

## Approved Capital Works

## April 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team is finalising the Schematic Design (SD) work following the constructive feedback received from the District after the West Moreton District consultation. The Ministerial Infrastructure Designation (MID) recommendation is awaiting endorsement from the Deputy Premier.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender award recommendation from QBuild Procurement is expected late-April. Award of the tender is awaiting the financial clearance of the successful builder.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction is progressing with electrical rough in of services to the ground floor and mains electrical cabling to the building and installation of walls to the ground floor continuing. Scaffolding to the exterior of the building is in place with demolition of the remaining roof scheduled to commence week of 26 April 2022. The project team is working to develop a solution by investigating options to address the several issues to the prototype console identified by QAS and Queensland Police Service (QPS) ICT Subject Matter Experts. Due to COVID-19 impacts, workshops with the ICT team and builder as well as Stakeholder Working Group meetings scheduled for late March were cancelled and will be rescheduled as a priority. Commencement of QPS ICT on site is subject to completion of the roof upgrades to the main building and currently programmed for week of 7 May 2022. Initial works by QPS ICT include reactivation of the server room. At this stage, the project remains on track for Practical Completion by 31 August 2022, however further program slippage is expected noting that availability of sub-contractors and materials in the past weeks have been heavily impacted by COVID-19. An update is expected in the next week.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	QBuild final fee proposal to progress the project through to the SD phase is expected this week. The Department of State Development, Infrastructure, Local Government and Planning has commenced the MID consultation on 14 April 2022 (25 days), this is followed by the commencement of the QAS consultation on 22 April 2022 (20 days).
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	Infrastructure and Procurement Branch met with Queensland Health (QH) and the Sunshine Coast Hospital and Health Service (SCHHS) to discuss design integration, whereby SCHSS and QH advised planning has not commenced for the Caloundra South Health Precinct due to a number of contributing factors including; financial and budgetary constraints, land size requirement is 4.0 hectares for a Community Centre (only provided with 2.0 hectares) and future strategic planning has not commenced for this project. As a result, QAS will proceed with the delivery of a new ambulance station as per the announced Budget Paper 3 (2020/21). QH and SCHHS support the requirement for QAS to extend the site access road which will be built and maintained by the QAS. QAS will formalise an 'in-principle' agreement letter from the Commissioner QAS to Chief Executive SCHHS regarding site access. The final SD has been supported by the QAS including the Sunshine Coast and Wide Bay Region. The Principal Consultant is conducting a meeting on Tuesday to progress the QS assessment.

Information current as at 3 May 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

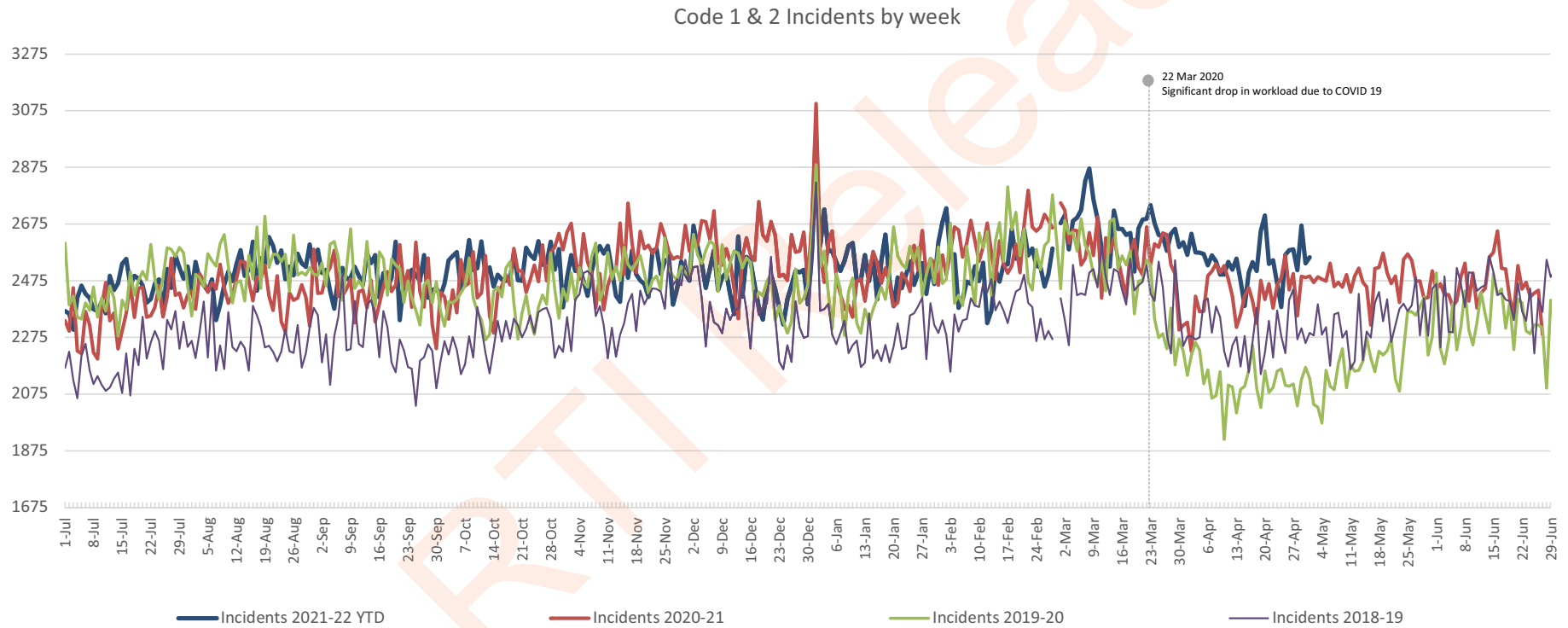
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 1 May 2022
- \* Week Comparison - represents the reporting period 25 Apr 2020 to 1 May 2021 vs 25 Apr 2021 to 1 May 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 1 May 2021
- \* Month to Date represents month ending 1 May 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-742 Incidents
Code 1	19.6% ↑	68,068 Incidents
Code 1 and 2	0.9% ↑	6,843 Incidents
Code 3 and 4	-3.0% ↓	-7,562 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	10,849	12,272	1,423	13.1%
		B	115,101	128,029	12,928	11.2%
		C	222,197	275,914	53,717	24.2%
		<b>Total</b>	<b>348,147</b>	<b>416,215</b>	<b>68,068</b>	<b>19.6%</b>
	2	A	290,158	241,265	-48,893	-16.9%
		B	45,965	39,203	-6,762	-14.7%
		C	78,364	72,794	-5,570	-7.1%
		<b>Total</b>	<b>414,487</b>	<b>353,262</b>	<b>-61,225</b>	<b>-14.8%</b>
	1 and 2	<b>Total</b>	<b>762,634</b>	<b>769,477</b>	<b>6,843</b>	<b>0.9%</b>
	3	A	41,876	41,696	-180	-0.4%
		B	81,119	77,876	-3,243	-4.0%
		<b>Total</b>	<b>122,995</b>	<b>119,572</b>	<b>-3,423</b>	<b>-2.8%</b>
	4	A	4,030	4,959	929	23.1%
		B	121,510	116,442	-5,068	-4.2%
		<b>Total</b>	<b>125,540</b>	<b>121,401</b>	<b>-4,139</b>	<b>-3.3%</b>
	3 and 4	<b>Total</b>	<b>248,535</b>	<b>240,973</b>	<b>-7,562</b>	<b>-3.0%</b>
	CAS	-	211	188	-23	-10.9%
	ALL		<b>1,011,380</b>	<b>1,010,638</b>	<b>-742</b>	<b>-0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

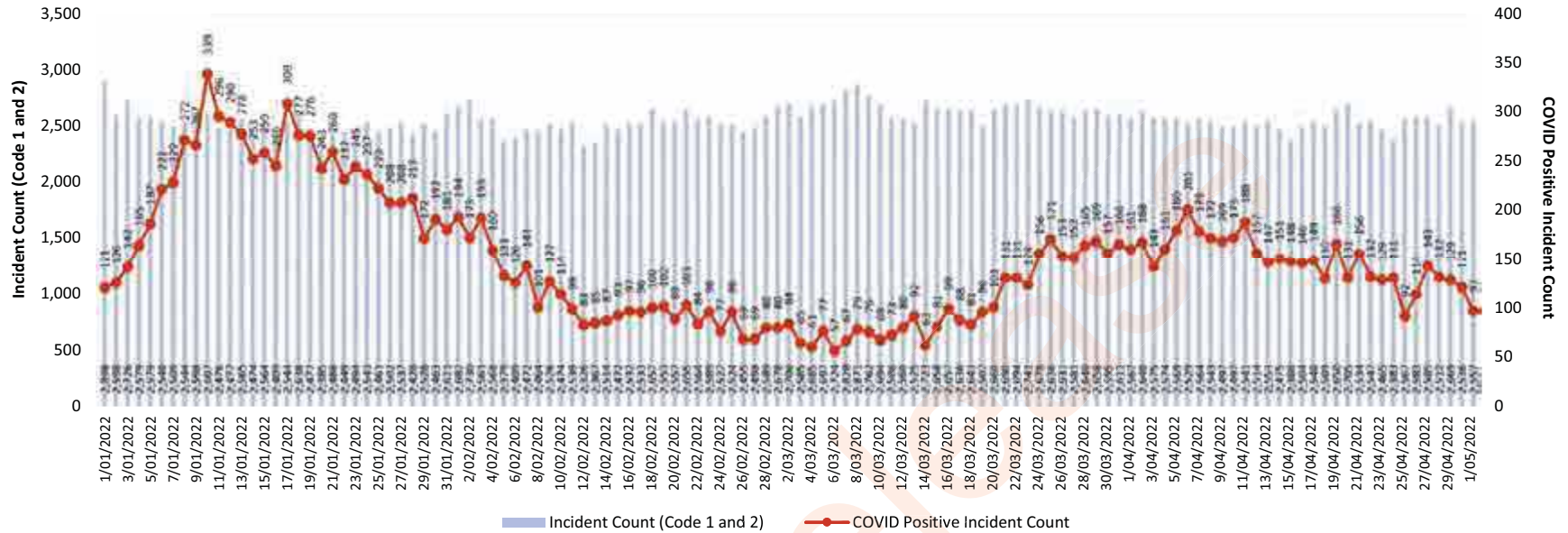
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	163,881	16.2%	-24.9%	-16.9%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	81,955	10.7%	12.7%	38.8%
Chest Pain	76,775	10.0%	66.8%	25.7%
Pandemic	70,667	9.2%	-41.3%	NA
Sick Person (Specific Diagnosis)	54,025	7.0%	195.6%	-28.7%
Breathing Problems	50,365	6.5%	82.4%	4.0%
Psychiatric / Abnormal Behaviour / Suicide Attempt	47,191	6.1%	-4.9%	65.7%
Unconscious / Fainting (Near)	37,940	4.9%	11.3%	27.5%
Abdominal Pain/Problems	35,762	4.6%	-1.9%	27.7%
Traumatic Injuries (Specific)	30,380	3.9%	-10.0%	8.9%

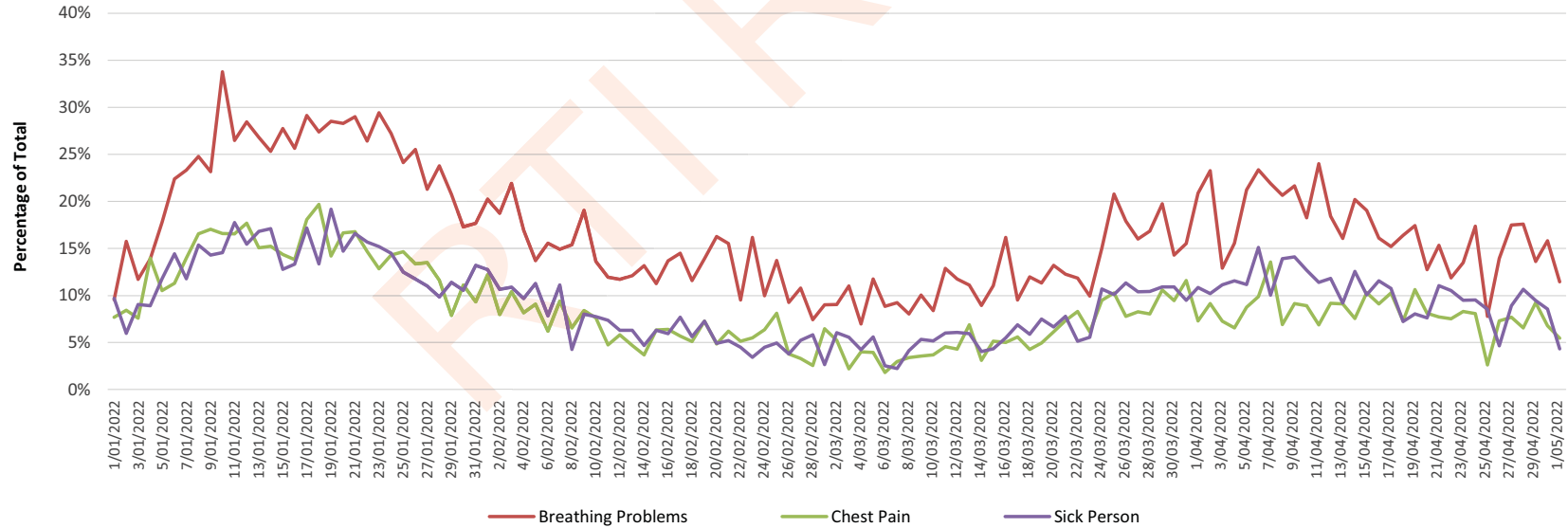
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



Incident Date	Day of the week	Code 1 & 2	Code 3 & 4	CAS	Total Incidents
8/03/2022	Tuesday	2,871	1,012	1	3,884
28/02/2020	Friday	2,779	1,098	1	3,878
22/02/2021	Monday	2,794	1,072	0	3,866
17/02/2020	Monday	2,807	1,027	0	3,834
10/03/2021	Wednesday	2,699	1,117	0	3,816
18/12/2020	Friday	2,754	1,055	1	3,810
16/11/2020	Monday	2,748	1,052	0	3,800
12/02/2021	Friday	2,678	1,115	2	3,795
1/03/2021	Monday	2,750	1,041	2	3,793
26/02/2021	Friday	2,709	1,077	1	3,787
13/03/2020	Friday	2,684	1,101	1	3,786
6/03/2020	Friday	2,694	1,091	0	3,785
7/03/2022	Monday	2,828	955	0	3,783
24/02/2021	Wednesday	2,650	1,128	0	3,778
9/03/2022	Wednesday	2,762	1,013	0	3,775
19/02/2020	Wednesday	2,717	1,054	1	3,772
2/03/2020	Monday	2,688	1,078	1	3,767
23/03/2022	Wednesday	2,741	1,018	2	3,761
20/01/2020	Monday	2,665	1,093	1	3,759
2/03/2021	Tuesday	2,724	1,030	4	3,758

Four of the busiest days on record occurred in March 2022.

### Triple Zero Calls

**Number of QAS Triple Zero (000) Calls  
FYTD Comparison**

↑ 11.0%  
92,897 more calls when comparing the previous financial year  
843,456 2020/21 FYTD  
936,353 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.5%
Average Daily Call Volume		2,806	3,070

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

### Response Time Performance

At State level, QAS attended 258,012 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,143 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	112,567	94,216
No. of Code One Incidents attended ≤16.5min	267,155	258,012

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	May-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.8
	90% responded to within (mins)	16.5	15.8	17.3	18.8
1B	50% responded to within (mins)	8.2	9.9	11.4	11.8
	90% responded to within (mins)	16.5	19.8	23.0	24.0
1C	50% responded to within (mins)	8.2	11.0	12.7	12.6
	90% responded to within (mins)	16.5	22.1	25.5	25.4
2A	50% responded to within (mins)		20.5	24.0	24.2
	90% responded to within (mins)		53.5	60.7	58.9
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	62.0%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	91.3%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.4%	100.0%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.3%	60.0%

May-22 represents one day only

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			May-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.6	71.5%	103,747	40.2	58.1%	731
Caboolture Hospital	31.6	67.9%	230,451	36.4	60.8%	255,129	60.3	35.4%	1,635
Cairns Base Hospital	27.6	74.4%	208,235	28.6	71.9%	187,839	22.5	79.4%	171
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.7%	19,868	25.0	86.4%	149
Gold Coast Hospital - Robina	33.4	61.6%	271,815	34.9	56.5%	216,256	29.0	58.0%	462
Gold Coast University Hospital	40.6	53.9%	647,520	38.2	53.5%	440,261	33.8	54.7%	1,135
Gympie Hospital	28.1	71.9%	59,414	28.7	71.5%	50,750	30.7	63.2%	180
Hervey Bay Hospital	25.0	77.4%	76,873	31.7	66.5%	112,476	46.1	41.7%	822
Ipswich Hospital	48.3	56.2%	755,803	53.2	48.7%	742,506	53.3	35.2%	1,971
Logan Hospital	45.8	50.2%	685,475	52.9	41.4%	801,655	44.9	50.6%	1,593
Mackay Base Hospital	25.6	76.4%	76,943	30.8	66.9%	119,615	35.9	66.7%	595
Maryborough Hospital	16.3	92.6%	10,971	20.6	86.9%	18,851	14.7	100.0%	0
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	48.6	52.2%	339,945	56.5	35.7%	1,248
Mount Isa Base Hospital	8.8	96.9%	6,231	10.6	96.5%	6,750	16.7	94.4%	94
Nambour Hospital	33.1	62.7%	162,873	33.9	60.0%	123,568	23.5	83.8%	150
Prince Charles Hospital	38.7	56.2%	414,248	38.6	53.6%	324,747	32.4	68.5%	709
Princess Alexandra Hospital	35.9	63.0%	369,641	46.4	48.2%	498,632	48.5	22.2%	1,132
Queen Elizabeth Hospital	41.8	56.0%	368,483	46.9	47.2%	327,121	44.4	40.4%	862
Queensland Children'S Hospital	20.2	88.4%	21,128	22.6	83.0%	22,773	17.7	95.8%	6
Redcliffe Hospital	36.9	58.5%	286,625	36.2	55.2%	215,395	38.1	43.4%	701
Redlands Hospital	39.6	57.6%	251,814	50.0	43.9%	276,329	31.8	45.9%	252
Rockhampton Base Hospital	37.4	59.1%	259,760	40.2	55.3%	246,541	34.4	60.4%	653
Royal Brisbane Hospital	36.2	55.9%	404,875	36.8	51.9%	308,325	30.6	53.3%	416
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.8	56.9%	308,093	31.3	76.5%	820
Toowoomba Base Hospital	25.7	76.8%	140,012	29.9	70.2%	168,162	28.5	66.7%	345
Townsville University Hospital	18.9	89.5%	80,788	21.0	85.3%	105,603	18.7	89.2%	209
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,036</b>	<b>37.0</b>	<b>59.7%</b>	<b>6,340,937</b>	<b>35.3</b>	<b>59.2%</b>	<b>17,041</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>346</b>			<b>284</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

May-22 represents one day only

Princess Alexandra Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 40.8% when comparing last year's performance, followed by Hervey Bay Hospital's performance reducing by 35.7%.

## Staffing (as at pay period ending 27 March 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	345.47	4.82	0.00	0.62	350.91	17.55	373	20
Northern Region	370.64	384.39	0.21	0.00	0.00	384.60	13.96	395	19
Central Region	500.95	515.95	2.70	0.00	0.00	518.65	17.70	545	14
NQ Rural & Remote Total	1,204.95	1,245.81	7.73	0.00	0.62	1,254.16	49.21	1,313	53
Sunshine Coast and Wide Bay Region	655.47	666.57	32.12	2.24	0.36	701.29	45.82	773	48
Darling Downs and South West Region	395.20	387.85	2.10	1.36	0.00	391.31	-3.89	410	28
Metro North Region	663.34	592.44	34.52	4.88	0.00	631.84	-31.50	715	33
Metro South Region	1,027.82	969.73	32.53	2.38	0.95	1,005.59	-22.23	1,101	63
Gold Coast Region	475.93	495.51	27.03	0.32	0.95	523.81	47.88	580	23
South East Operations Centre Region	214.24	233.10	0.00	0.00	3.41	236.51	22.27	250	19
South Queensland Total	3,432.00	3,345.20	128.30	11.18	5.67	3,490.35	58.35	3,829	214
Head Office	402.70	413.53	0.00	0.00	0.14	413.67	10.97	442	10
<b>TOTAL</b>	<b>5,039.65</b>	<b>5,004.54</b>	<b>136.03</b>	<b>11.18</b>	<b>6.43</b>	<b>5,158.18</b>	<b>118.53</b>	<b>5,584</b>	<b>277</b>



## Enhancements (as at 3 May 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	9-May-22	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	6-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives Total    115.00  
Ambulance Operatives Commissioned to date    78.93

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 85.43

## Approved Capital Works

## May 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>Final feedback from the West Moreton District design consultation is expected this week for the Principal Consultant team to finalise the revised Schematic Design (SD) drawings. The Quantity Surveyor has been engaged through QBuild on 28 April 2022 to provide the final SD drawing pre-tender cost estimates.</p> <p>The Ministerial Infrastructure Designation (MID) recommendation is still awaiting endorsement from the Deputy Premier.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	The construction tender is to be awarded this week. Practical Completion is expected early 2023.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Construction is progressing with installation of new windows, main switchboard wiring and electrical works to the ground floor continuing. External scaffolding is in place to enable roof replacement works over main building to commence. The consultant team has finalised all design clarifications for the roof upgrade with the builder now awaiting delivery of final materials. A revised completion date for these works will then be provided and the start date for QPS ICT works will be rescheduled. The project team continues to work through several complex issues with the specialist Operations Centre fit-out. A start date for GWN installation has not yet been provided, however start up meetings have occurred and planning is underway. At this stage, the project remains on track for Practical Completion by 31 August 2022, however further program slippage is expected noting that availability of sub-contractors and materials in the past weeks have been heavily impacted by COVID-19.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>QBuild fee proposal is approved and the tender process for the SD will commence immediately.</p> <p>The consultation process is still underway for the Department of State Development, Infrastructure, Local Government and Planning MID consultation (14 April 2022 - 25 days), and the QAS consultation (22 April 2022 - 20 days).</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The Principal Consultant is working in conjunction with the Quantity Surveyor (QS) to prepare a final QS Report for consideration by the QAS. Infrastructure and Procurement Branch (IPB) are awaiting input from QAS Service Planning &amp; Performance on the Incident Statistics within the draft Business Case. IPB will continue to progress the finalisation of the Business Case with further input from the Sunshine Coast and Wide Bay Region.</p> <p>The planning assessment will be done through Economic Development Queensland under Caloundra South PDA requirements. Community consultation will not be required for the planning assessment.</p>

Information current as at 9 May 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

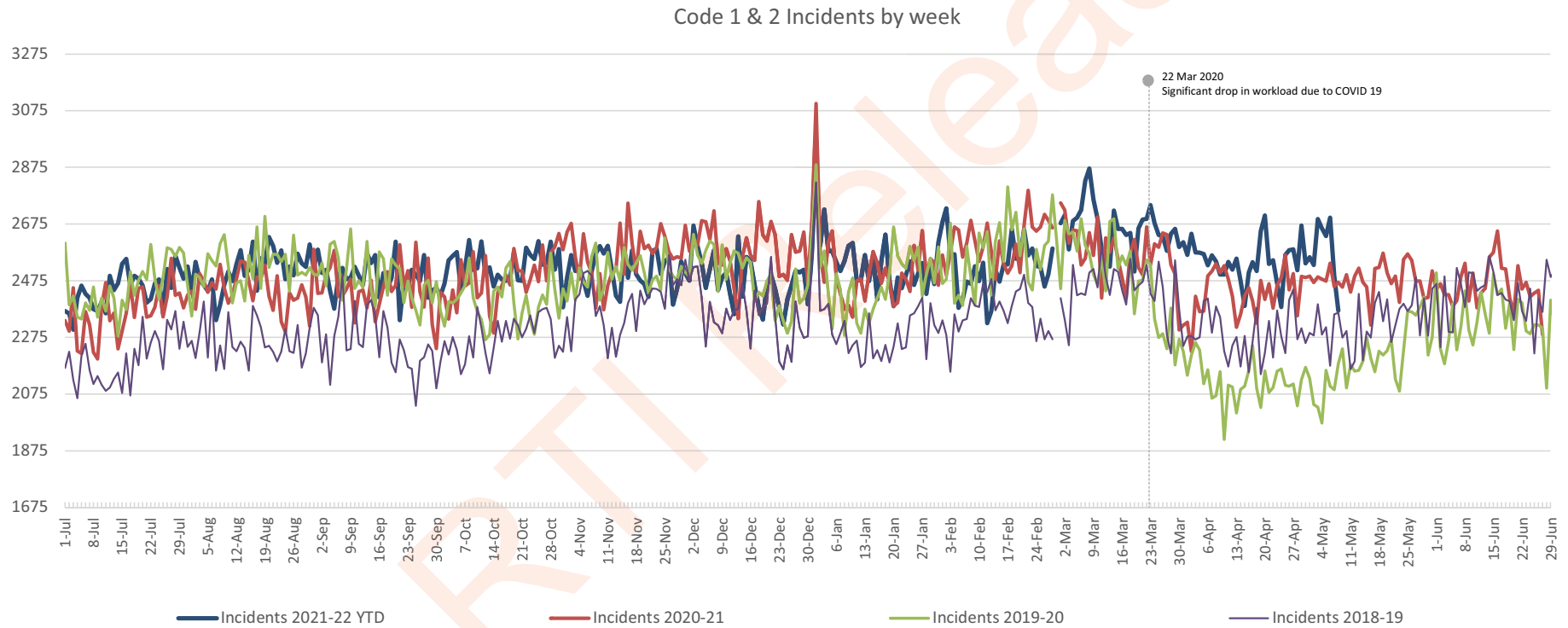
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 8 May 2022
- \* Week Comparison - represents the reporting period 2 May 2020 to 8 May 2021 vs 2 May 2021 to 8 May 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 8 May 2021
- \* Month to Date represents month ending 8 May 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-562 Incidents
Code 1	19.7% ↑	70,131 Incidents
Code 1 and 2	1.0% ↑	7,563 Incidents
Code 3 and 4	-3.2% ↓	-8,098 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	11,128	12,598	1,470	13.2%
		B	117,959	131,154	13,195	11.2%
		C	227,525	282,991	55,466	24.4%
		<b>Total</b>	<b>356,612</b>	<b>426,743</b>	<b>70,131</b>	<b>19.7%</b>
	2	A	296,568	246,071	-50,497	-17.0%
		B	46,873	40,087	-6,786	-14.5%
		C	79,953	74,668	-5,285	-6.6%
		<b>Total</b>	<b>423,394</b>	<b>360,826</b>	<b>-62,568</b>	<b>-14.8%</b>
	1 and 2	<b>Total</b>	<b>780,006</b>	<b>787,569</b>	<b>7,563</b>	<b>1.0%</b>
	3	A	42,910	42,616	-294	-0.7%
		B	82,927	79,471	-3,456	-4.2%
		<b>Total</b>	<b>125,837</b>	<b>122,087</b>	<b>-3,750</b>	<b>-3.0%</b>
	4	A	4,138	5,031	893	21.6%
		B	124,187	118,946	-5,241	-4.2%
		<b>Total</b>	<b>128,325</b>	<b>123,977</b>	<b>-4,348</b>	<b>-3.4%</b>
	3 and 4	<b>Total</b>	<b>254,162</b>	<b>246,064</b>	<b>-8,098</b>	<b>-3.2%</b>
	CAS	-	218	191	-27	-12.4%
	ALL		<b>1,034,386</b>	<b>1,033,824</b>	<b>-562</b>	<b>-0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	166,989	16.2%	-25.1%	-17.4%

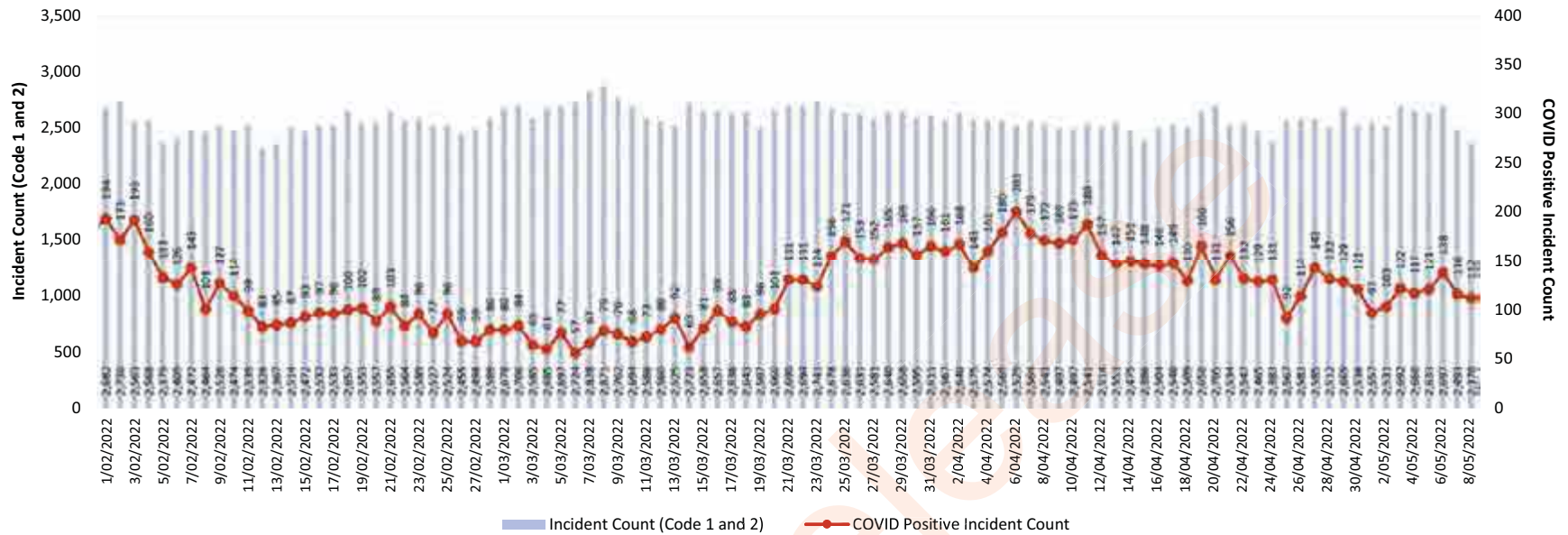
Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	83,922	10.7%	12.7%	38.8%
Chest Pain	79,086	10.0%	68.0%	26.7%
Pandemic	70,667	9.0%	-42.6%	NA
Sick Person (Specific Diagnosis)	56,410	7.2%	202.3%	-27.1%
Breathing Problems	52,284	6.6%	85.1%	5.7%
Psychiatric / Abnormal Behaviour / Suicide Attempt	48,264	6.1%	-4.8%	65.6%
Unconscious / Fainting (Near)	38,842	4.9%	11.2%	27.9%
Abdominal Pain/Problems	36,511	4.6%	-1.8%	27.6%
Traumatic Injuries (Specific)	31,056	3.9%	-10.2%	8.1%

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

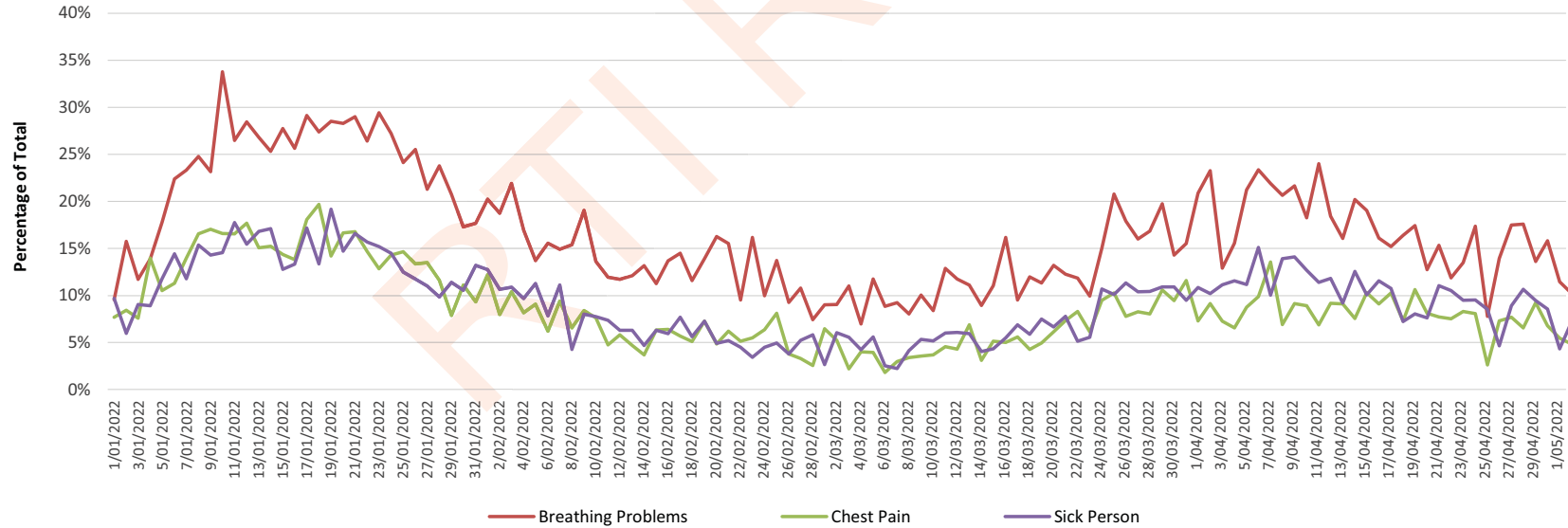
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.



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



Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 11.0%

94,740 more calls when comparing the previous financial year

864,322 2020/21 FYTD

959,062 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.5%
Average Daily Call Volume		2,806	3,074

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 263,966 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,028 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended $\leq 8.2\text{min}$	114,851	96,284
No. of Code One Incidents attended $\leq 16.5\text{min}$	272,994	263,966

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	May-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.1
	90% responded to within (mins)	16.5	15.8	17.3	19.2
1B	50% responded to within (mins)	8.2	9.9	11.4	12.0
	90% responded to within (mins)	16.5	19.8	23.1	24.0
1C	50% responded to within (mins)	8.2	11.0	12.7	13.3
	90% responded to within (mins)	16.5	22.1	25.5	26.5
2A	50% responded to within (mins)		20.5	24.0	24.8
	90% responded to within (mins)		53.5	60.7	61.7
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	60.0%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	89.0%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.3%	62.0%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.1%	82.4%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			May-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.8	71.2%	109,211	38.7	57.4%	5,800
Caboolture Hospital	31.6	67.9%	230,451	36.5	60.6%	262,165	43.8	48.1%	8,390
Cairns Base Hospital	27.6	74.4%	208,235	28.6	71.8%	193,733	29.8	69.3%	6,052
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.8%	20,048	17.7	91.4%	330
Gold Coast Hospital - Robina	33.4	61.6%	271,815	34.9	56.4%	220,443	34.2	51.8%	4,559
Gold Coast University Hospital	40.6	53.9%	647,520	38.2	53.5%	449,571	36.2	55.6%	10,217
Gympie Hospital	28.1	71.9%	59,414	28.8	71.4%	52,133	30.2	66.9%	1,564
Hervey Bay Hospital	25.0	77.4%	76,873	31.9	66.3%	117,185	42.2	53.8%	5,287
Ipswich Hospital	48.3	56.2%	755,803	53.3	48.6%	760,402	55.5	43.0%	18,750
Logan Hospital	45.8	50.2%	685,475	52.9	41.2%	821,747	54.9	35.2%	21,393
Mackay Base Hospital	25.6	76.4%	76,943	30.9	66.7%	122,814	32.3	61.5%	3,659
Maryborough Hospital	16.3	92.6%	10,971	20.6	86.8%	19,243	21.6	87.6%	390
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	48.9	51.8%	351,042	60.3	36.4%	11,378
Mount Isa Base Hospital	8.8	96.9%	6,231	10.7	96.5%	7,076	13.9	94.0%	420
Nambour Hospital	33.1	62.7%	162,873	33.9	60.1%	125,682	29.5	66.9%	2,175
Prince Charles Hospital	38.7	56.2%	414,248	38.7	53.4%	334,240	40.7	50.4%	10,194
Princess Alexandra Hospital	35.9	63.0%	369,641	46.8	48.0%	518,407	62.3	34.3%	20,591
Queen Elizabeth Hospital	41.8	56.0%	368,483	47.0	47.1%	336,280	52.4	40.3%	9,675
Queensland Children'S Hospital	20.2	88.4%	21,128	22.7	82.9%	23,931	24.7	81.2%	1,160
Redcliffe Hospital	36.9	58.5%	286,625	36.3	55.0%	223,514	42.9	46.9%	8,372
Redlands Hospital	39.6	57.6%	251,814	50.2	43.6%	284,352	54.2	32.8%	7,928
Rockhampton Base Hospital	37.4	59.1%	259,760	40.1	55.4%	250,597	34.8	60.7%	4,596
Royal Brisbane Hospital	36.2	55.9%	404,875	37.0	51.7%	317,993	40.2	47.6%	9,977
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.8	57.0%	314,417	33.2	62.3%	7,042
Toowoomba Base Hospital	25.7	76.8%	140,030	30.1	70.0%	175,473	37.8	61.0%	7,428
Townsville University Hospital	18.9	89.5%	80,788	21.1	85.1%	108,578	22.2	79.3%	3,180
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,054</b>	<b>37.0</b>	<b>59.6%</b>	<b>6,520,277</b>	<b>39.7</b>	<b>55.2%</b>	<b>190,507</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>348</b>			<b>397</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 31.6% when comparing last year's performance, followed by Princess Alexandra Hospital's performance reducing by 28.7%.

## Staffing (as at pay period ending 24 April 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	340.20	5.09	0.00	0.62	345.91	12.55	374	15
Northern Region	370.64	382.06	0.06	0.00	0.00	382.12	11.48	393	14
Central Region	500.95	513.21	0.73	0.00	0.00	513.94	12.99	540	16
NQ Rural & Remote Total	1,204.95	1,235.47	5.88	0.00	0.62	1,241.97	37.02	1,307	45
Sunshine Coast and Wide Bay Region	655.47	656.49	44.26	2.11	0.39	703.25	47.78	780	38
Darling Downs and South West Region	395.20	382.05	2.23	1.36	0.00	385.64	-9.56	407	28
Metro North Region	663.34	583.72	42.64	2.44	0.00	628.80	-34.54	715	23
Metro South Region	1,027.82	957.37	55.99	1.17	1.71	1,016.24	-11.58	1,112	57
Gold Coast Region	475.93	481.43	34.38	1.84	1.00	518.65	42.72	579	25
South East Operations Centre Region	214.24	234.14	0.00	0.00	2.95	237.09	22.85	252	14
South Queensland Total	3,432.00	3,295.20	179.50	8.92	6.05	3,489.67	57.67	3,845	185
Head Office	402.70	413.46	0.00	0.00	0.69	414.15	11.45	443	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,944.13</b>	<b>185.38</b>	<b>8.92</b>	<b>7.36</b>	<b>5,145.79</b>	<b>106.14</b>	<b>5,595</b>	<b>242</b>

## Enhancements (as at 9 May 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	6-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total**      **115.00**  
**Ambulance Operatives Commissioned to date**      **78.93**

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 85.43



## Approved Capital Works

## May 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>Principal Consultant team are finalising the Schematic Design (SD) engagement. The Quantity Surveyor has been engaged through QBuild on 28 April to provide the final SD drawing pre-tender cost estimates.</p> <p><b>The MID recommendation is still awaiting endorsement from the Deputy Premier. Delays with the MID endorsement is impacting the project program. This matter has been escalated through our Minister's office.</b></p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	The construction tender was awarded Friday 6 May 2022, and Builder's Practical Completion is expected early 2023.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Construction is progressing with roof upgrades to the plant room and mezzanine level underway. External window installation continues and the main switchboard installation has been completed. Ceilings, internal glazing and walls as well as vinyl to wet areas on the first floor are completed and installation of doors is underway. Ground floor internal walls installation is completed. Wet weather has impacted works over the past two weeks. The full construction program remains outstanding but early advice is that there will be delays with the completion of the main building roof and overall program. Discussions will occur this week on options to undertake temporary weatherproofing to the server room to allow QPS ICT works to commence.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>QBuild fee proposal is approved and the tender process for the SD will commence immediately.</p> <p>The consultation process is still underway for the Department of State Development, Infrastructure, Local Government and Planning MID consultation (14 April 2022 - 25 days), and the QAS consultation (22 April 2022 - 20 days).</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The Quantity Surveyor (QS) is finalising the project pre-tender Cost Estimate Report for consideration by the QAS. The draft Business Case is being finalised based on SD design and will be submitted to QASGC for approval.</p> <p>The planning assessment will be done through Economic Development Queensland under Caloundra South PDA requirements. Community consultation will not be required for the planning assessment.</p>

Information current as at 16 May 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

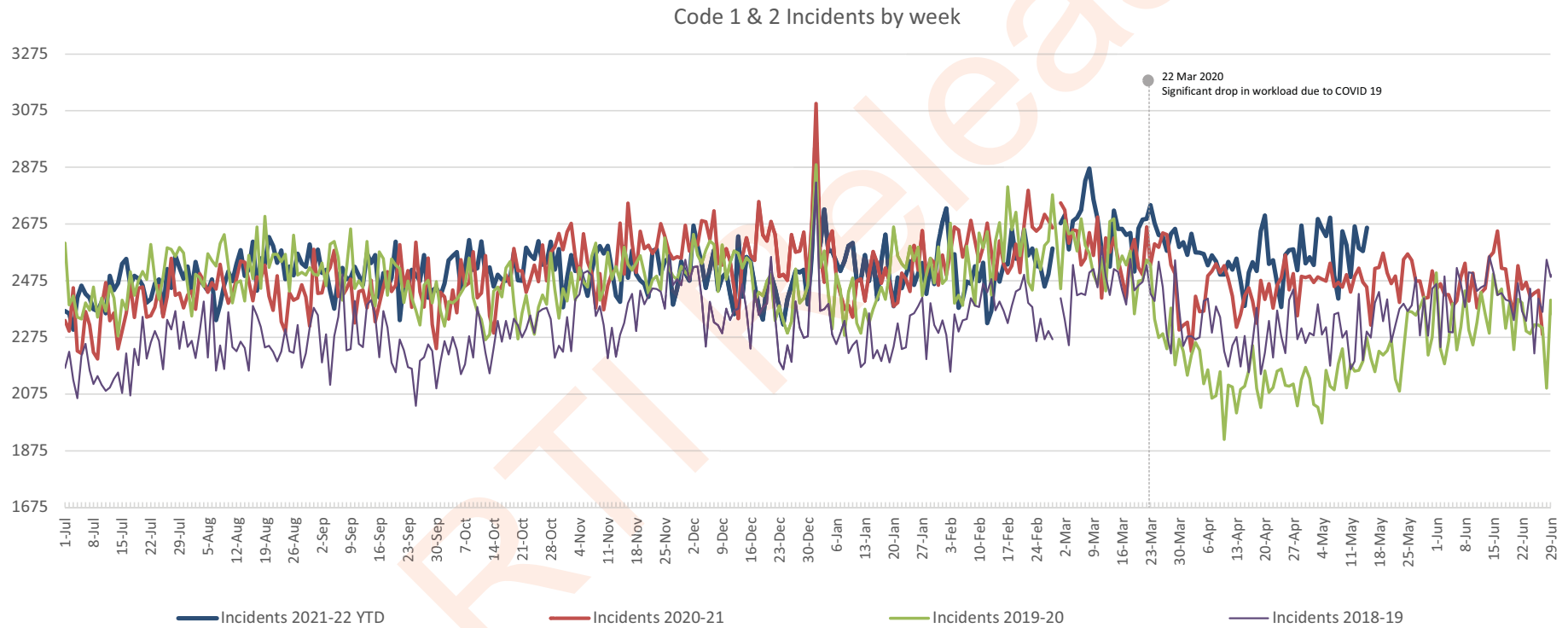
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 15 May 2022
- \* Week Comparison - represents the reporting period 9 May 2020 to 15 May 2021 vs 9 May 2021 to 15 May 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 15 May 2021
- \* Month to Date represents month ending 15 May 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	-0.03% ↓	-308 Incidents
Code 1	19.7% ↑	71,942 Incidents
Code 1 and 2	1.1% ↑	8,528 Incidents
Code 3 and 4	-3.4% ↓	-8,804 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	11,435	12,937	1,502	13.1%
		B	121,057	134,423	13,366	11.0%
		C	232,977	290,051	57,074	24.5%
		<b>Total</b>	<b>365,469</b>	<b>437,411</b>	<b>71,942</b>	<b>19.7%</b>
	2	A	302,677	251,040	-51,637	-17.1%
		B	47,696	40,852	-6,844	-14.3%
		C	81,479	76,546	-4,933	-6.1%
		<b>Total</b>	<b>431,852</b>	<b>368,438</b>	<b>-63,414</b>	<b>-14.7%</b>
	1 and 2	<b>Total</b>	<b>797,321</b>	<b>805,849</b>	<b>8,528</b>	<b>1.1%</b>
	3	A	43,894	43,441	-453	-1.0%
		B	84,945	81,241	-3,704	-4.4%
		<b>Total</b>	<b>128,839</b>	<b>124,682</b>	<b>-4,157</b>	<b>-3.2%</b>
	4	A	4,235	5,096	861	20.3%
		B	127,163	121,655	-5,508	-4.3%
		<b>Total</b>	<b>131,398</b>	<b>126,751</b>	<b>-4,647</b>	<b>-3.5%</b>
	3 and 4	<b>Total</b>	<b>260,237</b>	<b>251,433</b>	<b>-8,804</b>	<b>-3.4%</b>
	CAS	-	226	194	-32	-14.2%
	ALL		<b>1,057,784</b>	<b>1,057,476</b>	<b>-308</b>	<b>0.0%</b>

State - Percentage of Incidents by MPDS Determinant type

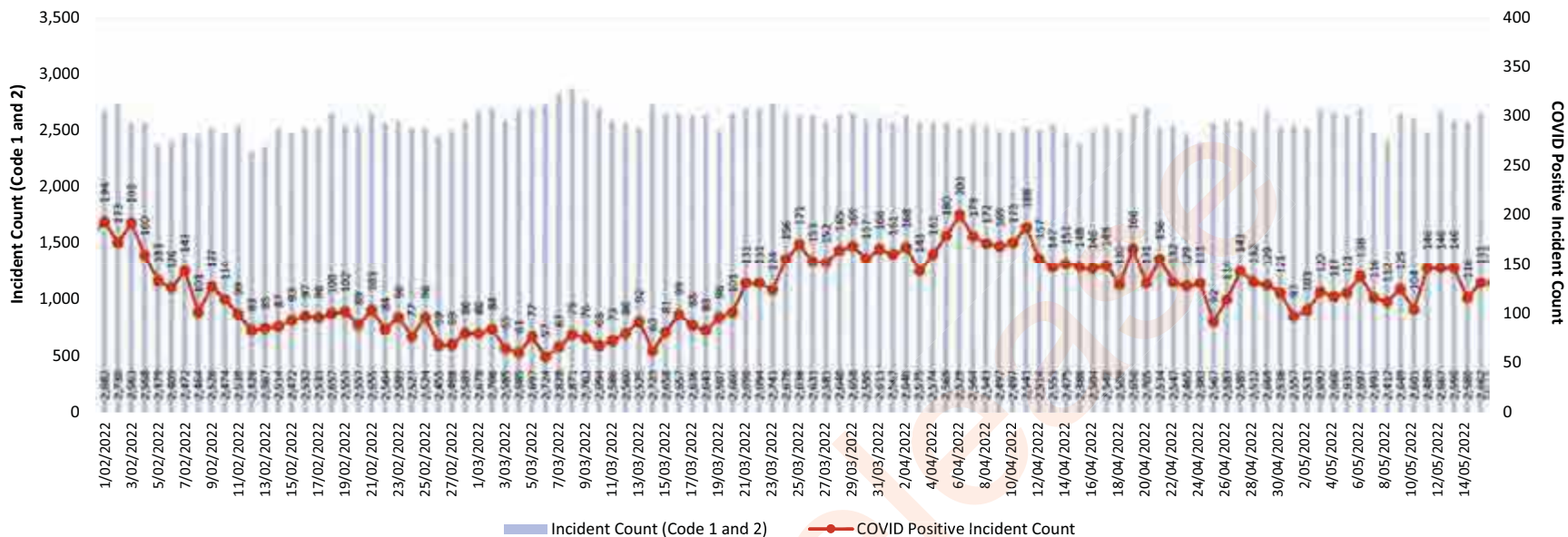
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	170,389	16.1%	-25.4%	-17.7%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	85,969	10.7%	12.9%	39.1%
Chest Pain	81,337	10.1%	69.1%	27.4%
Pandemic	70,667	8.8%	-43.8%	NA
Sick Person (Specific Diagnosis)	58,809	7.3%	209.7%	-25.6%
Breathing Problems	54,457	6.8%	88.2%	7.6%
Psychiatric / Abnormal Behaviour / Suicide Attempt	49,380	6.1%	-4.5%	65.8%
Unconscious / Fainting (Near)	39,683	4.9%	11.2%	28.2%
Abdominal Pain/Problems	37,273	4.6%	-1.6%	27.5%
Traumatic Injuries (Specific)	31,541	3.9%	-10.8%	7.2%

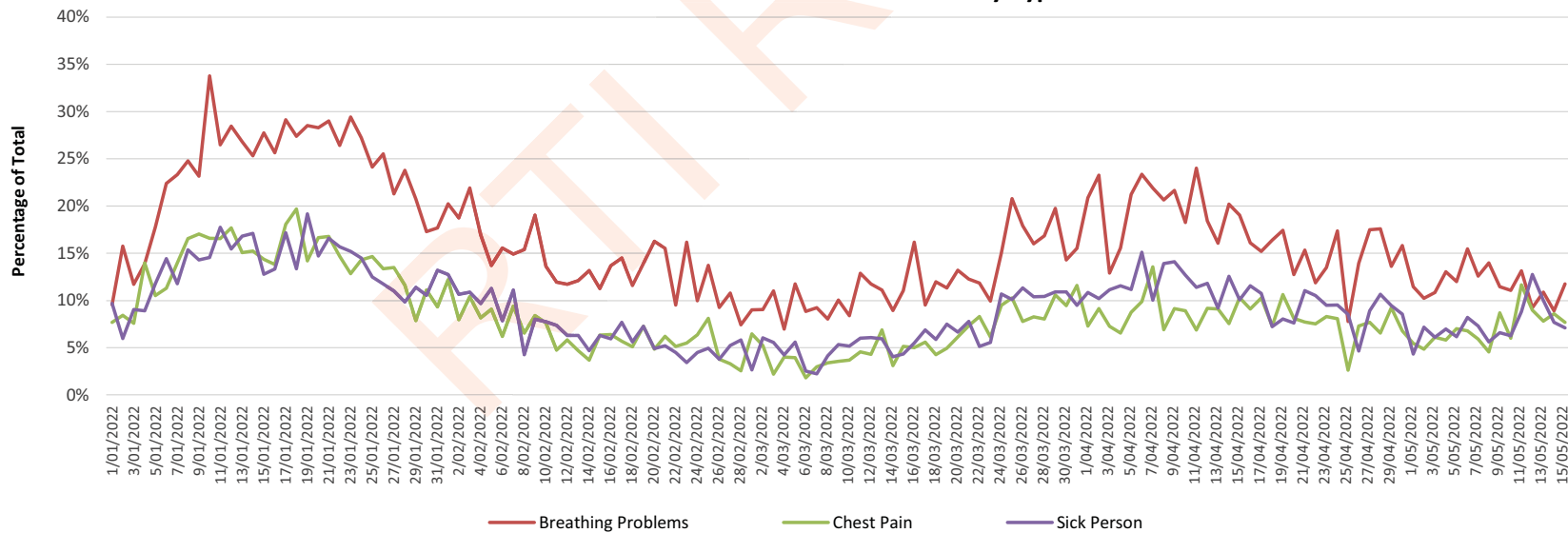
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.8%

95,311 more calls when comparing the previous financial year

886,326 2020/21 FYTD

981,637 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.5%
Average Daily Call Volume		2,806	3,077

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 269,833 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 8,871 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended <b>≤8.2min</b>	117,118	98,292
No. of Code One Incidents attended <b>≤16.5min</b>	278,704	269,833

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	May-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.3
	90% responded to within (mins)	16.5	15.8	17.4	18.8
1B	50% responded to within (mins)	8.2	9.9	11.4	12.3
	90% responded to within (mins)	16.5	19.8	23.1	24.7
1C	50% responded to within (mins)	8.2	11.0	12.8	13.4
	90% responded to within (mins)	16.5	22.1	25.6	26.7
2A	50% responded to within (mins)		20.5	24.0	24.8
	90% responded to within (mins)		53.5	60.7	61.3
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	59.2%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.2%	88.9%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.2%	62.7%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.2%	86.2%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			May-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.8	71.1%	111,263	33.5	63.5%	7,684
Caboorture Hospital	31.6	67.9%	230,451	36.5	60.5%	268,584	41.4	52.0%	14,675
Cairns Base Hospital	27.6	74.4%	208,235	28.9	71.4%	203,380	33.9	64.0%	15,645
Gladstone Hospital	20.2	85.8%	34,143	19.0	88.7%	20,679	20.0	88.9%	961
Gold Coast Hospital - Robina	33.4	61.6%	271,815	34.9	56.5%	224,102	33.0	56.0%	8,180
Gold Coast University Hospital	40.6	53.9%	647,520	38.0	53.7%	456,322	34.0	58.8%	16,598
Gympie Hospital	28.1	71.9%	59,414	28.7	71.6%	52,661	27.4	72.5%	2,092
Hervey Bay Hospital	25.0	77.4%	76,873	32.3	65.9%	123,653	45.7	52.2%	11,751
Ipswich Hospital	48.3	56.2%	755,803	53.5	48.4%	781,919	58.1	41.5%	40,126
Logan Hospital	45.8	50.2%	685,475	53.1	41.1%	844,372	57.6	34.5%	43,690
Mackay Base Hospital	25.6	76.4%	76,943	30.8	66.8%	125,340	31.2	65.0%	6,187
Maryborough Hospital	16.3	92.6%	10,971	20.5	87.0%	19,353	19.3	90.6%	500
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	49.3	51.4%	363,671	64.3	34.9%	23,852
Mount Isa Base Hospital	8.8	96.9%	6,231	10.7	96.4%	7,278	13.1	94.0%	622
Nambour Hospital	33.1	62.7%	162,873	33.8	60.2%	128,050	30.8	65.2%	4,545
Prince Charles Hospital	38.7	56.2%	414,248	38.7	53.5%	341,082	38.7	53.2%	16,958
Princess Alexandra Hospital	35.9	63.0%	369,641	47.1	47.8%	537,553	62.3	36.5%	39,480
Queen Elizabeth Hospital	41.8	56.0%	368,483	47.1	47.0%	346,148	51.8	41.4%	19,487
Queensland Children'S Hospital	20.2	88.4%	21,128	22.7	82.9%	24,175	23.2	81.6%	1,403
Redcliffe Hospital	36.9	58.5%	286,625	36.4	54.9%	229,431	41.5	47.5%	14,239
Redlands Hospital	39.6	57.6%	251,814	50.5	43.2%	292,531	59.2	29.4%	16,088
Rockhampton Base Hospital	37.4	59.1%	259,760	40.2	55.2%	257,360	40.0	51.9%	11,354
Royal Brisbane Hospital	36.2	55.9%	404,875	37.2	51.5%	329,920	43.1	44.0%	21,585
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.6	57.2%	318,257	31.4	63.4%	10,748
Toowoomba Base Hospital	25.7	76.8%	140,030	30.1	70.0%	179,378	34.6	65.2%	11,299
Townsville University Hospital	18.9	89.5%	80,788	21.1	85.1%	112,222	22.3	81.3%	6,808
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,054</b>	<b>37.1</b>	<b>59.5%</b>	<b>6,698,684</b>	<b>40.1</b>	<b>55.6%</b>	<b>366,557</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>350</b>			<b>407</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 33.0% when comparing last year's performance, followed by Redlands Hospital's performance reducing by 28.2%.

## Staffing (as at pay period ending 24 April 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	340.20	5.09	0.00	0.62	345.91	12.55	374	15
Northern Region	370.64	382.06	0.06	0.00	0.00	382.12	11.48	393	14
Central Region	500.95	513.21	0.73	0.00	0.00	513.94	12.99	540	16
NQ Rural & Remote Total	1,204.95	1,235.47	5.88	0.00	0.62	1,241.97	37.02	1,307	45
Sunshine Coast and Wide Bay Region	655.47	656.49	44.26	2.11	0.39	703.25	47.78	780	38
Darling Downs and South West Region	395.20	382.05	2.23	1.36	0.00	385.64	-9.56	407	28
Metro North Region	663.34	583.72	42.64	2.44	0.00	628.80	-34.54	715	23
Metro South Region	1,027.82	957.37	55.99	1.17	1.71	1,016.24	-11.58	1,112	57
Gold Coast Region	475.93	481.43	34.38	1.84	1.00	518.65	42.72	579	25
South East Operations Centre Region	214.24	234.14	0.00	0.00	2.95	237.09	22.85	252	14
South Queensland Total	3,432.00	3,295.20	179.50	8.92	6.05	3,489.67	57.67	3,845	185
Head Office	402.70	413.46	0.00	0.00	0.69	414.15	11.45	443	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,944.13</b>	<b>185.38</b>	<b>8.92</b>	<b>7.36</b>	<b>5,145.79</b>	<b>106.14</b>	<b>5,595</b>	<b>242</b>



## Enhancements (as at 16 May 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	6-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives Total    115.00  
Ambulance Operatives Commissioned to date    81.93

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 83.43

## Approved Capital Works

## May 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>Principal Consultant team are finalising the Schematic Design (SD) engagement. The Quantity Surveyor has been engaged through QBuild on 28 April to provide the final SD drawing pre-tender cost estimates.</p> <p><b>The MID recommendation is still awaiting endorsement from the Deputy Premier. Delays with the MID endorsement is impacting the project program. This matter has been escalated through our Minister's office.</b></p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>The construction tender was awarded Friday 6 May 2022, and Builder's Practical Completion is expected early 2023. The project start-up meeting with the successful contractor is scheduled for Monday 16 May.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Construction is progressing with roof upgrades to the plant room and mezzanine level underway. External window installation continues and the main switchboard installation has been completed. Ceilings, internal glazing and walls as well as vinyl to wet areas on the first floor are completed and installation of doors is underway. Ground floor internal walls installation is completed. Wet weather has impacted works over the past two weeks. The full construction program remains outstanding but early advice is th.at there will be delays with the completion of the main building roof and overall program. Complexities associated with the raised floor and console are being resolved through the proposed use of a new 'off the shelf' modern console.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>Due to time constraints and to mitigate the risk of further delays, a Principal Consultant has been engaged from the recently approved IPB SOA to expedite the SD phase over the next 6-8 weeks. Upon completion of the SD phase, QBuild will be re-engaged to progress to detailed design and the tender delivery phases.</p> <p>MID consultation period is progressing with submissions being reviewed as they are received. Consultation finishes on Wednesday 25 May.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The Quantity Surveyor (QS) is finalising the project pre-tender Cost Estimate Report for consideration by the QAS. The draft Business Case is being finalised based on SD design and will be submitted to QASGC for approval.</p> <p>The planning assessment will be done through Economic Development Queensland under Caloundra South PDA requirements. Community consultation will not be required for the planning assessment.</p>

Information current as at 23 May 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

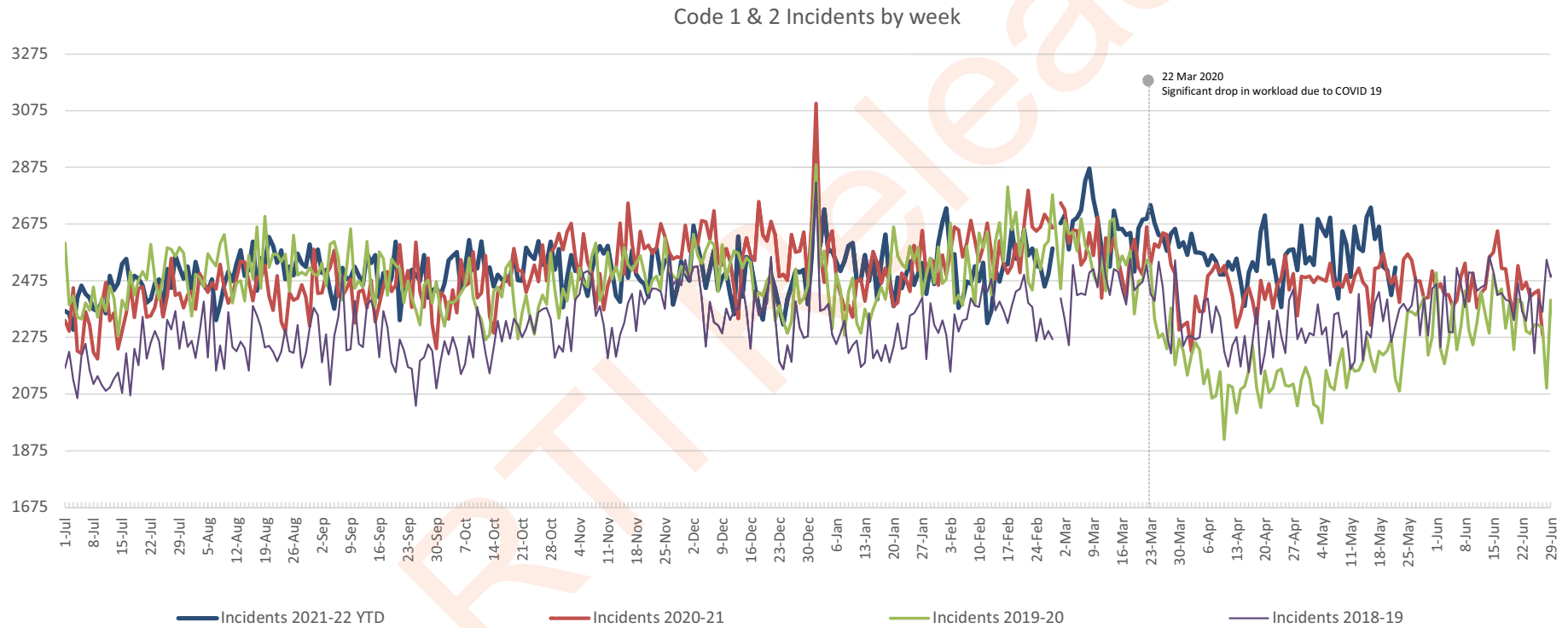
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 22 May 2022
- \* Week Comparison - represents the reporting period 16 May 2020 to 22 May 2021 vs 16 May 2021 to 22 May 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 22 May 2021
- \* Month to Date represents month ending 22 May 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	0.00% ↑	24 Incidents
Code 1	19.7% ↑	73,798 Incidents
Code 1 and 2	1.1% ↑	9,182 Incidents
Code 3 and 4	-3.4% ↓	-9,122 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	11,687	13,279	1,592	13.6%
		B	124,030	137,686	13,656	11.0%
		C	238,356	296,906	58,550	24.6%
		<b>Total</b>	<b>374,073</b>	<b>447,871</b>	<b>73,798</b>	<b>19.7%</b>
	2	A	308,954	255,990	-52,964	-17.1%
		B	48,640	41,674	-6,966	-14.3%
		C	83,043	78,357	-4,686	-5.6%
		<b>Total</b>	<b>440,637</b>	<b>376,021</b>	<b>-64,616</b>	<b>-14.7%</b>
	1 and 2	<b>Total</b>	<b>814,710</b>	<b>823,892</b>	<b>9,182</b>	<b>1.1%</b>
	3	A	44,896	44,371	-525	-1.2%
		B	86,898	83,075	-3,823	-4.4%
		<b>Total</b>	<b>131,794</b>	<b>127,446</b>	<b>-4,348</b>	<b>-3.3%</b>
	4	A	4,337	5,200	863	19.9%
		B	130,064	124,427	-5,637	-4.3%
		<b>Total</b>	<b>134,401</b>	<b>129,627</b>	<b>-4,774</b>	<b>-3.6%</b>
	3 and 4	<b>Total</b>	<b>266,195</b>	<b>257,073</b>	<b>-9,122</b>	<b>-3.4%</b>
	CAS	-	232	196	-36	-15.5%
	ALL		<b>1,081,137</b>	<b>1,081,161</b>	<b>24</b>	<b>0.0%</b>

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	173,982	16.1%	-25.6%	-18.1%

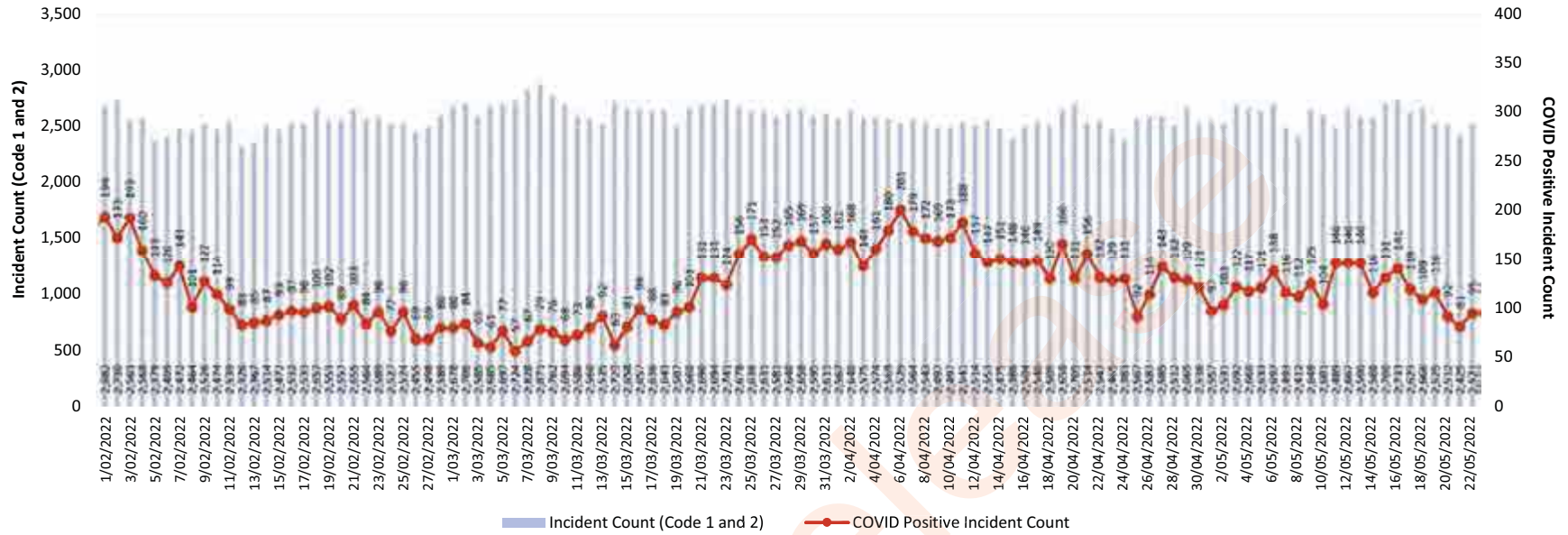
Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	87,903	10.7%	12.7%	38.8%
Chest Pain	83,604	10.1%	70.3%	27.9%
Pandemic	70,667	8.6%	-45.1%	NA
Sick Person (Specific Diagnosis)	61,182	7.4%	216.4%	-24.1%
Breathing Problems	56,465	6.9%	90.8%	8.7%
Psychiatric / Abnormal Behaviour / Suicide Attempt	50,394	6.1%	-4.4%	65.5%
Unconscious / Fainting (Near)	40,615	4.9%	11.4%	28.5%
Abdominal Pain/Problems	37,974	4.6%	-1.8%	27.2%
Traumatic Injuries (Specific)	32,114	3.9%	-11.3%	6.5%

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

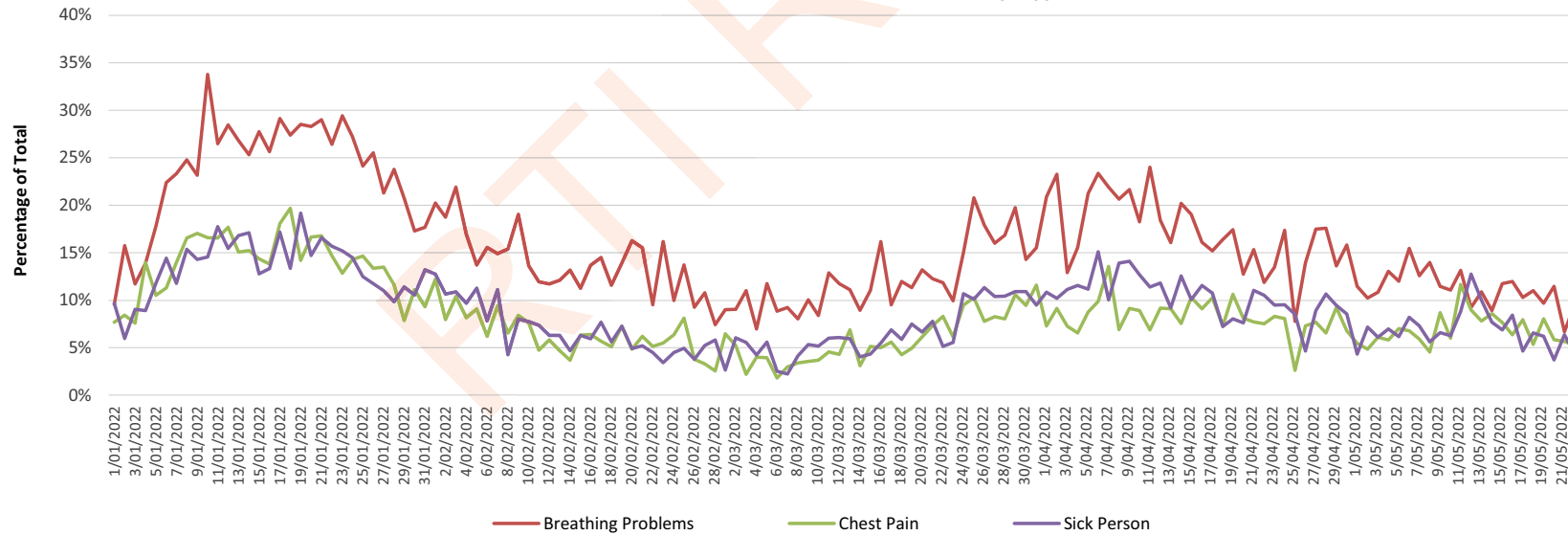
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.



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



Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.8%

97,565 more calls when comparing the previous financial year

907,273 2020/21 FYTD

1,004,838 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.5%
Average Daily Call Volume		2,806	3,082

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 275,696 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 8,783 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended <b>≤8.2min</b>	119,285	100,304
No. of Code One Incidents attended <b>≤16.5min</b>	284,479	275,696

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	May-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.3
	90% responded to within (mins)	16.5	15.8	17.4	18.6
1B	50% responded to within (mins)	8.2	9.9	11.5	12.2
	90% responded to within (mins)	16.5	19.8	23.2	24.8
1C	50% responded to within (mins)	8.2	11.0	12.8	13.4
	90% responded to within (mins)	16.5	22.1	25.6	26.6
2A	50% responded to within (mins)		20.5	24.0	24.7
	90% responded to within (mins)		53.5	60.7	61.3
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	59.5%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	88.3%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.1%	62.2%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.1%	86.1%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			May-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.9	70.9%	114,262	33.5	61.9%	10,683
Caboolture Hospital	31.6	67.9%	230,451	36.7	60.3%	277,475	42.9	51.3%	23,536
Cairns Base Hospital	27.6	74.4%	208,235	29.0	71.3%	210,685	34.1	63.7%	22,915
Gladstone Hospital	20.2	85.8%	34,143	19.0	88.6%	21,072	20.3	87.9%	1,354
Gold Coast Hospital - Robina	33.4	61.6%	271,815	34.9	56.5%	230,057	34.5	56.1%	14,104
Gold Coast University Hospital	40.6	53.9%	647,520	38.0	53.6%	465,885	34.9	56.2%	25,724
Gympie Hospital	28.1	71.9%	59,414	28.8	71.4%	54,245	29.3	68.9%	3,676
Hervey Bay Hospital	25.0	77.4%	76,873	32.5	65.5%	128,317	44.9	50.6%	16,378
Ipswich Hospital	48.3	56.2%	755,803	53.6	48.2%	802,567	58.2	41.1%	60,742
Logan Hospital	45.8	50.2%	685,475	53.3	40.9%	869,090	58.8	34.0%	67,789
Mackay Base Hospital	25.6	76.4%	76,943	30.9	66.7%	129,316	32.5	63.5%	10,166
Maryborough Hospital	16.3	92.6%	10,971	20.6	87.0%	19,775	20.1	89.1%	922
Mater Public Hospital - Brisbane	35.4	67.9%	318,818	49.6	51.2%	374,823	64.6	36.1%	34,860
Mount Isa Base Hospital	8.8	96.9%	6,231	10.7	96.5%	7,348	12.5	94.8%	692
Nambour Hospital	33.1	62.7%	162,873	33.8	60.3%	130,456	31.4	65.5%	6,952
Prince Charles Hospital	38.7	56.2%	414,248	38.7	53.4%	349,786	39.5	52.6%	25,642
Princess Alexandra Hospital	35.9	63.0%	369,641	47.4	47.5%	556,173	61.8	36.2%	58,005
Queen Elizabeth Hospital	41.8	56.0%	368,483	47.4	46.8%	357,607	54.0	41.2%	30,941
Queensland Children'S Hospital	20.2	88.4%	21,128	22.8	82.7%	25,299	23.7	79.8%	2,348
Redcliffe Hospital	36.9	58.5%	286,625	36.5	54.8%	234,954	40.6	48.7%	19,655
Redlands Hospital	39.6	57.6%	251,814	51.1	43.0%	304,813	65.5	29.2%	27,975
Rockhampton Base Hospital	37.4	59.1%	259,760	40.1	55.2%	261,819	38.7	53.9%	15,802
Royal Brisbane Hospital	36.2	55.9%	404,995	37.4	51.3%	341,975	44.4	44.1%	33,621
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.6	57.2%	324,851	32.2	61.6%	17,202
Toowoomba Base Hospital	25.7	76.8%	140,030	30.2	69.8%	185,269	34.7	64.3%	17,009
Townsville University Hospital	18.9	89.5%	80,788	21.2	84.9%	117,306	23.6	80.3%	11,892
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,335</b>	<b>37.2</b>	<b>59.4%</b>	<b>6,895,225</b>	<b>40.9</b>	<b>54.9%</b>	<b>560,585</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>353</b>			<b>425</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 31.8% when comparing last year's performance, followed by Redlands Hospital's performance reducing by 28.4%.

## Staffing (as at pay period ending 22 May 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.29	4.26	0.00	1.07	351.62	18.26	377	17
Northern Region	370.64	384.90	0.12	0.10	0.00	385.12	14.48	396	16
Central Region	500.95	516.02	1.93	0.00	0.00	517.95	17.00	543	18
NQ Rural & Remote Total	1,204.95	1,247.21	6.31	0.10	1.07	1,254.69	49.74	1,316	51
Sunshine Coast and Wide Bay Region	655.47	658.51	44.04	1.84	0.05	704.44	48.97	779	41
Darling Downs and South West Region	395.20	395.47	2.38	1.77	0.00	399.62	4.42	419	31
Metro North Region	663.34	596.01	40.19	1.58	0.00	637.78	-25.56	724	25
Metro South Region	1,027.82	956.49	47.57	1.64	1.16	1,006.86	-20.96	1,105	54
Gold Coast Region	475.93	482.81	32.78	1.50	0.85	517.94	42.01	577	28
South East Operations Centre Region	214.24	234.64	0.00	0.00	3.55	238.19	23.95	253	12
South Queensland Total	3,432.00	3,323.93	166.96	8.33	5.61	3,504.83	72.83	3,857	191
Head Office	402.70	414.98	0.00	0.00	0.74	415.72	13.02	445	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,986.12</b>	<b>173.27</b>	<b>8.43</b>	<b>7.42</b>	<b>5,175.24</b>	<b>135.59</b>	<b>5,618</b>	<b>254</b>

## Enhancements (as at 16 May 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	6-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	6-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives Total    115.00  
Ambulance Operatives Commissioned to date    81.93

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 83.43



## Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00		
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00		
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	5.00		
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00		
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00		
	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00		
	Rockhampton OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Rockhampton Operations Centre.	1.00		
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10		
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00		
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00		
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00		
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66		
Metro South	Logan	Logan Hospital Pod	LARU Paramedics to expand the Mental Health Co-Responder Program into Logan and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00		
	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00		
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00		
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24		

Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00		
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00		
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00		
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	7.00		
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00		

**Ambulance Operatives Total**      **117.00**  
**Ambulance Operatives Commissioned to Date**      **0.00**

## Approved Capital Works

## May 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>After a successful detailed schematic design fitout review with the Region held last week, the Principal Consultant team are finalising the Schematic Design (SD) engagement this week including a revised Quantity Surveyor pre-tender cost estimate to follow.</p> <p>The MID recommendation is still awaiting endorsement from the Deputy Premier since February 2022. Delays with the MID endorsement is impacting the project program. This matter has been escalated through our Minister's office. QAS is awaiting the formal executed Cultural Heritage Agreement from the local Aboriginal Group.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>The construction tender was awarded Friday 6 May 2022, and Builder's Practical Completion is expected early 2023. The project start-up meeting with the successful contractor was held on Monday 16 May. An updated project program from that meeting is expected this week to formalise the sod turning opportunities.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Upgrades to the roof structures over all spaces continues but has been significantly impacted by wet weather as have other external works. An updated draft construction program was received on 20 May 22 and will be reviewed in detail by the project team before a revised Practical Completion date confirmed, however ongoing impacts to the program from latent site conditions, weather, COVID and flooding are expected to delay completion until mid to late September 22. The decision to move to the 'off the shelf' ACTIV console for the Operations Centre had been discussed with the senior stakeholders and engagement with union representatives is underway. The ergonomics consultant is reviewing console layout and line of sight implications and QPS ICT are reviewing and updating cable design. Impacts from the delays to project completion will be worked through with the Project Team and Stakeholders in the next month. This will include consideration to extending the lease for Kent Street if deemed necessary.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>The Principal Consultant has been engaged through the IPB SOA to expedite the Schematic Design (SD) phase. Upon completion of the SD phase, QBuild will be re-engaged to progress to detailed design and the tender delivery phases.</p> <p>MID consultation period is progressing with submissions being reviewed as they are received. Consultation finishes this week on Wednesday 25 May.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>A meeting was undertaken with Stockland to discuss the timeframes associated with road construction and external works. It is anticipated the land will be handed over to the QAS by May 2023. Stockland is undertaking a review of the pre-tender Cost Estimate Report and the final Schematic Design to confirm which component of the site works that they will be covering. Engagement with the Region was also undertaken to review the draft Business Case.</p> <p>QAS will seek planning approval for the new Ambulance Station after Stockland has received approval of the new Plan of Development design requirements for the town centre.</p>

Information current as at 30 May 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

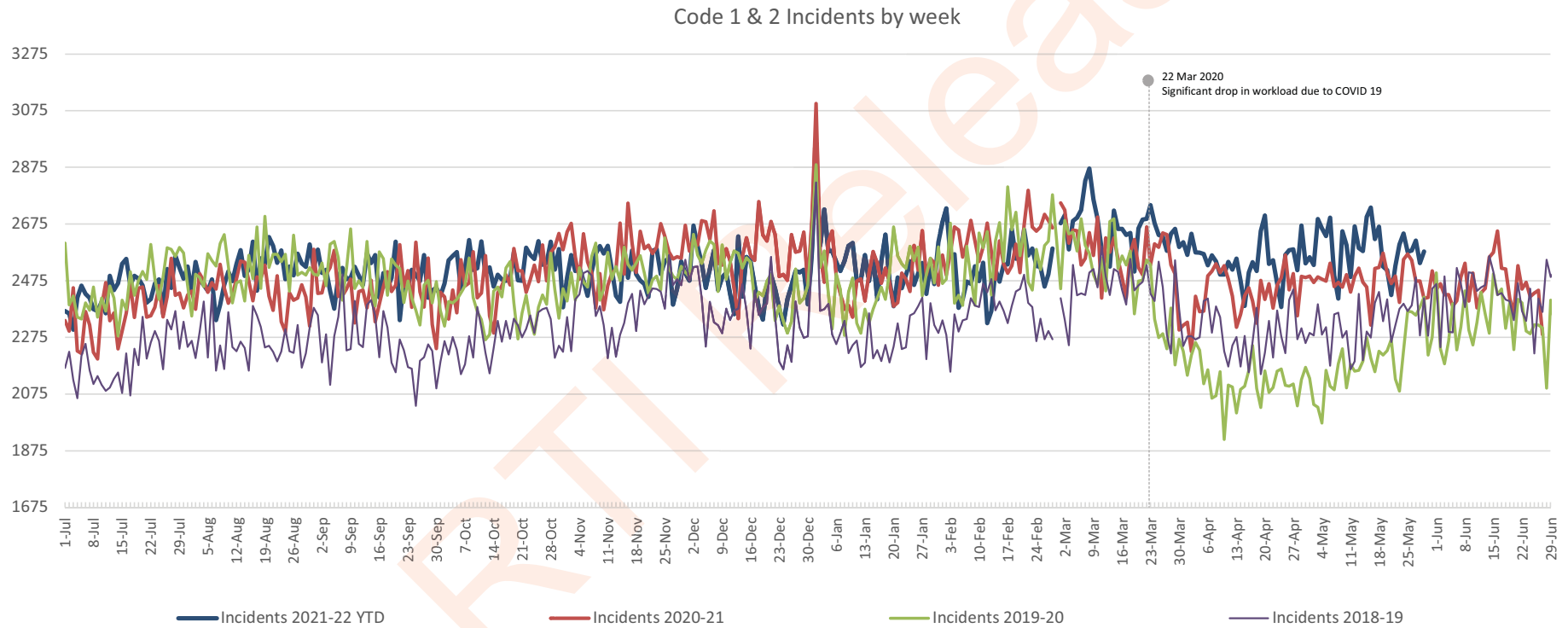
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 29 May 2022
- \* Week Comparison - represents the reporting period 23 May 2020 to 29 May 2021 vs 23 May 2021 to 29 May 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 29 May 2021
- \* Month to Date represents month ending 29 May 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	0.03% ↑	338 Incidents
Code 1	19.6% ↑	75,129 Incidents
Code 1 and 2	1.2% ↑	9,900 Incidents
Code 3 and 4	-3.5% ↓	-9,524 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	11,964	13,608	1,644	13.7%
		B	127,161	140,829	13,668	10.7%
		C	243,794	303,611	59,817	24.5%
		Total	382,919	458,048	75,129	19.6%
	2	A	315,118	261,214	-53,904	-17.1%
		B	49,586	42,534	-7,052	-14.2%
		C	84,510	80,237	-4,273	-5.1%
		Total	449,214	383,985	-65,229	-14.5%
	1 and 2	Total	832,133	842,033	9,900	1.2%
	3	A	45,944	45,318	-626	-1.4%
		B	88,916	84,910	-4,006	-4.5%
		Total	134,860	130,228	-4,632	-3.4%
	4	A	4,436	5,269	833	18.8%
		B	132,927	127,202	-5,725	-4.3%
		Total	137,363	132,471	-4,892	-3.6%
	3 and 4	Total	272,223	262,699	-9,524	-3.5%
	CAS	-	236	198	-38	-16.1%
	ALL		1,104,592	1,104,930	338	0.0%

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	177,649	16.1%	-25.7%	-18.2%

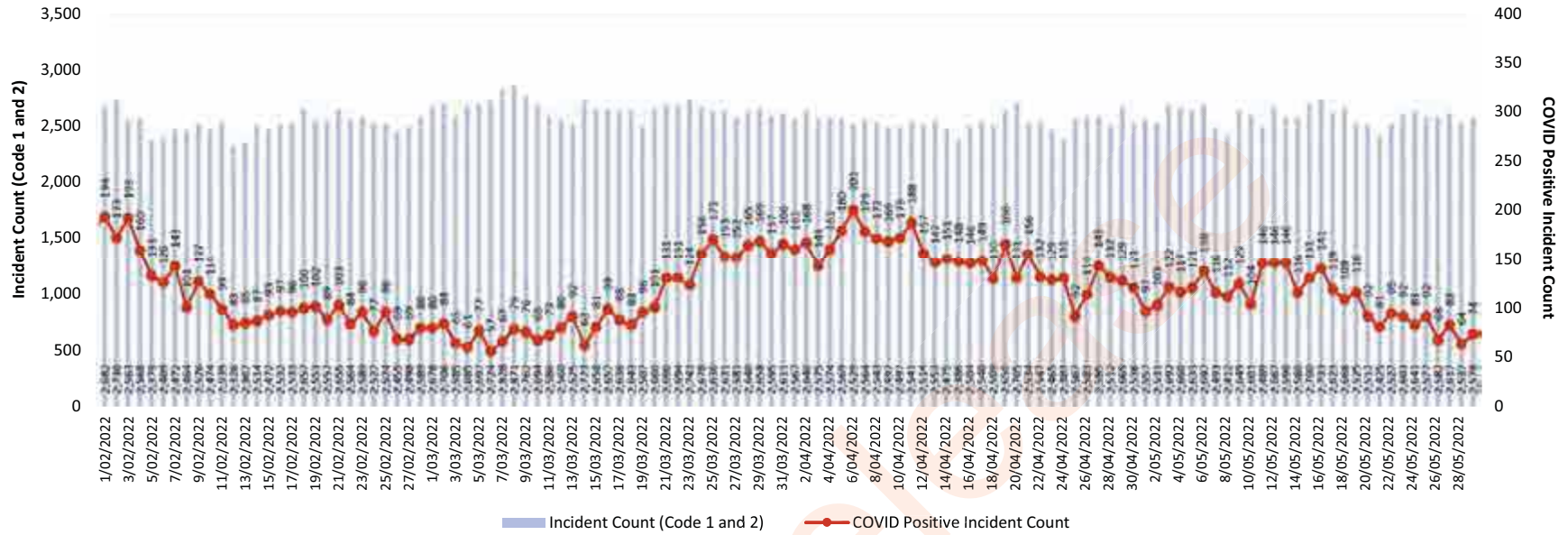
  

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	89,941	10.7%	12.9%	39.0%
Chest Pain	85,681	10.2%	70.8%	28.3%
Pandemic	70,667	8.4%	-46.2%	NA
Sick Person (Specific Diagnosis)	63,531	7.5%	223.3%	-22.8%
Breathing Problems	58,559	7.0%	93.6%	10.3%
Psychiatric / Abnormal Behaviour / Suicide Attempt	51,486	6.1%	-4.2%	65.3%
Unconscious / Fainting (Near)	41,508	4.9%	11.3%	28.6%
Abdominal Pain/Problems	38,818	4.6%	-1.5%	27.2%
Traumatic Injuries (Specific)	32,797	3.9%	-11.5%	5.9%

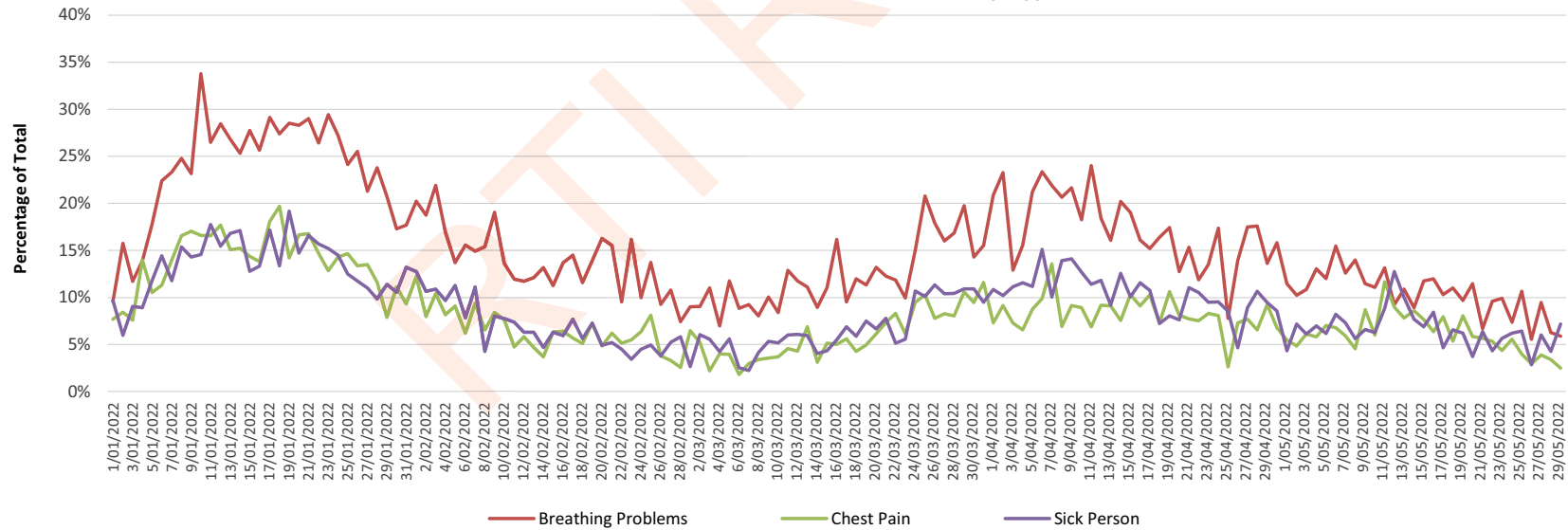
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.5%

97,954 more calls when comparing the previous financial year

928,650 2020/21 FYTD

1,026,604 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.5%
Average Daily Call Volume		2,806	3,083

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 281,732 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 8,625 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended <b>≤8.2min</b>	121,508	102,359
No. of Code One Incidents attended <b>≤16.5min</b>	290,357	281,732

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	May-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.3
	90% responded to within (mins)	16.5	15.8	17.5	18.7
1B	50% responded to within (mins)	8.2	9.9	11.5	12.2
	90% responded to within (mins)	16.5	19.8	23.2	24.4
1C	50% responded to within (mins)	8.2	11.0	12.8	13.4
	90% responded to within (mins)	16.5	22.1	25.6	26.5
2A	50% responded to within (mins)		20.5	24.0	24.5
	90% responded to within (mins)		53.5	60.7	61.0
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	59.3%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	88.3%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.0%	62.7%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.0%	86.1%



## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			May-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.9	70.9%	116,226	32.2	63.8%	12,649
Caboorture Hospital	31.6	67.9%	230,451	36.9	60.1%	287,114	43.6	51.7%	33,143
Cairns Base Hospital	27.6	74.4%	208,235	29.1	71.1%	218,794	34.3	64.2%	31,008
Gladstone Hospital	20.2	85.8%	34,143	19.0	88.5%	21,656	20.5	86.4%	1,937
Gold Coast Hospital - Robina	33.4	61.6%	271,815	34.9	56.5%	234,725	34.6	56.4%	18,776
Gold Coast University Hospital	40.6	53.9%	647,520	38.1	53.6%	477,381	36.1	55.1%	37,173
Gympie Hospital	28.1	71.9%	59,414	28.7	71.4%	55,064	28.6	70.0%	4,461
Hervey Bay Hospital	25.0	77.4%	76,873	32.6	65.5%	131,732	42.3	53.7%	19,486
Ipswich Hospital	48.3	56.2%	755,804	53.6	48.0%	820,621	57.4	40.3%	78,747
Logan Hospital	45.8	50.2%	685,475	53.4	40.7%	891,637	58.1	34.0%	89,585
Mackay Base Hospital	25.6	76.4%	76,943	30.9	66.7%	131,080	31.5	64.8%	11,928
Maryborough Hospital	16.3	92.6%	10,971	20.6	86.8%	20,150	20.9	87.1%	1,286
Mater Public Hospital - Brisbane	35.4	67.9%	318,818	49.8	51.0%	384,186	62.3	37.7%	44,140
Mount Isa Base Hospital	8.8	96.9%	6,231	10.8	96.4%	7,616	12.9	94.7%	960
Nambour Hospital	33.1	62.7%	162,875	33.7	60.5%	132,481	30.6	66.5%	8,668
Prince Charles Hospital	38.7	56.2%	414,248	38.7	53.6%	357,334	38.5	54.5%	32,946
Princess Alexandra Hospital	35.9	63.0%	369,668	47.5	47.4%	570,755	58.9	38.6%	72,209
Queen Elizabeth Hospital	41.8	56.0%	368,483	47.5	46.8%	367,616	53.8	41.7%	40,667
Queensland Children'S Hospital	20.2	88.4%	21,128	22.8	82.6%	26,354	24.1	79.6%	3,402
Redcliffe Hospital	36.9	58.5%	286,625	36.6	54.7%	243,078	41.5	49.0%	27,688
Redlands Hospital	39.6	57.6%	251,814	50.9	43.0%	309,333	59.3	32.6%	32,478
Rockhampton Base Hospital	37.4	59.1%	259,841	40.3	55.1%	269,370	40.6	53.0%	23,200
Royal Brisbane Hospital	36.2	55.9%	404,995	37.4	51.3%	352,117	43.5	45.3%	43,658
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.5	57.3%	330,631	32.1	61.6%	22,504
Toowoomba Base Hospital	25.7	76.8%	140,030	30.2	69.8%	189,716	33.8	65.7%	21,455
Townsville University Hospital	18.9	89.5%	80,788	21.2	84.9%	120,958	23.3	80.8%	15,245
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,446</b>	<b>37.3</b>	<b>59.3%</b>	<b>7,067,725</b>	<b>40.4</b>	<b>55.5%</b>	<b>729,399</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>354</b>			<b>419</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 30.2% when comparing last year's performance, followed by Redlands Hospital's performance reducing by 25.0%.

## Staffing (as at pay period ending 30 May 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.29	4.26	0.00	1.07	351.62	18.26	377	17
Northern Region	370.64	384.90	0.12	0.10	0.00	385.12	14.48	396	16
Central Region	500.95	516.02	1.93	0.00	0.00	517.95	17.00	543	18
NQ Rural & Remote Total	1,204.95	1,247.21	6.31	0.10	1.07	1,254.69	49.74	1,316	51
Sunshine Coast and Wide Bay Region	655.47	658.51	44.04	1.84	0.05	704.44	48.97	779	41
Darling Downs and South West Region	395.20	395.47	2.38	1.77	0.00	399.62	4.42	419	31
Metro North Region	663.34	596.01	40.19	1.58	0.00	637.78	-25.56	724	25
Metro South Region	1,027.82	956.49	47.57	1.64	1.16	1,006.86	-20.96	1,105	54
Gold Coast Region	475.93	482.81	32.78	1.50	0.85	517.94	42.01	577	28
South East Operations Centre Region	214.24	234.64	0.00	0.00	3.55	238.19	23.95	253	12
South Queensland Total	3,432.00	3,323.93	166.96	8.33	5.61	3,504.83	72.83	3,857	191
Head Office	402.70	414.98	0.00	0.00	0.74	415.72	13.02	445	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,986.12</b>	<b>173.27</b>	<b>8.43</b>	<b>7.42</b>	<b>5,175.24</b>	<b>135.59</b>	<b>5,618</b>	<b>254</b>

## Enhancements (as at 30 May 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	6-Jun-22	
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	13-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
	Regional Resource		Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	30-May-22
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives Total    115.00  
Ambulance Operatives Commissioned to date    83.50

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 90.00

## Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00		
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00		
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00		
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00		
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00		
	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00		
	Rockhampton OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Rockhampton Operations Centre.	1.00		
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10		
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00		
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00		
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00		
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00		
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00		
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66		
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00		
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00		

Metro South (Cont.)	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24		
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00		
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00		
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00		
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00		
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00		

**Ambulance Operatives Total 117.00**  
**Ambulance Operatives Commissioned to Date 0.00**



## Approved Capital Works

## May 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>A GIC brief has been drafted and a presentation to QASGC will be held this month based on the latest QS pre-tender cost estimate of around \$11M excluding gst.</p> <p>Schematic Design is near completion after Region consultation.</p> <p>The MID recommendation is still awaiting endorsement from the Deputy Premier since February 2022, delaying the project program. This matter has been escalated through our Minister's office.</p> <p>QAS is awaiting the formal executed Cultural Heritage Agreement from the local Aboriginal Group.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>Detailed design meetings are underway with the successful contractor.</p> <p>An updated project program has been submitted and the sod turning opportunities will be formalised shortly.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Upgrades to the roof structures over all spaces continues but has been significantly impacted by wet weather as have other external works. An updated draft construction program was received on 20 May 22 and will be reviewed in detail by the project team before a revised Practical Completion date confirmed, however ongoing impacts to the program from latent site conditions, weather, COVID and flooding are expected to delay completion until mid to late September 22. The decision to move to the 'off the shelf' ACTIV console for the Operations Centre had been discussed with the senior stakeholders and engagement with union representatives is underway. The ergonomics consultant is reviewing console layout and line of sight implications and QPS ICT are reviewing and updating cable design. Impacts from the delays to project completion will be worked through with the Project Team and Stakeholders in the next month. This will include consideration to extending the lease for Kent Street if deemed necessary.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>The Principal Consultant has commenced work on the Schematic Design.</p> <p>MID consultation period concluded on Wednesday 25 May.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The SD design development is near completion. The business case is planned to be submitted to June QASGC and hand the project over to QBuild for a combined delivery with QFES and QPS for the development of the Caloundra South Emergency Services Precinct.</p> <p>QAS will seek planning approval for the new Ambulance Station after Stockland has received approval of the new Plan of Development design requirements for the town centre. The in-principle agreement between QAS and Sunshine Coast HHS is also formalised for temporary access arrangements last week.</p>

Information current as at 6 Jun 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

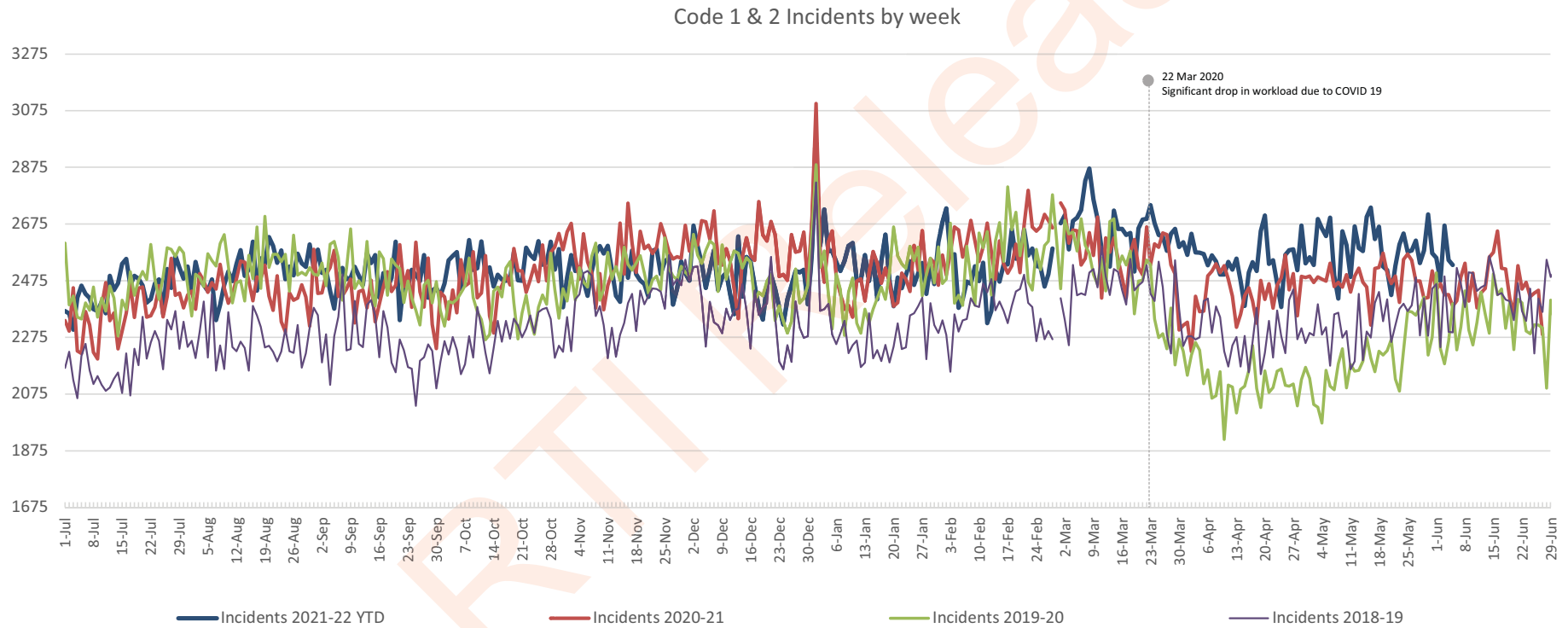
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 5 Jun 2022
- \* Week Comparison - represents the reporting period 30 May 2020 to 5 Jun 2021 vs 30 May 2021 to 5 Jun 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 5 Jun 2021
- \* Month to Date represents month ending 5 Jun 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	0.1% ↑	1,132 Incidents
Code 1	19.6% ↑	76,871 Incidents
Code 1 and 2	1.3% ↑	10,892 Incidents
Code 3 and 4	-3.5% ↓	-9,728 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	12,255	13,944	1,689	13.8%
		B	130,174	144,004	13,830	10.6%
		C	249,096	310,448	61,352	24.6%
		<b>Total</b>	<b>391,525</b>	<b>468,396</b>	<b>76,871</b>	<b>19.6%</b>
	2	A	321,154	266,315	-54,839	-17.1%
		B	50,476	43,369	-7,107	-14.1%
		C	86,049	82,016	-4,033	-4.7%
		<b>Total</b>	<b>457,679</b>	<b>391,700</b>	<b>-65,979</b>	<b>-14.4%</b>
	1 and 2	<b>Total</b>	<b>849,204</b>	<b>860,096</b>	<b>10,892</b>	<b>1.3%</b>
	3	A	46,897	46,247	-650	-1.4%
		B	90,850	86,735	-4,115	-4.5%
		<b>Total</b>	<b>137,747</b>	<b>132,982</b>	<b>-4,765</b>	<b>-3.5%</b>
	4	A	4,527	5,367	840	18.6%
		B	135,812	130,009	-5,803	-4.3%
		<b>Total</b>	<b>140,339</b>	<b>135,376</b>	<b>-4,963</b>	<b>-3.5%</b>
	3 and 4	<b>Total</b>	<b>278,086</b>	<b>268,358</b>	<b>-9,728</b>	<b>-3.5%</b>
	CAS	-	237	205	-32	-13.5%
	ALL		<b>1,127,527</b>	<b>1,128,659</b>	<b>1,132</b>	<b>0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

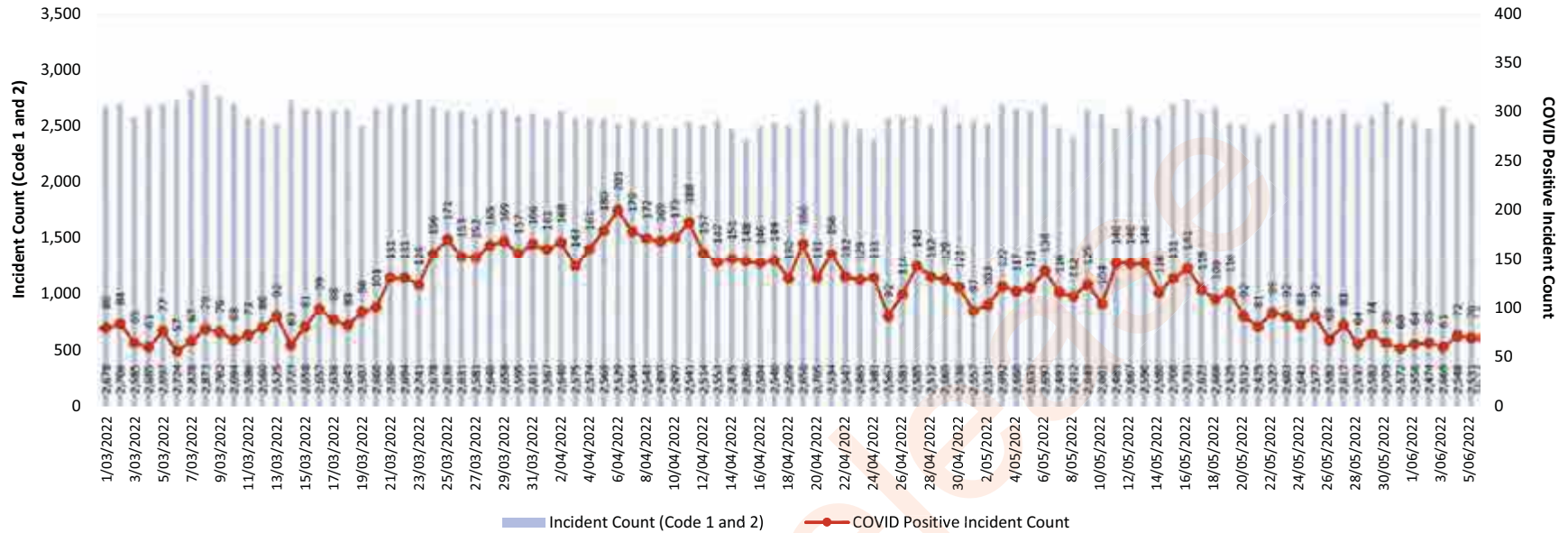
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	181,214	16.1%	-25.8%	-18.5%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	92,071	10.7%	13.1%	39.1%
Chest Pain	87,765	10.2%	71.5%	28.6%
Pandemic	70,667	8.2%	-47.3%	NA
Sick Person (Specific Diagnosis)	65,803	7.7%	229.3%	-21.5%
Breathing Problems	60,612	7.0%	96.1%	11.7%
Psychiatric / Abnormal Behaviour / Suicide Attempt	52,514	6.1%	-4.0%	65.1%
Unconscious / Fainting (Near)	42,375	4.9%	11.3%	28.7%
Abdominal Pain/Problems	39,544	4.6%	-1.5%	27.2%
Traumatic Injuries (Specific)	33,536	3.9%	-11.5%	5.9%

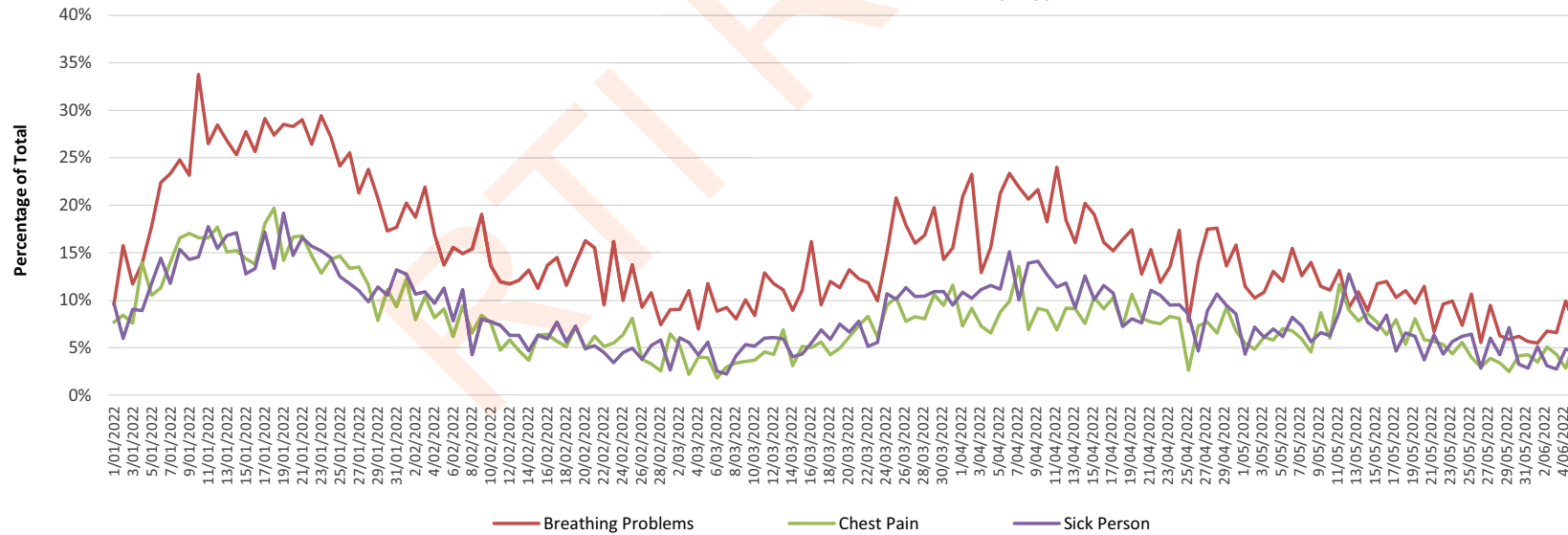
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.4%

98,496 more calls when comparing the previous financial year

949,536 2020/21 FYTD

1,048,032 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	85.2%
Average Daily Call Volume		2,806	3,082

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 287,919 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 8,156 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended <b>≤8.2min</b>	123,727	104,561
No. of Code One Incidents attended <b>≤16.5min</b>	296,075	287,919

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Jun-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.9
	90% responded to within (mins)	16.5	15.8	17.4	17.7
1B	50% responded to within (mins)	8.2	9.9	11.5	11.8
	90% responded to within (mins)	16.5	19.8	23.2	23.9
1C	50% responded to within (mins)	8.2	11.0	12.8	12.9
	90% responded to within (mins)	16.5	22.1	25.6	26.0
2A	50% responded to within (mins)		20.5	24.0	23.9
	90% responded to within (mins)		53.5	60.7	58.1
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	60.0%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	88.7%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.0%	64.4%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	88.9%	84.1%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Jun-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.9	70.9%	119,219	27.6	76.0%	1,608
Caboolture Hospital	31.6	67.9%	230,451	37.0	60.0%	294,293	36.9	59.3%	3,629
Cairns Base Hospital	27.6	74.4%	208,245	29.1	71.1%	223,791	29.8	67.7%	3,780
Gladstone Hospital	20.2	85.8%	34,143	19.0	88.5%	21,921	19.7	88.9%	258
Gold Coast Hospital - Robina	33.4	61.6%	271,816	34.8	56.5%	239,106	30.0	59.9%	2,182
Gold Coast University Hospital	40.6	53.9%	647,520	38.0	53.6%	486,894	37.1	52.8%	6,787
Gympie Hospital	28.1	71.9%	59,414	28.7	71.6%	55,748	26.0	79.5%	549
Hervey Bay Hospital	25.0	77.4%	76,873	32.7	65.2%	135,120	39.9	49.7%	2,700
Ipswich Hospital	48.3	56.2%	755,802	53.6	47.9%	837,230	48.1	46.7%	10,049
Logan Hospital	45.8	50.2%	685,822	53.5	40.5%	918,544	54.1	35.1%	14,193
Mackay Base Hospital	25.6	76.4%	76,943	31.0	66.6%	135,755	33.0	66.2%	2,331
Maryborough Hospital	16.3	92.6%	10,971	20.7	86.8%	20,801	18.6	89.7%	160
Mater Public Hospital - Brisbane	35.4	67.9%	318,818	50.0	50.8%	394,628	60.5	42.9%	6,368
Mount Isa Base Hospital	8.8	96.9%	6,231	10.9	96.3%	7,880	13.9	92.6%	245
Nambour Hospital	33.1	62.7%	162,875	33.6	60.7%	134,081	27.9	69.6%	1,139
Prince Charles Hospital	38.7	56.2%	414,248	38.6	53.6%	364,057	33.6	59.1%	3,709
Princess Alexandra Hospital	35.9	63.0%	369,668	47.6	47.4%	585,715	48.0	46.4%	9,055
Queen Elizabeth Hospital	41.8	56.0%	368,500	47.4	46.7%	375,251	43.6	45.3%	4,668
Queensland Children'S Hospital	20.2	88.4%	21,128	22.9	82.5%	27,478	24.7	78.0%	637
Redcliffe Hospital	36.9	58.5%	286,625	36.8	54.5%	251,946	38.8	49.8%	4,009
Redlands Hospital	39.6	57.6%	251,814	51.1	42.7%	319,303	58.2	31.7%	5,821
Rockhampton Base Hospital	37.4	59.1%	259,841	40.3	55.1%	275,100	32.8	60.8%	2,220
Royal Brisbane Hospital	36.2	55.9%	404,995	37.6	51.1%	362,787	38.2	47.2%	5,753
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.4	57.4%	335,074	30.1	61.8%	2,895
Toowoomba Base Hospital	25.7	76.8%	140,030	30.2	69.8%	193,660	31.0	66.1%	3,003
Townsville University Hospital	18.9	89.5%	80,788	21.3	84.8%	124,563	23.8	80.4%	2,924
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,722,819</b>	<b>37.3</b>	<b>59.3%</b>	<b>7,239,945</b>	<b>36.6</b>	<b>58.2%</b>	<b>100,672</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>355</b>			<b>336</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Hervey Bay Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 27.7 when comparing last year's performance, followed by Redlands Hospital's performance reducing by 25.9%.

## Staffing (as at pay period ending 30 May 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.29	4.26	0.00	1.07	351.62	18.26	377	17
Northern Region	370.64	384.90	0.12	0.10	0.00	385.12	14.48	396	16
Central Region	500.95	516.02	1.93	0.00	0.00	517.95	17.00	543	18
NQ Rural & Remote Total	1,204.95	1,247.21	6.31	0.10	1.07	1,254.69	49.74	1,316	51
Sunshine Coast and Wide Bay Region	655.47	658.51	44.04	1.84	0.05	704.44	48.97	779	41
Darling Downs and South West Region	395.20	395.47	2.38	1.77	0.00	399.62	4.42	419	31
Metro North Region	663.34	596.01	40.19	1.58	0.00	637.78	-25.56	724	25
Metro South Region	1,027.82	956.49	47.57	1.64	1.16	1,006.86	-20.96	1,105	54
Gold Coast Region	475.93	482.81	32.78	1.50	0.85	517.94	42.01	577	28
South East Operations Centre Region	214.24	234.64	0.00	0.00	3.55	238.19	23.95	253	12
South Queensland Total	3,432.00	3,323.93	166.96	8.33	5.61	3,504.83	72.83	3,857	191
Head Office	402.70	414.98	0.00	0.00	0.74	415.72	13.02	445	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,986.12</b>	<b>173.27</b>	<b>8.43</b>	<b>7.42</b>	<b>5,175.24</b>	<b>135.59</b>	<b>5,618</b>	<b>254</b>



## Enhancements (as at 6 June 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	6-Jun-22	6-Jun-22
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a metal health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	13-Jun-22	

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	13-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
	Regional Resource		Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	30-May-22
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

Ambulance Operatives Total    115.00  
Ambulance Operatives Commissioned to date    84.50

## Operational Support

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50  
**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50  
**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 91.00

## Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	
	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	

Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	TBA	

**Ambulance Operatives Total** 117.00  
**Ambulance Operatives Commissioned to Date** 0.00

## Operational Support

## QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	5.00		

**Operational Support Total** 6.00  
**Operational Support Commissioned to date** 0.00

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

## Approved Capital Works

## June 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>A GiC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million excluding GST.</p> <p>Schematic Design is complete and tender documentation is being prepared.</p> <p>The MID Deputy Premier endorsement received on Friday, 3 June 2022.</p> <p>QAS is awaiting the formal <b>executed</b> Cultural Heritage Agreement from the local Indigenous Group.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>Detailed design meetings are underway with the successful contractor.</p> <p>An updated project program has been submitted and the sod turning opportunity currently proposed for 24 June 2022. QAS Media team will organise the details.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Upgrades to the roof structures over all spaces continues but has been significantly impacted by wet weather as have other external works. An updated draft construction program was received on 20 May 22 and will be reviewed in detail by the project team before a revised Practical Completion date confirmed, however ongoing impacts to the program from latent site conditions, weather, COVID and flooding are expected to delay completion until mid to late September 22. The decision to move to the 'off the shelf' ACTIV console for the Operations Centre had been discussed with the senior stakeholders and engagement with union representatives is underway. The ergonomics consultant is reviewing console layout and line of sight implications and QPS ICT are reviewing and updating cable design. Impacts from the delays to project completion will be worked through with the Project Team and Stakeholders in the next month. This will include consideration to extending the lease for Kent Street if deemed necessary.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>The Principal Consultant is progressing on the Schematic Design.</p> <p>MID consultation period concluded on Wednesday, 25 May 2022.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The Schematic Design phase is near completion. The Business Case and revised Project Commencement Ministerial brief is progressing to next QASGC on 17 June.</p> <p>QBuild will be engaged to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.</p>

Information current as at 13 Jun 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

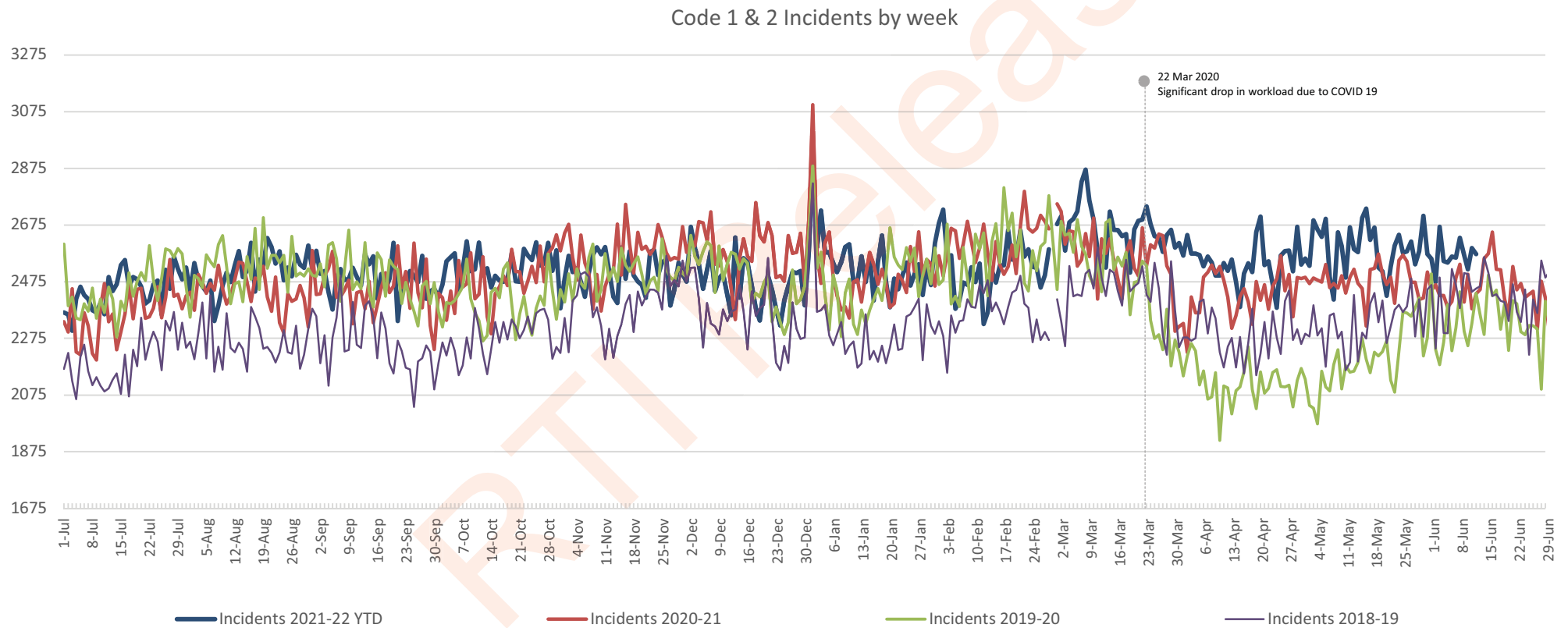
Lead Area: Queensland Ambulance Service

RTI Release



- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 12 Jun 2022
- \* Week Comparison - represents the reporting period 6 Jun 2020 to 12 Jun 2021 vs 6 Jun 2021 to 12 Jun 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 12 Jun 2021
- \* Month to Date represents month ending 12 Jun 2022

## State Demand Growth - 2021/22 YTD and 3 year comparison



State Incident Growth - 2021/22 FYTD

All Codes	0.1%	↑	1,592 Incidents
Code 1	19.6%	↑	78,345 Incidents
Code 1 and 2	1.4%	↑	11,764 Incidents
Code 3 and 4	-3.6%	↓	-10,139 Incidents

State Incident Growth - 2020/21 FYTD vs 2021/22 FYTD

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	12,559	14,294	1,735	13.8%
		B	133,216	147,252	14,036	10.5%
		C	254,670	317,244	62,574	24.6%
		<b>Total</b>	<b>400,445</b>	<b>478,790</b>	<b>78,345</b>	<b>19.6%</b>
	2	A	327,118	271,361	-55,757	-17.0%
		B	51,339	44,184	-7,155	-13.9%
		C	87,448	83,779	-3,669	-4.2%
		<b>Total</b>	<b>465,905</b>	<b>399,324</b>	<b>-66,581</b>	<b>-14.3%</b>
	1 and 2	<b>Total</b>	<b>866,350</b>	<b>878,114</b>	<b>11,764</b>	<b>1.4%</b>
	3	A	47,936	47,242	-694	-1.4%
		B	92,897	88,554	-4,343	-4.7%
		<b>Total</b>	<b>140,833</b>	<b>135,796</b>	<b>-5,037</b>	<b>-3.6%</b>
	4	A	4,633	5,459	826	17.8%
		B	138,718	132,790	-5,928	-4.3%
		<b>Total</b>	<b>143,351</b>	<b>138,249</b>	<b>-5,102</b>	<b>-3.6%</b>
	3 and 4	<b>Total</b>	<b>284,184</b>	<b>274,045</b>	<b>-10,139</b>	<b>-3.6%</b>
	CAS	-	239	206	-33	-13.8%
ALL		<b>1,150,773</b>	<b>1,152,365</b>	<b>1,592</b>	<b>0.1%</b>	

State - Percentage of Incidents by MPDS Determinant type

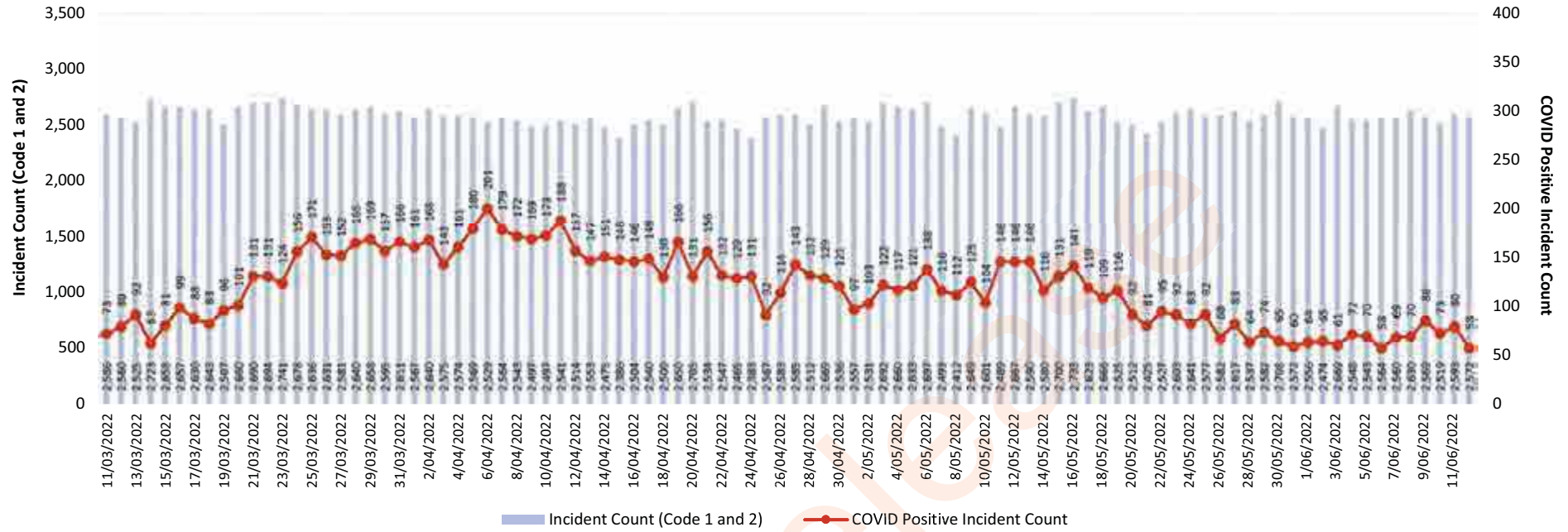
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	184,819	16.0%	-26.0%	-18.7%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	94,333	10.7%	13.5%	39.2%
Chest Pain	89,837	10.2%	71.9%	28.9%
Pandemic	70,667	8.0%	-48.4%	NA
Sick Person (Specific Diagnosis)	67,988	7.7%	234.8%	-20.4%
Breathing Problems	62,649	7.1%	98.5%	12.8%
Psychiatric / Abnormal Behaviour / Suicide Attempt	53,482	6.1%	-3.9%	65.0%
Unconscious / Fainting (Near)	43,284	4.9%	11.3%	28.9%
Abdominal Pain/Problems	40,272	4.6%	-1.4%	27.1%
Traumatic Injuries (Specific)	34,232	3.9%	-11.4%	5.7%

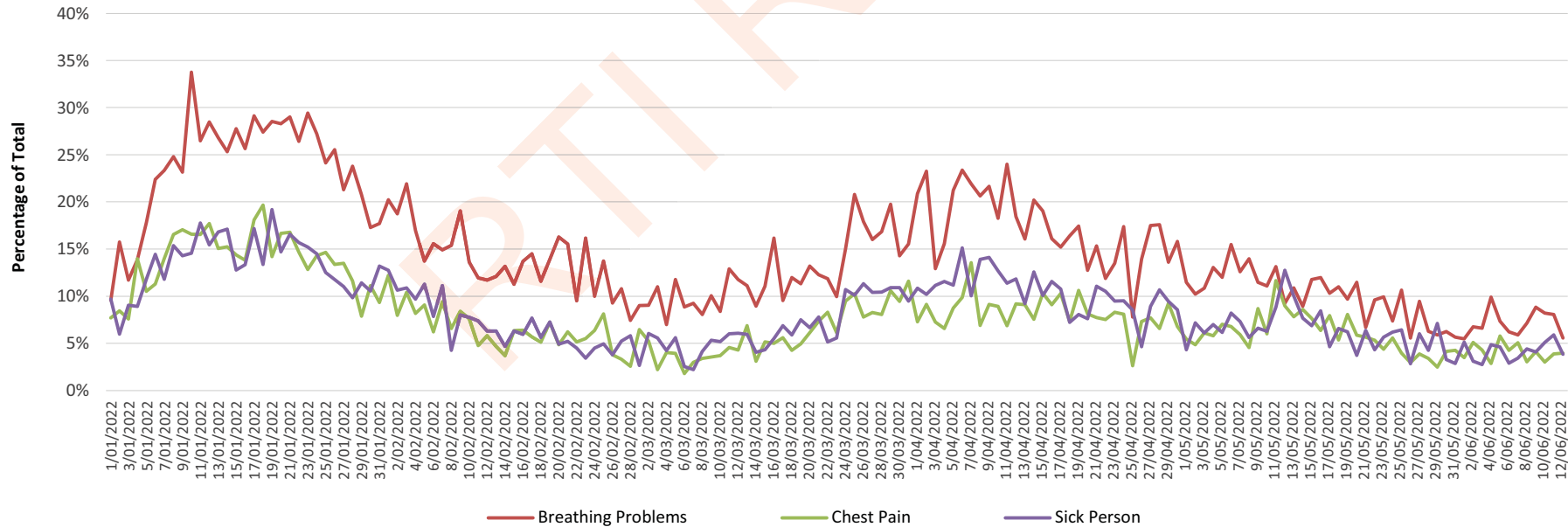
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



### Percent of COVID Positive Cases by Type



## Triple Zero Calls

### Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 10.2%

99,284 more calls when comparing the previous financial year

970,602 2020/21 FYTD

1,069,886 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	85.2%
Average Daily Call Volume		2,806	3,083

\* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred this financial year. The highest being 3,981 on 5 Jan 2022.

## Response Time Performance

At State level, QAS attended 293,881 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 8,119 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended $\leq 8.2\text{min}$	125,996	106,682
No. of Code One Incidents attended $\leq 16.5\text{min}$	302,000	293,881

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Jun-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.8	9.1
	90% responded to within (mins)	16.5	15.8	17.4	17.4
1B	50% responded to within (mins)	8.2	9.9	11.5	12.0
	90% responded to within (mins)	16.5	19.8	23.2	24.1
1C	50% responded to within (mins)	8.2	11.0	12.8	13.2
	90% responded to within (mins)	16.5	22.1	25.6	26.3
2A	50% responded to within (mins)		20.5	24.0	24.6
	90% responded to within (mins)		53.5	60.8	61.3
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	60.6%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.2%	88.5%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	66.9%	63.4%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	88.9%	85.9%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Jun-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	29.1	70.6%	123,925	32.6	65.6%	6,029
Caboolture Hospital	31.6	67.9%	230,500	37.2	59.8%	303,920	43.9	55.0%	13,068
Cairns Base Hospital	27.6	74.4%	208,245	29.1	71.1%	228,841	29.0	70.8%	8,478
Gladstone Hospital	20.2	85.8%	34,143	19.0	88.5%	22,266	19.2	88.6%	603
Gold Coast Hospital - Robina	33.4	61.6%	271,816	34.9	56.4%	244,753	33.8	54.9%	7,550
Gold Coast University Hospital	40.6	53.9%	647,521	38.0	53.6%	496,192	36.5	53.1%	15,929
Gympie Hospital	28.1	71.9%	59,414	28.7	71.5%	57,015	29.0	70.3%	1,816
Hervey Bay Hospital	25.0	77.4%	76,873	32.9	64.9%	140,447	42.7	49.6%	7,823
Ipswich Hospital	48.3	56.2%	755,803	53.7	47.8%	856,682	54.0	44.7%	28,913
Logan Hospital	45.8	50.2%	685,947	53.6	40.4%	941,786	57.1	35.6%	36,803
Mackay Base Hospital	25.6	76.4%	76,943	31.0	66.5%	138,425	31.6	64.5%	5,000
Maryborough Hospital	16.3	92.6%	10,971	20.7	86.6%	21,242	20.7	83.2%	601
Mater Public Hospital - Brisbane	35.4	67.9%	318,839	50.2	50.6%	405,292	61.1	41.1%	16,174
Mount Isa Base Hospital	8.8	96.9%	6,231	10.9	96.4%	7,956	12.0	96.0%	321
Nambour Hospital	33.1	62.7%	162,875	33.6	60.7%	136,434	30.2	64.4%	3,481
Prince Charles Hospital	38.7	56.2%	414,266	38.6	53.6%	372,275	36.3	54.8%	11,342
Princess Alexandra Hospital	35.9	63.0%	369,731	47.7	47.3%	602,451	50.7	44.7%	23,944
Queen Elizabeth Hospital	41.8	56.0%	368,500	47.5	46.7%	384,538	48.4	46.2%	13,556
Queensland Children'S Hospital	20.2	88.4%	21,168	23.0	82.3%	28,522	24.6	78.5%	1,546
Redcliffe Hospital	36.9	58.5%	286,644	37.0	54.2%	260,192	40.9	45.4%	11,054
Redlands Hospital	39.6	57.6%	252,301	51.6	42.4%	332,435	66.6	29.0%	17,561
Rockhampton Base Hospital	37.5	59.1%	259,841	40.2	55.2%	279,088	34.4	60.3%	6,140
Royal Brisbane Hospital	36.2	55.9%	404,995	37.6	51.1%	370,256	37.0	50.2%	12,195
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.4	57.4%	342,982	33.9	58.8%	10,621
Toowoomba Base Hospital	25.7	76.8%	140,030	30.4	69.6%	199,710	33.7	63.4%	8,848
Townsville University Hospital	18.9	89.5%	80,788	21.3	84.8%	127,839	23.3	81.4%	6,157
<b>TOTAL</b>	<b>34.1</b>	<b>65.1%</b>	<b>6,723,643</b>	<b>37.4</b>	<b>59.2%</b>	<b>7,425,464</b>	<b>38.7</b>	<b>56.7%</b>	<b>275,553</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>357</b>			<b>383</b>

Note: Blue highlighted cells represent four worst performances. When highlighted Red, represents a 10% reduction in Off Stretcher performance when comparing current month's figures with 2020-21 FY results.

Redlands Hospital has the largest decline in Off Stretcher performance reducing by 28.6 when comparing last year's performance, followed by Hervey Bay Hospital's performance reducing by 27.8%.

## Staffing (as at pay period ending 30 May 2022)

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.29	4.26	0.00	1.07	351.62	18.26	377	17
Northern Region	370.64	384.90	0.12	0.10	0.00	385.12	14.48	396	16
Central Region	500.95	516.02	1.93	0.00	0.00	517.95	17.00	543	18
NQ Rural & Remote Total	1,204.95	1,247.21	6.31	0.10	1.07	1,254.69	49.74	1,316	51
Sunshine Coast and Wide Bay Region	655.47	658.51	44.04	1.84	0.05	704.44	48.97	779	41
Darling Downs and South West Region	395.20	395.47	2.38	1.77	0.00	399.62	4.42	419	31
Metro North Region	663.34	596.01	40.19	1.58	0.00	637.78	-25.56	724	25
Metro South Region	1,027.82	956.49	47.57	1.64	1.16	1,006.86	-20.96	1,105	54
Gold Coast Region	475.93	482.81	32.78	1.50	0.85	517.94	42.01	577	28
South East Operations Centre Region	214.24	234.64	0.00	0.00	3.55	238.19	23.95	253	12
South Queensland Total	3,432.00	3,323.93	166.96	8.33	5.61	3,504.83	72.83	3,857	191
Head Office	402.70	414.98	0.00	0.00	0.74	415.72	13.02	445	12
<b>TOTAL</b>	<b>5,039.65</b>	<b>4,986.12</b>	<b>173.27</b>	<b>8.43</b>	<b>7.42</b>	<b>5,175.24</b>	<b>135.59</b>	<b>5,618</b>	<b>254</b>

## Enhancements (as at 13 June 2022)

## Ambulance Operatives

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	6-Jun-22	6-Jun-22
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	4-Apr-22	4-Apr-22
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	

Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	20-Jun-22	



Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	30-May-22
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total 115.00**  
**Ambulance Operatives Commissioned to date 84.50**

## Operational Support

## QAS 2021-22 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
South East Operations Centre	Mental Health Liaison Service	Mental Health Clinicians	Mental Health Clinicians to enhance the clinical model of the Mental Health Liaison Service. Mental Health Clinicians provide state-wide support and assistance to EMDs and paramedics who are responding to people experiencing a mental health crisis. This is aligned with the Minister's priorities and the rapid results area 8 of employing a Mental Health Liaison Clinician within the Brisbane Operations Centre.	6.50	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22	2 x 16 Aug 21 3 x 11 Oct 21 1.5 x 31 Jan 22

**Operational Support Total** 6.50

**Operational Support Commissioned to date** 6.50

**Total Enhancements (Operatives plus Operational Support)** 121.50

**Total Enhancements (Operatives plus Operational Support) Commissioned to date** 91.00

## Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	
	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement, through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded through ongoing Health funding stream.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	

Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	TBA	

**Ambulance Operatives Total** 117.00  
**Ambulance Operatives Commissioned to Date** 0.00

## Operational Support

QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	5.00		

**Operational Support Total** 6.00  
**Operational Support Commissioned to date** 0.00

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

## Approved Capital Works

## June 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$7.4M	Jun-23	Jun-23	<p>A GiC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million excluding GST.</p> <p>Schematic Design is complete and tender documentation is being prepared.</p> <p>The MID Deputy Premier endorsement received on Friday, 3 June 2022.</p> <p>QAS is awaiting the formal executed Cultural Heritage Agreement from the local Indigenous Group.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>Detailed design meetings are underway with the successful contractor.</p> <p>An updated project program has been submitted and the sod turning opportunity currently proposed for 24 June 2022. QAS Media team will organise the details.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>Upgrades to the roof structures over all spaces continues but has been significantly impacted by wet weather as have other external works. An updated draft construction program was received on 20 May 22 and will be reviewed in detail by the project team before a revised Practical Completion date confirmed, however ongoing impacts to the program from latent site conditions, weather, COVID and flooding are expected to delay completion until mid to late September 22. The decision to move to the 'off the shelf' ACTIV console for the Operations Centre had been discussed with the senior stakeholders and engagement with union representatives is underway. The ergonomics consultant is reviewing console layout and line of sight implications and QPS ICT are reviewing and updating cable design. Impacts from the delays to project completion will be worked through with the Project Team and Stakeholders in the next month. This will include consideration to extending the lease for Kent Street if deemed necessary.</p>
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	<p>The Principal Consultant is progressing on the Schematic Design.</p> <p>MID consultation period concluded on Wednesday, 25 May 2022.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	<p>The Schematic Design phase is near completion. The Business Case and revised Project Commencement Ministerial brief is progressing to next QASGC on 17 June.</p> <p>QBuild will be engaged to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.</p>