 2157 – Finch Hatton)
Transport Interval:	29 minutes (Unit 2268 – North Mackay)
Response Time:	17 minutes 10 seconds (Unit 2157 – Finch Hatton)

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Active Cases Prior to Incident:

Incident	Incident Time	Priority	MPDS	MPDS Description	Address	Suburb
Finch Hatton				Irrelevant		
Mackay	19:30pm	1B	10D02		Irrelevant	West Mack
North Mackay	17:56pm	2A	04B01A			Beaconsfie

Review Recommendations:

Outcomes/ Concerns of SIR:

After review of this case, no issues were identified.

Recommendations/Intended Actions:

Upon review of this incident, the following recommendations/intended actions are made:

- Nil recommendations

Actions Post Event:

- Nil Actions required

Appendix of relevant documents/files:

The following documents are attached to this Significant Incident Review:

Appendix 1 - Incident Detail Report – Incident Number 14051051
Appendix 2 - Map of scene
Appendix 3 - DARF - 503251883

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Appendix 4 - DARF - 503253128

Appendix 5 - Irrelevant 503251883

LASN Endorsement

Role	Name	Position	Signature	Date
Reviewer	James Cunington	Chief Superintendent LASN Manager	Irrelevant	23-3-2021

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

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **14051051**
ProQA number: **16887113**
Console name: **PA207**
Incident Date: **20/03/2021 19:52:41**
Last Updated:

Incident Information

Incident Type:	ACUTE	**Alarm Level:**	
Priority:	1C	**Problem:**	RTC INJ UNKN PTS 29B01X
Determinant:	29B01X	**Agency:**	QAS
Base Response#:	098027	**Jurisdiction:**	2 North West
Confirmation#:	00310767	**Division:**	2 Finch Hatton
Taken By:	Irrelevant	**Battalion:**	2 Finch Hatton
Response Area:	2 Finch Hatton	**Response Plan:**	Acute
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 52 CREDITON
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	31141289	**Latitude:**	68841742
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:	JUST EAST OF MIRANI	**County:**	MACKAY
Address:	MACKAY EUNGELLA RD	**Location Type:**	
Apartment:		**Cross Street:**	AUGUSTA ST/MIRANI MOUNT OSSA RD
Building:		**Map Reference:**	8655
City, State, Zip:	MIRANI QLD 4754		

Call Receipt

Caller Name:		**Original CLI Phone**	
Method Received:		**Call Back Phone:**	QPS
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	20/03/2021	19:52:39	
1st Key Stroke	20/03/2021	19:52:41	
In Waiting Queue	20/03/2021	19:54:09	
Call Taking Complete	20/03/2021	19:56:16	Irrelevant
1st Unit Assigned	20/03/2021	19:54:30	
1st Unit Enroute	20/03/2021	19:56:37	
1st Unit Arrived	20/03/2021	20:11:40	
Closed	20/03/2021	22:45:57	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:01:28
Call Taking	00:03:35
In Queue to 1st Assign	00:00:21
Call Received to 1st Assign	00:01:51
Assigned to 1st Enroute	00:02:07.2
Enroute to 1st Arrived	00:15:03.5
Incident Duration	02:53:18

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
2157	19:54:30	Treated Other Unit Transport	19:57:44		20:11:40			21:31:06			
B2268	19:55:24	A Case Completed	19:56:37		20:22:57		22:43:51	22:45:57			
A2117	19:57:21	Treated Other Unit Transport	19:57:23		20:26:31			20:52:03			

Personnel Assigned

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DOH DISCLOSURE LOG

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Unit	Name
2117 2157 2268	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2268	QH MKBH (A&E) 475 Bridge Rd		Off Stretcher	Pre Hosp - patient condition	0.0/0.0/0.0	20:51:56	21:20:07	22:45:57

Comments

Date	Time	User	Type	Comments
20/03/2021	19:54:09	2AMYMAT	Response	[ProQA Dispatch] Dispatch Level: 29B01 (Injuries) Suffix: X (Unknown number of patients and Additional response required) Response Text: 1C QPS Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Unknown number of patients involved. Problem Description: 2 VEH RTC - ? 2 ENTRAPMENTS
20/03/2021	19:54:09	2AMYMAT	Response	[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. It's not known if anyone is trapped. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. Their injuries are described as other than to a NOT DANGEROUS area. 8. It's not known if there is SERIOUS bleeding.
20/03/2021	19:54:29	PS	Response	[Page] Dispatch page sent to Unit:2157, Sent From: KEDCADQASPIS01
20/03/2021	19:54:37	2AMYMAT	Response	QPS ICEMS DOWN - WILL SEND ONE THROUGH WHEN SYSTEM BACK UP
20/03/2021	19:54:42	PS	Response	[Page] Dispatch page to Unit:2157 complete to PIN Irrelevant Message sent successfully.
20/03/2021	19:55:01	2AMYMAT	Response	>FIRE-Q> QPS ADVISED OF A 2 VEH RTC ? 2 ENTRAPMENTS - ALL OTHER DETAILS UNK
20/03/2021	19:55:01	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-A013585
20/03/2021	19:55:23	PS	Response	[Page] Dispatch page sent to Unit:2268, Sent From: KEDCADQASPIS01
20/03/2021	19:55:35	PS	Response	[Page] Dispatch page to Unit:2268 complete to PIN Irrelevant Message sent successfully.
20/03/2021	19:56:04	ICEMS	Response	[Appended, 19:56:56] [POL-Q] Exact Lat/Lon=D21.15901/D148.86533
20/03/2021	19:56:04	ICEMS	Response	[Appended, 19:56:56] [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : HAVE COME ACROSS A 2 VEH TA. QAS REQ C1. BELIEVE 2 PERSONS ENTRAPPED
20/03/2021	19:56:04	ICEMS	Response	[Appended, 19:56:56] [POL-Q] Initial Incident Address information: MACKAY EUNGELLA RD MIRANI, MACKAY, QLD 4754
20/03/2021	19:56:09	ICEMS	Response	[Appended, 19:56:56] <POL-Q<FIRE-Q has been attached to the incident
20/03/2021	19:56:24	ICEMS	Response	[Appended, 19:56:56] <POL-Q< 2 MINS EAST OF MIRANI
20/03/2021	19:56:47	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
20/03/2021	19:56:56	2AMYMAT	Response	Duplicate call appended to incident at 19:56:56
20/03/2021	19:57:20	PS	Response	[Page] Dispatch page sent to Unit:2117, Sent From: KEDCADQASPIS01
20/03/2021	19:57:22	2AMYMAT	Response	>FIRE-Q> APPROX 2 MINS EAST OF MIRANI
20/03/2021	19:57:30	PS	Response	[Page] Dispatch page to Unit:2117 complete to PIN Irrelevant Message sent successfully.
20/03/2021	19:58:39	ICEMS	Response	FIRE-Q EnRoute
20/03/2021	19:58:39	ICEMS	Response	FIRE-Q EnRoute
20/03/2021	19:58:57	ICEMS	Response	<POL-Q< 1 PERSON OUT OF VEH, NOT CONS, NOT BREATHING, NOT RESPONSIVE. 1 STILL TRAPPED IN VEH
20/03/2021	19:59:39	ICEMS	Response	POL-Q OnScene
20/03/2021	20:00:09	2BELTIB	Response	2117 JUST GOING PAST HANGER- ?PICK UP DR - ON TRANSPORT AVE NOW
20/03/2021	20:00:13	2BELTIB	Response	2268 ACK
20/03/2021	20:00:53	2BELTIB	Response	>POL-Q> 3 UNITS RESPONDING CODE - 1 FROM FINCH HATTON - 2 FROM MACKAY
20/03/2021	20:02:27	2MORPLA	Response	2117 AT HANGER NOW
20/03/2021	20:03:13	2LEIDEC	Response	CALLED RSQ TO SEE IF TEH FLIGHT MO IS ABLE TO ASSIST AS THE ROAD CCP IS GOING TO HEAD TO THE HANGER AND PICK-UP THE MO - RSQ WILL ADVISE THE SZ CC AND IF ITS NOT OK RSQ WILL CALL BACK
20/03/2021	20:04:53	2LEIDEC	Response	DUTY SOS ADVISED
20/03/2021	20:04:54	5BENWIL	Response	[Private] PSDU NOTIFIED
20/03/2021	20:06:54	2MORPLA	Response	2117 DOCTOR ON BOARD
20/03/2021	20:06:57	2LEIDEC	Response	SMS SENT TO MACKAY LASN MANAGERS

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20/03/2021	20:13:41	2MORPLA	Response	2157 CONFIRM GCS 15 COPMPLETE ENTRAPPED - IN TRAUMAIC CARDIAC ARREST
20/03/2021	20:15:12	2MORPLA	Response	2157 CORRECTION 1 PT GCS 15 COMPLETLY ENTRAPPED - OTHER PT IN TRAUMATIC CARDIAC ARREST
20/03/2021	20:16:57	ICEMS	Response	FIRE-Q OnScene
20/03/2021	20:16:58	ICEMS	Response	FIRE-Q OnScene
20/03/2021	20:18:46	2LEIDEC	Response	MKBH ED TRIAGE RN HAS BEEN ADVISED OF THE CASE - TRIAGE RN WILL ADVISE THE SMO
20/03/2021	20:31:37	2BELTIB	Response	2117 2PTS - 1 IN TRAUMATIC CARDIAC ARREST - 2ND PT GCS 15 ENCAPSULATED - QFES WORKING ON FREEING PT - POSSIBLY ONLY MINOR INJURIES Backup Not Required ?DO NOTIFIED - ADVISED YES
20/03/2021	20:34:36	2LEIDEC	Response	MO IS ABOUT TO PRONOUNCE THE TRAUMATIC ARREST PT SIGNAL 4 - THE 2ND PT IS ENTRAPPED AND QFES ARE ATTEMPTING TO GAIN ACCESS TO THE PT - PT APPREAS TO BE RELATIVELY UNINJURIED AT THIS TIME
20/03/2021	20:35:20	2LEIDEC	Response	DUTY SOS UPDATED
20/03/2021	20:35:24	2LEIDEC	Response	PSDU UPDATED
20/03/2021	20:36:44	2LEIDEC	Response	CALLED & UPDATED MKBH ED SMO OF LATEST SIT-REP FROM SCENE
20/03/2021	20:52:16	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	20:53:12	2BELTIB	Response	SIGNAL 4 APPROX 2035 - PLEASE CONFIRM WITH OFFICER Irrelevant
20/03/2021	20:53:39	2BELTIB	Response	2268 1 MALE PT - Irrelevant MALE MINOR ABBRAISONS AND LOWER BACK PAIN Observations are Within Normal Limits TREATING WITH PAIN RELIEF - THIS PT WAS ENTRAPPED
20/03/2021	21:16:10	2LEIDEC	Response	E-MAIL SENT TO MACKAY LASN PSO
20/03/2021	21:20:17	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	21:20:19	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
20/03/2021	21:30:06	2BELTIB	Response	2157 QFES HAVE DEEMED SCENE SAFE - NOW LEFT IN CARE OF QPS INVESTIGATORS - SIGNAL 4 TIME 2030
20/03/2021	21:31:19	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	22:06:04	BT	Response	[Page]Response Times Sent To Units: 8888, Sent From: PA206, You have been at hospital for 30 minutes. Your Unit will be made Partially Available, unless advised of delays via radio.
20/03/2021	22:43:20	ICEMS	Response	FIRE-Q has updated their incident status to Closed
20/03/2021	22:43:21	ICEMS	Response	FIRE-Q has updated their incident status to Closed
20/03/2021	22:46:09	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
20/03/2021	22:46:09	PS	Response	[Page] Page processing complete to PIN Message sent successfully.

Priority Changes

No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
20/03/2021	19:54:09		Incident in Waiting Queue			
20/03/2021	19:54:09		Read Comment		Comment for Incident 113 was Marked as Read.	2AMYMAT
20/03/2021	19:54:09		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
20/03/2021	19:54:09		ProQA	2838 Mackay Eungella Rd	ProQA determinant sent	2AMYMAT
20/03/2021	19:54:14		Read Incident		Incident 113 was Marked as Read.	2BELTIB
20/03/2021	19:54:19		UserAction		User clicked Initial Assign	2BELTIB
20/03/2021	19:54:19		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
20/03/2021	19:54:19		Incident in Waiting Queue Timer Clear			
20/03/2021	19:54:21		Initial Assignment		The following unit(s) is (are) recommended for assignment: 2157 (00:24:03)	2BELTIB
20/03/2021	19:54:30	2157	Dispatched	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]	Response Number (098027)	2BELTIB
20/03/2021	19:54:32		Read Comment		Comment for Incident 113 was Marked as Read.	5BENWIL
20/03/2021	19:54:52		UserAction		User clicked Exit/Save	2LEIDEC
20/03/2021	19:55:01		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-A013585	ICEMS
20/03/2021	19:55:23		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A013585, Status: WillAttend	ICEMS
20/03/2021	19:55:24	2268	Dispatched	MACKAY EUNGELLA RD	Response Number: 098031;	2BELTIB
20/03/2021	19:55:30		Incident Late		Active incident marked as late	
20/03/2021	19:56:11		Read Comment		Comment for Incident 113 was Marked as Read.	2LEIDEC

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20/03/2021	19:56:16		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	19:56:36		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A013585, Status: EnRoute	ICEMS
20/03/2021	19:56:36		Incident Late		Active incident marked as late	
20/03/2021	19:56:37	2268	Resp	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]	Responding From = 2(042) MACKAY NORTH.	2BELTIB
20/03/2021	19:56:47		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q21-A013585	ICEMS
20/03/2021	19:56:47		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A013585, Resource Status: WillAttend	ICEMS
20/03/2021	19:56:56		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	2AMYMAT
20/03/2021	19:56:57		[ICEMS]		[ICEMS] Incident 14051055 has been merged with 14051051	ICEMS
20/03/2021	19:56:57		[ICEMS]		[ICEMS] Incident 14051055 has been merged with 14051051	ICEMS
20/03/2021	19:56:58		Read Comment		Comment for Incident 113 was Marked as Read.	2AMYMAT
20/03/2021	19:57:04		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	19:57:19		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P020453, Status: EnRoute	ICEMS
20/03/2021	19:57:19		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P020453, Status: EnRoute	ICEMS
20/03/2021	19:57:20		Incident Late		Active incident marked as late	
20/03/2021	19:57:21	2117	Dispatched	MACKAY EUNGELLA RD	Response Number: 098037;	2BELTIB
20/03/2021	19:57:22		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A013585,Q21-P020453	ICEMS
20/03/2021	19:57:23		Incident Late		Active incident marked as late	
20/03/2021	19:57:23	2117	Resp	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]	Responding From = OKEEFE ST\FIELD ST.	2BELTIB
20/03/2021	19:57:39		Read Comment		Comment for Incident 113 was Marked as Read.	2LEIDEC
20/03/2021	19:57:43		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	19:57:44	2157	Resp	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]	Responding From = 2(049) FINCH HATTON.	2BELTIB
20/03/2021	19:58:05		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	19:58:15		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	19:58:18		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P020453, Resource Status: WillAttend	ICEMS
20/03/2021	19:58:39		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A013585, Resource Status: EnRoute	ICEMS
20/03/2021	19:58:39		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P020453, Resource Status: EnRoute	ICEMS
20/03/2021	19:58:57		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P020453	ICEMS
20/03/2021	19:59:13		Read Comment		Comment for Incident 113 was Marked as Read.	2BELTIB
20/03/2021	19:59:31		UserAction		User clicked Exit/Save	2COUSUL
20/03/2021	19:59:39		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P020453, Resource Status: OnScene	ICEMS
20/03/2021	19:59:44		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	20:00:16		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P020453	ICEMS
20/03/2021	20:00:53		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P020453	ICEMS
20/03/2021	20:00:57	2157	Calculate Vehicle ETA	2(049) FINCH HATTON	ETA to Scene Address MACKAY EUNGELLA RD, MIRANI is 00:19:04	5BENWIL
20/03/2021	20:00:58	2268	Calculate Vehicle ETA	2(042) MACKAY NORTH	ETA to Scene Address MACKAY EUNGELLA RD, MIRANI is 00:29:42	5BENWIL
20/03/2021	20:00:58	2117	Calculate Vehicle ETA	ARCHIBALD ST\JOANNE ST	ETA to Scene Address MACKAY EUNGELLA RD, MIRANI is 00:24:23	5BENWIL
20/03/2021	20:01:06		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P020453	ICEMS
20/03/2021	20:01:06		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A013585	ICEMS

DOH DISCLOSURE LOG

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20/03/2021	20:01:09		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P020453	ICEMS
20/03/2021	20:02:31		Read Comment		Comment for Incident 113 was Marked as Read.	12NIGHAM
20/03/2021	20:04:17		Read Comment		Comment for Incident 113 was Marked as Read.	2MORPLA
20/03/2021	20:08:52		UserAction		User clicked Exit/Save	2LEIDEC
20/03/2021	20:10:23		Read Comment		Comment for Incident 113 was Marked as Read.	2LEIDEC
20/03/2021	20:11:40		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P020453, Status: OnScene	ICEMS
20/03/2021	20:11:40		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P020453, Status: OnScene	ICEMS
20/03/2021	20:11:40		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A013585, Status: OnScene	ICEMS
20/03/2021	20:11:40	2157	At Scene	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]		2MORPLA
20/03/2021	20:12:22		UserAction		User clicked Exit/Save	2MORPLA
20/03/2021	20:13:47		Read Comment		Comment for Incident 113 was Marked as Read.	2AMYMAT
20/03/2021	20:14:41		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	20:15:25		UserAction		User clicked Exit/Save	2MORPLA
20/03/2021	20:15:28		Read Comment		Comment for Incident 113 was Marked as Read.	2AMYMAT
20/03/2021	20:16:57		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	20:16:57		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A013585, Resource Status: OnScene	ICEMS
20/03/2021	20:16:58		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P020453, Resource Status: OnScene	ICEMS
20/03/2021	20:20:37		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	20:21:07		Read Comment		Comment for Incident 113 was Marked as Read.	2COUSUL
20/03/2021	20:22:47		UserAction		User clicked Exit/Save	2COUSUL
20/03/2021	20:22:57	2268	At Scene	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]		2BELTIB
20/03/2021	20:26:21		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	20:26:31	2117	At Scene	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]		2BELTIB
20/03/2021	20:35:08		Read Comment		Comment for Incident 113 was Marked as Read.	2BELTIB
20/03/2021	20:35:36		Read Comment		Comment for Incident 113 was Marked as Read.	2AMYMAT
20/03/2021	20:35:39		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	20:35:51		UserAction		User clicked Exit/Save	2AMYMAT
20/03/2021	20:36:46		Read Comment		Comment for Incident 113 was Marked as Read.	2LEIDEC
20/03/2021	20:51:56	2268	Dep	QH MKBH (A&E)		2BELTIB
20/03/2021	20:52:03	2117	Available	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]		2BELTIB
20/03/2021	20:52:03	2117	Disposition	JUST EAST OF MIRANI	Treated Other Unit Transport	2BELTIB
20/03/2021	20:53:26		UserAction		User clicked Exit/Save	5BENWIL
20/03/2021	21:10:10		Read Comment		Comment for Incident 113 was Marked as Read.	2COUSUL
20/03/2021	21:10:19		UserAction		User clicked Exit/Save	2COUSUL
20/03/2021	21:16:16		UserAction		User clicked Exit/Save	2LEIDEC
20/03/2021	21:20:07	2268	Dest	475 Bridge Rd [QH MKBH (A&E)]		2BELTIB
20/03/2021	21:20:07	2268	Transport Time	475 Bridge Rd [QH MKBH (A&E)]	Depart Scene Time: 20/03/2021 20:51:56, Arrive Destination Time: 20/03/2021 21:20:07	2BELTIB
20/03/2021	21:23:13		UserAction		User clicked Exit/Save	12NIGHAM
20/03/2021	21:31:06	2157	Available	MACKAY EUNGELLA RD [JUST EAST OF MIRANI]		2BELTIB
20/03/2021	21:31:06	2157	Disposition	JUST EAST OF MIRANI	Treated Other Unit Transport	2BELTIB
20/03/2021	21:31:06		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A013585, Status: LeftScene	ICEMS
20/03/2021	21:31:06		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P020453, Status: LeftScene	ICEMS
20/03/2021	21:31:06		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P020453, Status: LeftScene	ICEMS
20/03/2021	21:50:07		Incident Late		Active incident marked as late	
20/03/2021	22:04:55		Read Comment		Comment for Incident 113 was Marked as Read.	2BELTIB

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20/03/2021	22:05:01		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	22:05:58		UserAction		User clicked Exit/Save	2BELTIB
20/03/2021	22:06:22		Read Comment		Comment for Incident 113 was Marked as Read.	2LEIDEC
20/03/2021	22:06:50		UserAction		User clicked Exit/Save	2LEIDEC
20/03/2021	22:08:00	2268	Patient off Stretcher		2268 transport mode changed to Off Stretcher	2BELTIB
20/03/2021	22:08:07	2268	Reset System Timer		Days Warn before expiration Passwords	2BELTIB
20/03/2021	22:28:07		Incident Late		Active incident marked as late	
20/03/2021	22:43:20		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-A013585, Incident Status: Closed	ICEMS
20/03/2021	22:43:21		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-P020453, Incident Status: Closed	ICEMS
20/03/2021	22:43:51	2268	Partially Av	475 Bridge Rd [QH MKBH (A&E)]		2BELTIB
20/03/2021	22:45:56		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P020453, Status: Closed	ICEMS
20/03/2021	22:45:57	2268	Available	475 Bridge Rd [QH MKBH (A&E)]		2BELTIB
20/03/2021	22:45:57	2268	Disposition	JUST EAST OF MIRANI	A Case Completed	2BELTIB
20/03/2021	22:45:57	2268	Response Closed	JUST EAST OF MIRANI	Response Disposition: A Case Completed	2BELTIB
21/03/2021	06:49:09		Read Comment		Comment for Incident 113 was Marked as Read.	12RICROB
21/03/2021	06:49:27		UserAction		User clicked Exit/Save	12RICROB

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
20/03/2021	19:52:47	Address	(Blank)	MACKAY EUNGELLA	New Entry	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Jurisdiction		2 North West	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Division		2 Finch Hatton	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Battalion		2 Finch Hatton	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Response_Area		2 Finch Hatton	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Primary_TAC_Channel		VHF Ch 52 CREDITON	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Address	MACKAY EUNGELLA	2838 MACKAY EUNGELLA RD	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	City		MIRANI	Updated City	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Latitude	0	68838998	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:55	Longitude	0	31154462	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:56	City		MIRANI	Updated City	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:52:56	City		MIRANI	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:53:27	Location_Name	MACKAY EUNGELLA RD-SPLIT		(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:53:30	Location_Name		JUST EAST OF MIRANI	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:53:32	Call_Back_Phone		QPS	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:53:34	ProQaCaseNumber		16887113	(Response Viewer)	Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Problem		RTC INJ UNKN PTS 29B01X	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Priority_Number	0	3	Updated by ProQA	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:09	Determinant		29B01X	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:10	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:10	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:10	Pickup_Map_Info	(Blank)	8655		Response_Transports	POLCADQASCXA21	2AMYMAT
20/03/2021	19:54:10	Map_Info		8655		Response_Master_Incident	POLCADQASCXA21	2AMYMAT
20/03/2021	19:54:13	Address	2838 MACKAY EUNGELLA	MACKAY EUNGELLA RD	Address Change	Response_Master_Incident	PA207	2AMYMAT

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			RD					
20/03/2021	19:54:14	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BELTIB
20/03/2021	19:54:17	Address	2838 MACKAY EUNGELLA RD	MACKAY EUNGELLA RD	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:17	Latitude	68838998	68841742	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:17	Longitude	31154462	31141289	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:17	Street_Id	235104	842929	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:17	Cross_Street	CEMETERY RD/R MCCLURES RD	AUGUSTA ST/MIRANI MOUNT OSSA RD	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:17	Address	MACKAY EUNGELLA RD	MACKAY EUNGELLA RD	Change Verified	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:19	Pickup_Map_Info	(Blank)	8655		Response_Transports	POLCADQASCXA21	2AMYMAT
20/03/2021	19:54:19	Map_Info	8655	8655		Response_Master_Incident	POLCADQASCXA21	2AMYMAT
20/03/2021	19:54:21	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:54:21	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA207	2AMYMAT
20/03/2021	19:54:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5BENWIL
20/03/2021	19:56:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
20/03/2021	19:56:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	19:57:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
20/03/2021	19:59:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BELTIB
20/03/2021	20:02:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12NIGHAM
20/03/2021	20:04:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
20/03/2021	20:10:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
20/03/2021	20:13:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	20:15:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	20:21:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2COUSUL
20/03/2021	20:35:08	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BELTIB
20/03/2021	20:35:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2AMYMAT
20/03/2021	20:36:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
20/03/2021	20:51:56	Map_Info	(Blank)	MKY11K4		Response_Transports	KEDCADQASCXA04	2BELTIB
20/03/2021	21:10:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2COUSUL
20/03/2021	22:04:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BELTIB
20/03/2021	22:06:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2LEIDEC
21/03/2021	06:49:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12RICROB

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Central Queensland Local Ambulance Service Network

Authority:

By authority of CQ LASN Acting Chief Superintendent (A/CS) Warren Kellett and as per OP04.0 the State LASN Operations Procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

Central Queensland (CQ) LASN responded to an incident (Case 14057859) that occurred on Monday 22 March 2021 at 12:00pm, Irrelevant NORMAN GARDENS. The incident was received by the Rockhampton Operations Centre and coded as a 04B01A (Code 2A response) for a Irrelevant male patient reported to be armed with a knife and allegedly threatening harm to his wife who called 000 and retreated to the bedroom. Caller also advised of a Irrelevant on scene in a separate bedroom to caller. QPS advised of case and proceeded lights and sirens to scene arriving at 12:18pm. QPS advised that a male patient was located with a stab wound to central chest with responding crews confirming nature of case and CPR in progress at 12:20pm. QAS transported male patient Code 1 to Rockhampton Hospital with CCP on board and QPS escort.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14057859.
The review will examine ambulance operations prior to, during and following the response.
This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A LASN clinical review to be undertaken by SCE Irrelevant On initial review of eARF and discussions with officers involved all treatment and interventions where in line with QAS policy and procedure. No clinical issues or adverse events/outcomes have been identified at this point for this incident.

State OpCen ProQA:

Initial request for service was received via 000 by the Rockhampton Operations Centre. QAS were requested to attend scene which was dispatched as a Code 2A response (04B01A). The dispatch and ongoing management of the case was referred to the Rockhampton Operations Centre. There are no noted delays or concerns on review of the IDR.

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Incident Review/Investigation:

Scope

- This report documents the significant incident review into case 14057859. The review will examine ambulance operations prior to, during and following the response.

Background

- On Monday 22 March 2021 at 12:00pm the Rockhampton Operations Centre received a 000 call to attend a Irrelevant NORMAN GARDENS for a Irrelevant male with a knife
- Initial QAS operational resources were dispatched from the Rockhampton area including ACP II crew and SOS/CCP
- The incident was dispatched as a Code 2A response
- QPS on scene 12:18pm and advised *"Male has a stab wound to the chest aiming for the heart"*
- First crew on scene advised that CPR was in progress at 12:21pm
- No other parties on scene reported injuries
- Additional CCP available and dispatched at time 12:21pm
- QAS transported one male patient with central stab wound hot to Rockhampton Hospital with QPS escort at 12:40pm
- QAS services completed at 13:55pm for male patient
- IDR 14058180 – QPS requested QAS return to the scene to attend the female patient who was the caller, stating she was experiencing a panic attack. Crew arrived on scene however patient had been transported to Rockhampton Police Station
- IDR 14058492 – QAS attended Rockhampton QPS to assess female patient. QAS services not required and patient left in care of QPS.

Timeline

- 1st Key Stroke: 12:00pm
- In waiting queue: 12:03pm
- First unit dispatched - 12:05pm
- Second Unit Dispatched: 12:09pm (SOS/CCP)
- First Unit Enroute: 12:07pm
- Second Unit Enroute: 12:15pm (SOS/CCP)
- First Unit on scene: 12:20pm
- Second Unit on scene: 12:02pm (SOS/CCP)
- Additional CCP and Intern: 12:31pm (on scene)

Dispatched to on scene 15 minutes

Review

- There are no identified concerns with the dispatch or response for this case
- Resourcing was appropriate for Code 2A response/category
- SOS/CCP dispatch initially for Senior officer
- Incident was appropriately resourced for the nature of the case

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- CCP available and dispatched
- Responding officers meeting at Rockhampton Station to debrief case with SCE/OIC
- EMO advised Rockhampton Hospital of case at 12:34pm for early activation of trauma team
- Hot Clinical and Operational debrief undertaken with crews involved
- CQ LASN Peer Support advised of case

Outcomes

- Male patient with central stab wound transported Code 1 to Rockhampton Hospital with QPS escort
- EMO later informed by Rockhampton Hospital Director of Nursing – Medical that male patient had died

Post OIRR actions

- CQ LASN Peer Support advised of case and requested to follow up with officers

Review Recommendations:

No recommendations for this case

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Consultation with Rockhampton OpCen Manager;
- Daily OpCen report & dayshift Sick Report;
- Incident Detail Report (IDR);
- iROAM screen captures;
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- Notification of the Priority One Counsellor; and
- Workforce planning rosters for the Eastern area

LASN Endorsement

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

Name	Position	Signature	Date
Warren Kellett	A/LASN Director	Irrelevant	23.03.2021
Brooke Rolfe	A/Executive Manager Operations		23.03.2021

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **14057859**
ProQA number: **16894041**
Console name: **PA209**
Incident Date: **22/03/2021 12:00:19**
Last Updated:

Incident Information

Incident Type:	ACUTE-STR	**Alarm Level:**	
Priority:	2A	**Problem:**	ASSAULT POSS DANG AREA
Determinant:	04B01A	**Agency:**	QAS
Base Response#:	105141	**Jurisdiction:**	2 South East
Confirmation#:	00316524	**Division:**	2 Rockhampton North
Taken By:	Irrelevant	**Battalion:**	2 Rockhampton North
Response Area:	2 Rockhampton North	**Response Plan:**	Acute-Str
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 29/UHF Ch 13 MT ARCHER
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	29472105	**Latitude:**	66669704
Patient Name:	Irrelevant	**Patient DOB:**	Irrelevant

Incident Location

Location Name:		**County:**	ROCKHAMPTON
Address:	Irrelevant	**Location Type:**	
Apartment:		**Cross Street:**	Irrelevant
Building:		**Map Reference:**	ROCK3M12
City, State, Zip:	NORMAN GARDENS QLD 4701		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	22/03/2021	12:00:19	
1st Key Stroke	22/03/2021	12:00:19	
In Waiting Queue	22/03/2021	12:03:14	
Call Taking Complete	22/03/2021	12:35:38	Irrelevant
1st Unit Assigned	22/03/2021	12:05:51	
1st Unit Enroute	22/03/2021	12:07:13	
1st Unit Arrived	22/03/2021	12:20:25	
Closed	22/03/2021	13:55:56	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:02:55
Call Taking	00:35:19
In Queue to 1st Assign	00:02:37
Call Received to 1st Assign	00:05:32
Assigned to 1st Enroute	00:01:22.8
Enroute to 1st Arrived	00:13:11.9
Incident Duration	01:55:37

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B2261	12:05:51	A Case Completed	12:07:13		12:20:25			13:55:56			
A2505	12:09:24	A Case Completed	12:15:43		12:22:46			12:48:00			
A2502	12:21:59	Vehicle Change	12:22:49		12:31:01			13:55:52			Vehicle Change

Personnel Assigned

Unit	Name
2261	Irrelevant
2502	
2505	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2261	RH (A&E) 2 Canning St		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	12:40:54	12:48:28	13:55:56

Comments

Date	Time	User	Type	Comments
22/03/2021	12:01:50	2TAMHAN	Response	HUSBAND INJ - UNK IF CALLER INJ
22/03/2021	12:03:00	2TAMHAN	Response	CALLER NOT INJ
22/03/2021	12:03:14	2TAMHAN	Response	[ProQA Dispatch] Dispatch Level: 04B01 (POSSIBLY DANGEROUS body area) Suffix: A (Assault) Response Text: 2A QPS Irrelevant Male, Conscious, Breathing. Problem Description: HUSBAND HAS COME AT WIFE WITH KNIFE
22/03/2021	12:03:14	2TAMHAN	Response	[ProQA: Key Questions] 1. The patient was assaulted. 2. This happened now (less than 6hrs ago). 3. The offender is inside the same structure. 4. The offender is armed with a knife. 5. There is some bleeding, not serious. 6. He is completely alert (responding appropriately). 7. The injury is to the chest. 8. He is not having difficulty breathing.
22/03/2021	12:04:05	2TAMHAN	Response	[Notification] [QAS]-M STILL HAS THE KNIFE WITH HIM - IN THE LOUNGEROOM - CALLER IN THE BEDROOM - NO LOCK ON DOOR
22/03/2021	12:04:13	2TAMHAN	Response	M PT KNOWS HELP IS COMING
22/03/2021	12:04:28	2TAMHAN	Response	CALLER NAME Irrelevant
22/03/2021	12:05:21	2TAMHAN	Response	[Notification] [QAS]-M Irrelevant
22/03/2021	12:05:41	2TAMHAN	Response	CALLER HAS HAD SOME OF HER HAIR PULLED OUT
22/03/2021	12:05:51	PS	Response	[Page] Dispatch page sent to Unit:2261, Sent From: KEDCADQASPIS01

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22/03/2021	12:06:01	PS	Response	[Page] Dispatch page to Unit:2261 complete to PIN Irrelevant Message sent successfully.
22/03/2021	12:06:12	2ALELIT	Response	>POL-Q> PT Irrelevant
22/03/2021	12:06:13	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q21-A013882
22/03/2021	12:06:37	2TAMHAN	Response	[Notification] [QAS]-THERE IS ALSO A CHILD ON SCENE - IN ANOTHER BEDROOM - Irrelevant - NO INJ
22/03/2021	12:07:11	2ALELIT	Response	OCS EM AWARE OF CASE
22/03/2021	12:08:18	2TAMHAN	Response	[Notification] [QAS]-CALLER CAN SEE M'S KNEES IN LOUNGE - LOOKS TO BE VERY STILL
22/03/2021	12:09:24	PS	Response	[Page] Dispatch page sent to Unit:2505, Sent From: KEDCADQASPIS01
22/03/2021	12:09:42	PS	Response	[Page] Dispatch page to Unit:2505 complete to PIN Irrelevant Message sent successfully.
22/03/2021	12:09:55	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
22/03/2021	12:10:28	2ALELIT	Response	UNIT 2261 AWARE OF CASE AND SOS ENROUTE
22/03/2021	12:10:41	ICEMS	Response	POL-Q EnRoute
22/03/2021	12:10:51	2TAMHAN	Response	[Notification] [QAS]- Irrelevant Irrelevant S IN OTHER ROOM - Irrelevant QUIET - SAYING HE SOULDNT HURT
22/03/2021	12:14:57	2TAMHAN	Response	>POL-Q> IS THERE AN ETA PLEASE - STILL ON PHONE WITH THE WIFE WHO IS VERY PANICKED AND SCARED
22/03/2021	12:17:03	ICEMS	Response	<POL-Q< SHOULD BE WITHIN A FEW MINUTES. IS THE MALE STILL IN THE HOUSE, AND DOES HE STILL HAVE THE KNIFE? QPS PROC AT L&S
22/03/2021	12:18:15	ICEMS	Response	POL-Q OnScene
22/03/2021	12:18:17	2TAMHAN	Response	>POL-Q> M BELIEVED TO STILL HAVE A KNIFE - LOCATEED IN THE LOUNGEROOM - Irrelevant EMALE IN SEPERATE ROOM - CALLER UNABLE TO CHECK ON HER BUT BELIEVES SHE IS NOT INJ
22/03/2021	12:19:49	2HEALID	Response	2261 COMING INTO BRAMBEL QPS IN FRONT WITH LIGHTS
22/03/2021	12:20:00	2TAMHAN	Response	[Notification] [QAS]-SPOKE TO QPS ON PHONE - THEY ARE WITH THE CALLER
22/03/2021	12:20:02	ICEMS	Response	<POL-Q< REQUEST QAS UPGRADE TO L&S, MORE INFO TO FOLLOW
22/03/2021	12:20:37	ICEMS	Response	<POL-Q< MALE HAS A STAB WOUND TO THE CHEST AIMING FOR THE HEART
22/03/2021	12:21:38	2HEALID	Response	2261 CPR IN PROGRESS
22/03/2021	12:21:58	PS	Response	[Page] Dispatch page sent to Unit:2502, Sent From: KEDCADQASPIS01
22/03/2021	12:22:11	PS	Response	[Page] Dispatch page to Unit:2502 complete to PIN Irrelevant Message sent successfully.
22/03/2021	12:22:13	PS	Response	[Page] Dispatch page to Unit:2502 complete to PIN Message sent successfully.
22/03/2021	12:38:41	2HEALID	Response	2502 MIDDLE AGED MALE CARDIAC ARREST - ORIGINAL UNIT TX SOON WITH OFFICER FROM 2502
22/03/2021	12:40:38	ICEMS	Response	<POL-Q< QAS PLS SUPPLY ATTENDING QAS OFICERS NAMES TO THE JOB CARD FOR OUR PURPOSES PLS
22/03/2021	12:40:49	2HEALID	Response	2505 PATIENT HAS BEEN LOADED INTO UNIT 2261 QPS ESCORT CODE 1 TO RH
22/03/2021	12:41:13	2HEALID	Response	Irrelevant was removed from the incident 22/03/2021 12:41:13.
22/03/2021	12:41:13	2HEALID	Response	was added to the incident 22/03/2021 12:41:13.
22/03/2021	12:41:13	2HEALID	Response	Irrelevant was removed from the incident 22/03/2021 12:41:13.
22/03/2021	12:41:13	2HEALID	Response	was added to the incident 22/03/2021 12:41:13.
22/03/2021	12:46:23	2KATCOW	Response	2261 JUST CROSSING NEW BRIDGE NOW LESS THAN 3MINS TO RH
22/03/2021	12:48:12	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
22/03/2021	12:48:13	PS	Response	[Page] Page processing complete to PIN Message sent successfully.
22/03/2021	13:04:24	ICEMS	Response	<POL-Q< REQUESTING QAS REATTEND THIS LOCATION FOR THE FEMALE. SHE IS CONSCIOUS AND BREATHING BUT APPEARS TO BE HAVING A SEVERE ANXIETY OR PANIC ATTACK
22/03/2021	13:14:20	2HEALID	Response	2261 POST OUR OF SERVICE TIDYING UP
22/03/2021	13:18:06	2KATCOW	Response	AS PER QPS REQUEST AS PER 1304- CREATED NEW JOB ID 381 FOR FEMALE ON SCENE HAVING PANIC ATTACK
22/03/2021	13:34:02	5KARSTA	Response	Duplicate call appended to incident at 13:34:02
22/03/2021	13:56:07	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.

Priority Changes

No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
22/03/2021	12:00:19		No AML Data Received		No AML data received with this call	SDSIAML
22/03/2021	12:03:14		Incident in Waiting Queue			
22/03/2021	12:03:15		ANI/ALI Statistics		INT Insert:Mar 22 2021 12:00:18 / INT SendNP:Mar 22 2021 12:00:17 / WS RecvNP:Mar 22 2021 12:00:16 / WS Process:Mar 22 2021 12:03:15	2TAMHAN
22/03/2021	12:03:15		Read Comment		Comment for Incident 041 was Marked as Read.	2TAMHAN
22/03/2021	12:03:15		ProQA	Irrelevant	ProQA determinant sent	2TAMHAN
22/03/2021	12:03:15		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
22/03/2021	12:03:24		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
22/03/2021	12:03:26		Incident in Waiting Queue Timer Clear			
22/03/2021	12:04:47		Read Incident		Incident 041 was Marked as Read.	2ALELIT
22/03/2021	12:04:47		Read Comment		Comment for Incident 041 was Marked as Read.	2ALELIT
22/03/2021	12:05:34		Initial Assignment		The following unit(s) is (are) recommended for assignment: 2288 (00:03:46)	2HEALID
22/03/2021	12:05:40		VisiCAD Recommendation		2122: 00:04:54, 2502: 00:05:08, 2112: 00:05:08, 2261: 00:06:08, 2505: 00:06:24,	2HEALID
22/03/2021	12:05:47		UserAction		User Accepted 2261	
22/03/2021	12:05:47		Initial Assignment		The following unit(s) is (are) recommended for assignment: 2261 (00:06:08)	2HEALID
22/03/2021	12:05:49		Initial Assignment		The following unit(s) is (are) cleared from assignment: 2288	2HEALID

RTI Release
DOH FOI DISCLOSURE LOG

Irrelevant
DOH RTI 3907
Irrelevant
Irrelevant
Irrelevant
Irrelevant
Irrelevant
RTI Release

22/03/2021	12:05:51	2261	Dispatched	Response Number (105141)	2HEALID
22/03/2021	12:06:13		[ICEMS]	[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:06:36		Read Comment	Comment for Incident 041 was Marked as Read.	2EDWMOO
22/03/2021	12:06:51		Incident Late	Active incident marked as late	
22/03/2021	12:07:13	2261	Resp	Responding From = 2(004) ROCKHAMPTON SOUTH.	2HEALID
22/03/2021	12:07:14		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A013882, Status: EnRoute	ICEMS
22/03/2021	12:07:17		Read Comment	Comment for Incident 041 was Marked as Read.	2HEALID
22/03/2021	12:07:58		UserAction	User clicked Exit/Save	2HEALID
22/03/2021	12:08:49		UserAction	User clicked Exit/Save	2ALELIT
22/03/2021	12:09:24	2505	Dispatched	Response Number: 105167;	2HEALID
22/03/2021	12:09:44		Read Comment	Comment for Incident 041 was Marked as Read.	2ALELIT
22/03/2021	12:09:55		[ICEMS]	[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:10:01		[ICEMS]	[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:10:08		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A013882, Resource Status: WillAttend	ICEMS
22/03/2021	12:10:15		[ICEMS]	[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:10:17		Read Comment	Comment for Incident 041 was Marked as Read.	2ALELIT
22/03/2021	12:10:24		Incident Late	Active incident marked as late	
22/03/2021	12:10:41		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A013882, Resource Status: EnRoute	ICEMS
22/03/2021	12:12:23		UserAction	User clicked Exit/Save	2ALELIT
22/03/2021	12:14:57		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:15:12		[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:15:43	2505	Resp	Responding From = 2 CANNING ST [RH (A&E)].	2HEALID
22/03/2021	12:17:03		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:18:15		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A013882, Resource Status: OnScene	ICEMS
22/03/2021	12:18:18		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:19:02		Read Comment	Comment for Incident 041 was Marked as Read.	2ALELIT
22/03/2021	12:20:02		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:20:10		Read Comment	Comment for Incident 041 was Marked as Read.	2HEALID
22/03/2021	12:20:25		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A013882, Status: OnScene	ICEMS
22/03/2021	12:20:25	2261	At Scene		2HEALID
22/03/2021	12:20:30		UserAction	User clicked Exit/Save	2HEALID
22/03/2021	12:20:37		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:20:43		[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q21-A013882	ICEMS
22/03/2021	12:20:50		Read Comment	Comment for Incident 041 was Marked as Read.	2HEALID
22/03/2021	12:21:59	2502	Dispatched	Response Number: 105256;	2HEALID
22/03/2021	12:22:25	2505	Change Unit Priority	Change Unit Priority from 2A to HOT	2HEALID
22/03/2021	12:22:30	2502	Change Unit Priority	Change Unit Priority from 2A to HOT	2HEALID
22/03/2021	12:22:46	2505	At Scene		2HEALID
22/03/2021	12:22:49	2502	Resp	Responding From = 2(004) ROCKHAMPTON SOUTH.	2HEALID
22/03/2021	12:22:54		Read Comment	Comment for Incident 041 was Marked as Read.	2HEALID
22/03/2021	12:23:07		UserAction	User clicked Exit/Save	2HEALID
22/03/2021	12:25:11		UserAction	User clicked Exit/Save	2HEALID
22/03/2021	12:26:50		UserAction	User clicked Exit/Save	2MELSMI
22/03/2021	12:31:01	2502	At Scene		2HEALID
22/03/2021	12:35:38		UserAction	User clicked Exit/Save	2TAMHAN
22/03/2021	12:37:08		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:37:15		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
22/03/2021	12:37:19		UserAction	User clicked Exit/Save	2MELSMI
22/03/2021	12:37:31		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:37:32		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A013882	ICEMS
22/03/2021	12:37:42		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
22/03/2021	12:37:49		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
22/03/2021	12:38:48		UserAction	User clicked Exit/Save	2BROBOO
22/03/2021	12:38:49		Read Comment	Comment for Incident 041 was Marked as	2ALELIT

DOH DISCLOSURE LOG