

22/03/2021	12:40:38		[ICEMS]			Read. [ICEMS] Received Incident Update from POL-Q for Incident Q21-A013882	ICEMS	
22/03/2021	12:40:54	2261	Dep	RH (A&E)			2HEALID	
22/03/2021	12:41:42		[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A013882	ICEMS	
22/03/2021	12:44:17		Read Comment			Comment for Incident 041 was Marked as Read.	2MELSMI	
22/03/2021	12:44:38		UserAction			User clicked Exit/Save	2MELSMI	
22/03/2021	12:48:00	2505	Available		Irrelevant		2KATCOW	
22/03/2021	12:48:00	2505	Disposition			A Case Completed	2KATCOW	
22/03/2021	12:48:28	2261	Dest	2 Canning St [RH (A&E)]			2KATCOW	
22/03/2021	12:48:28	2261	Transport Time	2 Canning St [RH (A&E)]			2KATCOW	
22/03/2021	12:53:59		UserAction				Depart Scene Time: 22/03/2021 12:40:54, Arrive Destination Time: 22/03/2021 12:48:28	
22/03/2021	13:04:24		[ICEMS]			User clicked Exit/Save [ICEMS] Received Incident Update from POL-Q for Incident Q21-A013882	2ALELIT ICEMS	
22/03/2021	13:04:57		Read Comment			Comment for Incident 041 was Marked as Read.	2EDWMOO	
22/03/2021	13:16:27		Read Comment			Comment for Incident 041 was Marked as Read.	2TAMHAN	
22/03/2021	13:18:28		Incident Late			Active incident marked as late		
22/03/2021	13:18:39		UserAction			User clicked Exit/Save	2KATCOW	
22/03/2021	13:31:30		Read Comment			Comment for Incident 041 was Marked as Read.	2EDWMOO	
22/03/2021	13:32:10		UserAction			User clicked Exit/Save	2TAMHAN	
22/03/2021	13:34:02		Duplicate Call Warning			Duplicate Call Warning - New call appended to incident	5KARSTA	
22/03/2021	13:34:03		[ICEMS]			[ICEMS] Incident 14058263 has been merged with 14057859	ICEMS	
22/03/2021	13:34:04		Read Comment			Comment for Incident 041 was Marked as Read.	5KARSTA	
22/03/2021	13:34:06		Notification			Out of Region message displayed for: 7 Cypress Ave	5KARSTA	
22/03/2021	13:34:13		Notification			Out of Region message acknowledged for: 7 Cypress Ave	5KARSTA	
22/03/2021	13:34:16		UserAction			User clicked Exit/Save	5KARSTA	
22/03/2021	13:34:40		[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A013882	ICEMS	
22/03/2021	13:34:48		[ICEMS]			[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS	
22/03/2021	13:35:22		UserAction			User clicked Exit/Save	2HEALID	
22/03/2021	13:37:36		UserAction			User clicked Exit/Save	2EDWMOO	
22/03/2021	13:55:52	2502	Disposition		Irrelevant	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A013882, Status: LeftScene	ICEMS	
22/03/2021	13:55:52	2502	Available			Vehicle Change	2HEALID	
22/03/2021	13:55:52	2502	Reassign Vehicle			Unit Cleared From Incident 14057859	2HEALID	
22/03/2021	13:55:52	2502	Reassign Response			ReAssign Reason: Vehicle Change	2HEALID	
22/03/2021	13:55:56	2261	Available	2 Canning St [RH (A&E)]		ReAssign Reason: Vehicle Change	2HEALID	
22/03/2021	13:55:56	2261	Disposition		A Case Completed	2HEALID		
22/03/2021	13:55:56	2261	Response Closed		Irrelevant	Response Disposition: A Case Completed	2HEALID	
22/03/2021	13:55:57		[ICEMS]			[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A013882, Status: Closed	ICEMS	
22/03/2021	13:58:14		Read Comment			Comment for Incident 041 was Marked as Read.	13PEEMUR	
22/03/2021	14:02:15		UserAction			User clicked Exit/Save	13PEEMUR	

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
22/03/2021	12:00:19	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:26	City		NORMAN GARDENS	Updated City	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:26	City		NORMAN GARDENS	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:36	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Jurisdiction		2 South East	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Division		2 North	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Battalion		2 North	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Response_Area		2 North	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Primary_TAC_Channel		VHF Ch 29/UHF Ch 13 MT ARCHER	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Address		Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Latitude	0	66669704	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA209	2TAMHAN
22/03/2021	12:00:38	Longitude	0	29472105	Entry Selected/Returned	Response_Master_Incident	PA209	2TAMHAN

22/03/2021 12:00:45	ProQaCaseNumber	16894041	from GeoLocator (Response Viewer)	Incident	PA209	2TAMHAN
22/03/2021 12:03:14	Problem	ASSAULT POSS DANG AREA	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:14	Response_Plan	Acute-Str	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:14	DispatchLevel	Normal	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:14	ResponsePlanType	0 1	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:14	Incident_Type	ACUTE-STR	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:15	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:15	Priority_Number	0 4	Updated by ProQA	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:15	Determinant	04B01A	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:15	EMD_Used	0 1	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:15	CIS_Used	0 null	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:03:16	Pickup_Map_Info	(Blank) ROCK3M12		Response_Transports	POLCADQASCXA322	TAMHAN
22/03/2021 12:03:16	Map_Info	ROCK3M12		Response_Master_Incident	POLCADQASCXA322	TAMHAN
22/03/2021 12:04:36	Field_Data	CHRIS CATLING	Patient Name:	Response_User_Data_Fields	PA209	2TAMHAN
22/03/2021 12:04:47	Read Call	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:04:47	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:04:54	Field_Data	3/3/1970	Patient DOB:	Response_User_Data_Fields	PA209	2TAMHAN
22/03/2021 12:06:36	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
22/03/2021 12:07:17	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA203	2HEALID
22/03/2021 12:09:44	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:10:17	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:19:02	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:19:30	CIS_Used	0 null	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 12:19:30	ProQATerminationStateCode	C	(Response Viewer)	Incident	PA209	2TAMHAN
22/03/2021 12:20:10	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA203	2HEALID
22/03/2021 12:20:50	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA203	2HEALID
22/03/2021 12:22:25	Current_UnitRespPriorityDesc2505: 2A	HOT	Back-Up Unit	Response_Vehicles_Assigned	PA203	2HEALID
22/03/2021 12:22:30	Current_UnitRespPriorityDesc2502: 2A	HOT	Back-Up Unit	Response_Vehicles_Assigned	PA203	2HEALID
22/03/2021 12:22:54	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA203	2HEALID
22/03/2021 12:38:49	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA210	2ALELIT
22/03/2021 12:40:54	Map_Info	(Blank) ROCK8N1		Response_Transports	POLCADQASCXA22	2HEALID
22/03/2021 12:44:17	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA208	2MELSMI
22/03/2021 13:04:57	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
22/03/2021 13:16:27	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA209	2TAMHAN
22/03/2021 13:31:30	Read Comment	False True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
22/03/2021 13:34:04	Read Comment	False True	(Response Viewer)	Response_Master_Incident	QA521	5KARSTA
22/03/2021 13:58:14	Read Comment	False True	(Response Viewer)	Response_Master_Incident	QA506	13PEEMUR

DOH DISCLOSURE LOG

Significant Incident Review Template

Townsville Local Ambulance Service Network

Preliminary Report Only

Authority:

By authority of Tracey Eastwick, Acting Assistant Commissioner, Townsville LASN.

Executive Summary:

The Townsville Operations Centre (TSV OpCen) received a request for service via the 000 system at 1913hrs on 22 March 2021.

This request was in relation to an off-road buggy rollover, trapping the 12-year-old male driver underneath the vehicle. The incident had been found by the father, who had freed the child and was performing CPR, it was unknown how long the child had been trapped, but it could have been up to 30 minutes prior to being found.

There was a total of three 000 calls received for this incident,

The first was received at 1911hrs and lasted 1 minute and 10 seconds prior to the call dropping out. The caller was able to provide the area of the incident, but not the exact location, and a brief description of the incident prior the call terminating. The call taker attempted to call back at 1913hrs with nil success.

The second 000 call was received at 1913hrs from the same informant as the first 000 call and provided an exact location and description of what had occurred. The informant advised that they were 50 kilometres from the incident, but was able to provide two contact numbers of the Grandmother and Father of the patient who were on scene at the incident. This call lasted 2 minutes and 43 seconds.

The third 000 call was received at 1916hrs from the patients Grandmother on scene. The informant advised that CPR was being performed and provided more information on the exact location of the incident at 449 Sheahan's Road Long Pocket in a bean paddock just past Midway Creek Bridge. The informant then proceeded to the road way to direct the ambulance crews and left the phone with the patients father, who was performing CPR. He advised that he had been performing CPR **Irrelevant**
Irrelevant This call lasted 22.33 minutes.

The TSV OpCen dispatched a unit from Ingham station, 30kms from the incident at 1916hrs along with the Townsville based Rescue Helicopter (Rescue 521) which was initially dispatched at 1925hrs, departing Townsville for the incident at 1957hrs.

The first QAS unit arrived on scene at 1940hrs and continued resuscitation efforts assisted by Rescue 521 after arrival on scene at 2024hrs.

After an extensive resuscitation effort, resuscitation was ceased at 2045hrs and the patient was declared deceased.

The scene was handed over to Queensland Police Service (QPS).

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14059563.

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

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

Queensland Ambulance Service: Operational Incident Reporting

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by Acting Senior Clinical Educator **Irrelevant** an ACP level clinician. Review 32111 is attached. The review found that;

On arrival pt. found down embankment unconscious, grey, cyanosis and mottled from chest up, Vomitus around and in airway. CPR being adequately performed by bystanders. Bystanders advised pt. was returning home in buggy from friends place, father driving another quad bike, both left at approximately 6:30pm when father arrived home and son hadn't they went looking, friend then came across son underneath flipped buggy, she advised she could not see him properly but on lifting buggy, pt. was blue and not responsive. They started CPR straight away and vomit started to come out pt. airway.

2 x LMA attempts, constant suctioning required, vomit and blood constantly filling LMA. 2 x bilateral chest decompression performed, needing to be repeated due to 1 being removed during resuscitation and 1 filling with blood. IV access gained and IV fluid commenced, unable to gain bilateral IV access. Pelvic binder and collar applied. Due to the amount of resources on scene CPR was commenced during traumatic arrest protocol.

Consult line consulted around 15-20minute mark, Officer 24060 consulted with **Irrelevant** at 19:50pm. OCS then notified that helicopter arriving at 20:10. Due to the family on scene and age of pt., resuscitation continued until flight crew arrived. Flight crew arrived at patient at 20:20, ETT placed, 2 x finger thoracotomy performed (dr advising lungs inflated). Doctor also performed ultrasound advising nil blood noted in chest or abdomen also stated pt. cardiac standstill. Airway still required suctioning and blood/vomit also clogging tube, suctioned down tube, nil improvement in ETCO2. Time of death pronounced by Doctor **Irrelevant** at 20:45pm

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

State OpCen ProQA:

OpCen Review is pending

Incident Review/Investigation:

- **Scope:**
This Significant Incident Review is to evaluate the QAS response to a fatal off-road buggy incident that occurred on rural property located at or near **Irrelevant** Long Pocket, Ingham at approximately 1845hrs on 22 March 2021.

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

- **Background:**
The TSV OpCen received a request for service via the 000 system at 1911hrs on 22 March 2021, this call lasted 1 minute and 10 seconds prior to dropping out (Tape 191150). The informant was able to provide the area location of the incident, but was confused to the actual address providing **Irrelevant** prior to the call terminating.

The QAS Call Taker attempted to call the informant back, but the call went to message bank, a message was left.

The second 000 call was received at 1913hrs, from the same informant as the first 000 call. The informant advised that their nephew had rolled a buggy and they had received a call from the grandmother saying he is dead and that the father was doing CPR. The grandmother stated that

Queensland Ambulance Service: Operational Incident Reporting

she had to call the ambulance. The informant went on to say the incident was in a cane farm field at **Irrelevant** Long Pocket, the caller advised that they won't on scene as they were 50kms away from the incident but provided the contact details of the grandmother and father on scene at the incident. This call lasted 2 minutes 43 seconds (Tape 191346).

The third 000 call was received at 1916hrs, this call was from the Grandmother on scene, the informant advised that a young boy had rolled a buggy and she thought he was dead, but they needed an ambulance urgently. The informant confirmed the address as **Irrelevant** Long Pocket but the incident was in a bean field just before ^{Irrelevant} just past Midway Creek Bridge. The informant stated that the child's father was performing CPR, but it wasn't working. The Call Taker remained on the line providing CPR instructions until the QAS unit arrived on scene. This call lasted 22.33 minutes (Tape 191654).

The incident was assigned Incident Number 14059563, MPDS code 29D06, RTC Cardiac Arrest a 1A response at 1915hrs.

The TSV OpCen dispatched one unit from Ingham station at 1916hrs. Ingham 1127 with ACP **Irrelevant** ACP **Irrelevant** and ACP **Irrelevant** responded to the incident at 1916hrs proceeding to the incident 30km to the north west of Ingham station.

ACP **Irrelevant** was the afternoon shift officer, rather than sending a second unit to the incident the TSV OpCen requested that he attends this incident with the primary crew.

The TSV OpCen supervisor contacted Retrieval Service Queensland (RSQ) at 1919hrs advising them of the incident. The Northern Zone Clinical Co-Ordinator (NZCC) approved the tasking of Rescue 521 at 1921hrs. Rescue 521 accepted the tasking at 1926hrs. IDR data shows that Rescue 521 was airborne to the incident at 1957hrs.

The third 000 call remained open for 22.33 minutes. During this call additional information was obtained. The caller advised at 1.39 minute marked that they had been doing CPR for 30 minutes.

The caller also advised at the 1.52-minute mark the patient was choking on his vomit, this was updated at the 2.00-minute mark when the caller advised that they had cleared the airway and given respirations and had continued CPR. One of the family members on scene could be heard saying at the 02.13-minute mark that he was gurgling while they were doing compressions.

The caller advised at the 02.43 minute mark that they were in the bean paddock on the left hand side on Sheahan's Road. The caller asked at 03.18 minute mark if they should continue with the respirations, the EMD advised at 03.30 minutes to continue the compressions.

Ingham 1127 advised the TSV OpCen that they had met up and were being escorted to the incident at 1935hrs. TSV OpCen marked Ingham 1127 on scene at 1940hrs after being advised that QAS was on scene by an informant on the phone. Ingham 1127 did not advise the TSV OpCen that they had located the incident.

The first QAS unit is recorded as being on scene at 1940hrs, the first patient care interaction was recorded at 1936hrs.

QAS Paramedic's took over resuscitation efforts from the family and continued with medical intervention, consulting the QAS Clinical Consultation Line at 1950hrs, where they were advised to continue with resuscitation until post 500ml of fluid.

The QAS Paramedics were advised by the TSV OpCen of the ETA of Rescue 521 and the decision was made to continue resuscitation efforts due to the patients age, and many of the patient's family being on scene, until the flight doctor had assessed the patient.

Queensland Ambulance Service: Operational Incident Reporting

Rescue 521 arrived on scene at 2024hrs, along with QAS paramedics the flight paramedic and doctor, resuscitation efforts continued for a further 21 minutes until resuscitation was ceased at 2045hrs

The patient was declared deceased and the scene was handed over to QPS.

- **Timeline:**

1911hrs	000 call received – call terminates after 1 minute 10 seconds.
1913hrs	TSV OpCen attempts call back.
1913hrs	2 nd 000 call received.
1915hrs	Incident placed in dispatch queue
1916hrs	Assigned to Ingham 1127
1916hrs	3 rd 000 call received.
1916hrs	Ingham 1127 marked mobile to incident.
1919hrs	OpCen advise Ingham Hospital of Incident.
1919hrs	RSQ advised of Incident.
1920hrs	Conference with NZCC.
1921hrs	Rescue 521 tasking approved.
1921hrs	Duty SOS advised.
1926hrs	Rescue 521 accepts tasking.
1930hrs	ICEMS request to QFES.
1931hrs	ICEMS request to QPS.
1935hrs	QPS on scene.
1935hrs	1127 escorted to scene.
1939hrs	QFES enroute to incident.
1940hrs	1127 marked on scene.
1950hrs	1127 contact QAS Clinical Consult Line
1957hrs	Rescue 521 enroute to incident
1959hrs	QFES on scene.
2024hrs	Rescue 521 on scene
2041hrs	Resuscitation ceased.
2041hrs	SOS updated
2046hrs	ROLE form completed
2120hrs	Rescue 521 cleared from incident
2132hrs	Ingham 1127 cleared from incident.
2142hrs	Priority One advised

- **Review:**

A review of the iROAM data, CAD data and Mapping data was undertaken as part of this review.

A review of the call taking process was undertaken, with a quality assurance review of the 000 call, and review of the advice provided by QAS call takers to bystanders. All radio transmission were reviewed as were all phone calls to and from the TSV OpCen in relation to this incident.

This review also considered the findings of the ECLIPSE review and the treatment or care received by this patient against QAS clinical practice guidelines, as well as reviewing QAS resources available for deployment and the utilisation of allied emergency services.

iROAM and CAD both identified Ingham 1127 for dispatch to this incident

The normal staff allocation for Ingham station at the time of the incident would have consisted of 1-night crew, a single officer afternoon crew with the Officer in Charge on Emergency Availability

Ingham 1127 was available and on Ingham station, an afternoon officer in Ingham 1125 was located at Ingham hospital loading a patient for transfer to Townsville University Hospital. On this day

Queensland Ambulance Service: Operational Incident Reporting

Ingham had an additional officer on the afternoon shift, with one officer undertaking a transfer the additional officer was assigned to Ingham 1123 and located on Ingham station.

The dispatch of 1127 was the correct dispatch as this unit was fully crewed. With the incident being a 1A, the dispatching of additional units would have been warranted. The TSV OpCen did dispatch the single officer from Ingham 1123, but requested that he respond as part of the crew with 1127.

The OpCen requested this due to the distance to the incident and reduced coverage while the vehicle was recovered, if transport of the patient occurred. While this was a sound decision and ultimately the correct decision, there were elements of risk with this, including prolonged response if there was a break down or incident involving the primary unit.

RSQ was advised of the incident at 1919hrs, eight minutes after the TSV OpCen received the 000 call, with the NZCC approving the task of Rescue 521 two minutes later at 1921hrs.

Rescue 521 accepted the tasking five minutes later at 1926hrs and was airborne 31 minutes later at 1957hrs. Rescue 521 arrived on scene 23 minutes later at 2020hrs,

Rescue 521 arrived on scene 1 hour and 1 minute after the tasking was approved and 1 hour and 9 minutes after the 000 call was received.

The first 000 call was received at 19.11.50hrs but dropped out after 1 minute and 10 seconds.

The second 000 call was received at 19.13.48hrs and placed in the dispatch queue 2.16 minutes later at 19.15.28hrs.

The primary unit was assigned the incident 39 seconds later at 19.16.07hrs and was marked mobile 34 seconds later at 19.16.41hrs. As Ingham 1127 was requested to take the additional officer from Ingham 1123, radio transmission showed Ingham 1127 actually mobile at 19.18.46hrs, 4.58 minutes after the 000 call was received and 2.39 minutes after being dispatched.

Ingham 1127 is marked on scene at 19.40.30hrs by the EMD, note Caller Advised QAS on Scene.

Ingham 1127 advised the OpCen at 19.35.50hrs that they had met up and were proceeding into the paddock. The paramedics could be clearly heard talking to the bystanders at the 21.13-minute mark on tape 191654, based on the received time this would have being 19.38.07hrs

Using the recorded times of 19.16.07 and 19.40.30 Ingham 1127 was on scene at 24.23 minutes after being dispatched or 27.18 minutes after the call was received.

The ECLIPSE clinical review found that;

2 x LMA attempts, constant suctioning required, vomit and blood constantly filling LMA. 2 x bilateral chest decompression performed, needing to be repeated due to 1 being removed during resuscitation and 1 filling with blood. IV access gained and IV fluid commenced, unable to gain bilateral IV access. Pelvic binder and collar applied. Due to the amount of resources on scene CPR was commenced during traumatic arrest protocol.

Consult line consulted around 15-20minute mark, Officer 24060 consulted with Irrelevant at 19:50pm. OCS then notified that helicopter arriving at 20:10. Due to the family on scene and age of pt., resuscitation continued until flight crew arrived. Flight crew arrived at patient at 20:20, ETT placed, 2 x finger thoracotomy performed (dr advising lungs inflated). Doctor also performed ultrasound advising nil blood noted in chest or abdomen also stated pt. cardiac standstill. Airway still required suctioning and blood/vomit also clogging tube, suctioned down tube, nil improvement in ETCO2. Time of death pronounced by Doctor Irrelevant at 20:45pm

Queensland Ambulance Service: Operational Incident Reporting

ECLIPSE review 32111 found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE, with consideration that this case be marked as commendable.

- **Outcomes:**
12-year-old male declared deceased on scene
- **Post OIRR Actions:**
ECLIPSE Review completed
SIR undertaken
Priority One Support provided to staff

Review Recommendations:

No operational recommendations.

Commendable case, the attending crews professional performance in an emotionally charged situation is commended.

Appendix of relevant documents/files:

- IDR 14059563
- DARF 503257421
- DCARF Form
- CORPULS Summary
- ECLIPSE Review 32111
- iROAM Data
- CAD Data
- Mapping Information – Ingham station to Incident
- Roster Hinchinbrook Cluster
- Flash Brief LASN

LASN Endorsement

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

Role	Name	Position	Signature	Date
Reviewer	Tracey Eastwick	A/Assistant Commissioner	Irrelevant	12.4.21
Endorsed	Dee Taylor Dutton	Deputy Commissioner		

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14059563
 ProQA number: 16896039
 Console name: PA101
 Incident Date: 22/03/2021 19:13:49
 Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	
Priority:	1A	Problem:	RTC ARREST
Determinant:	29D06	Agency:	OAS
Base Response#:	107316	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00318275	Division:	1 Ingham
Taken By:	Irrelevant	Battalion:	1 Ingham
Response Area:	1 Ingham	Response Plan:	1A
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	VHF Ch 3 MT MERCER
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	34024704	Latitude:	71485015
Patient Name:	Irrelevant	Patient DOB:	12 YOM

Incident Location

Location Name:	Irrelevant	County:	HINCHINBROOK
Address:	Irrelevant	Location Type:	
Apartment:		Cross Street:	CARRIG DDOWN RD/ADAMS RD
Building:		Map Reference:	8060
City, State, Zip:	LONG POCKET QLD 4850		

Call Receipt

Caller Name:	TELSTRA NI INTERIM PSTS.	Original CLI Phone:	Irrelevant
Method Received:		Call Back Phone:	
Caller Type:		Caller Location:	Irrelevant

Time Stamps

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	22/03/2021	19:13:48			
1st Key Stroke	22/03/2021	19:13:49		Received to In Queue	00:01:37
In Waiting Queue	22/03/2021	19:15:26		Call Taking	00:08:28
Call Taking Complete	22/03/2021	19:22:17	Irrelevant	In Queue to 1st Assign	00:00:41
1st Unit Assigned	22/03/2021	19:16:07		Call Received to 1st Assign	00:02:19
1st Unit Enroute	22/03/2021	19:16:41		Assigned to 1st Enroute	00:00:34
1st Unit Arrived	22/03/2021	19:40:30		Enroute to 1st Arrived	00:23:49
Closed	22/03/2021	21:32:37	Irrelevant	Incident Duration	02:18:48

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B1127	19:16:07	A Case Completed	19:16:41		19:40:30			21:32:37			
R8521	19:25:41	Bed Swap Requested		19:54:42				19:57:45			Assistance Only
R8521	19:57:52	A Case Completed	19:57:57		20:24:19			21:20:46			

Personnel Assigned

Unit	Name
1127	Irrelevant
8521	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
22/03/2021	19:13:38	1BRYRAY	Response	[Appended, 19:15:37] CALLER HUNG UP AND SAID SHED CALL BACK BEFORE PROVIDING A CALL BACK NUMBER
22/03/2021	19:14:03	1BRYRAY	Response	[Appended, 19:15:37] [ProQA, Key Questions] 1. No special circumstances. 2. It's not known if they appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. It's not known what they are doing now. 5. It's not known if they are moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller doesn't know where they are.
22/03/2021	19:14:03	1BRYRAY	Response	[Appended, 19:15:37] [ProQA Dispatch] Dispatch Level: 32B03 (Unknown status/Other codes not applicable) Response Text: 2A Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown, Problem Description: WELFARE CHECK
22/03/2021	19:14:24	1BRYRAY	Response	[Appended, 19:15:37] CALLER STATES 324 OR 449 SHEAHANS RD -

22/03/2021	19:14:40	ICEMS	Response	[Appended, 19:15:37] [Appended, 19:15:07] [POL-Q] Initial Incident Address information: 324 SHEAHANS RD LONG POCKET, HINCHINBROOK, QLD 4850
22/03/2021	19:14:40	ICEMS	Response	[Appended, 19:15:37] [Appended, 19:15:07] [POL-Q] Type: 500 - Personal Trauma Status: None Specified Details: SON HAS ROLLED HIS BUGGY AND HUSBAND DOING CPR ON HIM
22/03/2021	19:14:40	ICEMS	Response	[Appended, 19:15:37] [Appended, 19:15:07] [POL-Q] Contact at scene: 0419774938 Irrelevant
22/03/2021	19:14:40	ICEMS	Response	[Appended, 19:15:37] [Appended, 19:15:07] [POL-Q] Exact Lat/Lon=D18.51095/D145.97385
22/03/2021	19:14:45	PS	Response	[Appended, 19:15:37] [Page] Dispatch page sent to Unit:1127, Sent From KEDCADQASPIS01
22/03/2021	19:14:55	1SHAOCO	Response	CANE FARM M
22/03/2021	19:14:58	PS	Response	[Appended, 19:15:37] [Page] Dispatch page to Unit:1127 complete to PIN 0437093703: 40351961 Message sent successfully,
22/03/2021	19:15:00	1SHAOCO	Response	DAD DOING CPR
22/03/2021	19:15:07	1RENYOU	Response	[Appended, 19:15:37] Duplicate call appended to incident at 19:15:07
22/03/2021	19:15:25	1SHAOCO	Response	[ProQA Dispatch] Dispatch Level: 29D06 (Arrest) Response Text: 1A QPS 12-year-old, Male, Not Conscious, Not Breathing. Problem Description: CPR IN PROGRESS BUGGY ROLLOVER
22/03/2021	19:15:25	1SHAOCO	Response	[ProQA Key Questions] 1. The incident involves a street car/tram/light rail.
22/03/2021	19:15:37	1RENYOU	Response	Duplicate call appended to incident at 19:15:37
22/03/2021	19:15:43	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully. [Shared]
22/03/2021	19:15:53	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully. [Shared]
22/03/2021	19:16:08	PS	Response	[Page] Dispatch page sent to Unit:1127, Sent From: KEDCADQASPIS01
22/03/2021	19:16:19	PS	Response	[Page] Dispatch page to Unit:1127 complete to PIN Irrelevant Message sent successfully.
22/03/2021	19:16:38	1BRYRAY	Response	ATTEMPTED TO CALL BACK ON NUMBER - WENT TO VOICEMAIL
22/03/2021	19:16:39	1SHAOCO	Response	Irrelevant
22/03/2021	19:16:43	1SHAOCO	Response	CALLING MOTHER NOW
22/03/2021	19:17:07	1SHAOCO	Response	[ProQA Key Questions] 2. It's not known if chemicals or other hazards are involved. 3. It's not known if anyone is trapped. 4. It's not known if anyone was thrown from the vehicle. 5. Everyone is not completely awake (alert). 6. His injuries are described as other than to a NOT DANGEROUS area. 7. It's not known if there is SERIOUS bleeding.
22/03/2021	19:17:20	1STELOV	Response	Duplicate call appended to incident at 19:17:20
22/03/2021	19:17:33	ICEMS	Response	POL-Q EnRoute
22/03/2021	19:18:10	1SHAOCO	Response	ATTEMPTING TO GET SOMEONE TO MEET ON ROAD AS THEY ARE IN CANE PADDOCK
22/03/2021	19:18:18	1STELOV	Response	JUST OFFORE 449 SHEAHANS RD IN BEAN PADDOCK
22/03/2021	19:18:33	1AMYBEL	Response	Irrelevant was added to the incident 22/03/2021 19:18:33.
22/03/2021	19:19:15	1AMYBEL	Response	4WD?
22/03/2021	19:19:33	1MELTEC	Response	INGHAM ED AWARE [Shared]
22/03/2021	19:19:36	1MELTEC	Response	CALLING RSQ [Shared]
22/03/2021	19:19:38	1STELOV	Response	NO 4WD REQ
22/03/2021	19:19:48	1STELOV	Response	SOMEONE WILL MEET QAS ON ROAD
22/03/2021	19:20:51	1MELTEC	Response	LOCATED APPROX 30KM FROM INGHAM [Shared]
22/03/2021	19:20:53	8BRECRO	Response	CONF WITH NZCC
22/03/2021	19:21:30	8BRECRO	Response	APPROVED TO TASK R521
22/03/2021	19:21:49	1MELTEC	Response	SOS ADV - DISCUSSED RESOURCING - SENDING 3 X OFFICERS. [Shared]
22/03/2021	19:23:04	1STELOV	Response	VEAR RIGHT WHEN THEY HIT THE DIRT ROAD
22/03/2021	19:24:07	1MELTEC	Response	PLS ENSURE QPS ARE ADDED TO THIS JOB
22/03/2021	19:25:10	1MELTEC	Response	[Private] INGHAM ED AWARE OF CASE
22/03/2021	19:25:41	PS	Response	[Page] Dispatch page sent to Unit:8521, Sent From: KEDCADQASPIS01
22/03/2021	19:25:55	PS	Response	[Page] Dispatch page to Unit:8521 complete to PIN Irrelevant Message sent successfully
22/03/2021	19:26:16	8BRECRO	Response	R521 ACCEPTED TASK
22/03/2021	19:30:27	1MELTEC	Response	>FIRE-Q> HI QFES - QUADBIKE ROLLOVER AT CANE FARM - UNSURE IF ANY HAZARDS. 12YOM PT CPR IN PROGRESS. QAS & QPS ENROUTE.
22/03/2021	19:30:32	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-P021017
22/03/2021	19:31:10	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
22/03/2021	19:31:13	1MELTEC	Response	>POL-Q> HI QPS - FYI - WE HAVE ADDED QFES - UNSURE IF THERE ARE ANY HAZARDS \ FUEL LEAKS.
22/03/2021	19:35:08	1AMYBEL	Response	ATTEMPTED LOCATION CHECK FOR 1127 - NIL ANSWER RADIO OR SAT PTT
22/03/2021	19:35:18	1STELOV	Response	[Notification] [QAS]-QPS NOW ON SCENE
22/03/2021	19:35:50	1AMYBEL	Response	1127 MET UP WITH THE CAR - PROCEED INTO PADDOCK NOW
22/03/2021	19:37:56	1MELTEC	Response	[Private] SMS NOTIFICATION SENT
22/03/2021	19:37:59	ICEMS	Response	POL-Q OnScene
22/03/2021	19:39:04	ICEMS	Response	FIRE-Q EnRoute
22/03/2021	19:39:57	1STELOV	Response	CALLER STATED QAS ON SCENE
22/03/2021	19:40:43	1AMYBEL	Response	MARKED 1127 ON SCENE AS PER CALLER
22/03/2021	19:40:46	ICEMS	Response	<FIRE-Q< CREWS RESPONDING FROM INGHAM
22/03/2021	19:45:08	8BRECRO	Response	[Notification] [QAS]-R521 ETA SCENE 2013 -
22/03/2021	19:57:52	PS	Response	[Page] Dispatch page sent to Unit:8521, Sent From: KEDCADQASPIS01
22/03/2021	19:57:59	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
22/03/2021	19:58:05	PS	Response	[Page] Dispatch page to Unit:8521 complete to PIN Irrelevant Message sent successfully
22/03/2021	19:59:02	1MELTEC	Response	>FIRE-Q POL-Q> UNABLE TO GET HOLD OF OUR CREW - HELD ETA TO SCENE IS 20:13. PLS PREPARE LZ
22/03/2021	19:59:04	1AMYBEL	Response	ATTEMPTED RADIO CONTACT TO 1127 - NO ANSWER
22/03/2021	19:59:35	ICEMS	Response	FIRE-Q OnScene
22/03/2021	20:02:05	1MELTEC	Response	GOT HOLD OF CREW - PT FOUND WITH QUADBIKE ON TOP OF HIM - BIKE

WAS ACROSS CHEST, BLUE, UNCONS. CPR COMMENCED BY FATHER .
 MULTIPLE FAMILY ON SCENE, CREW HAVE BEEN ON CONSULT LINE.
 HAVE BEEN GIVEN ADVICE.
 ADVISED CREW OF ETA FOR HELO
 LZ BEING PREPARED
 GETTING SOME LATS AND LONGS
 <FIRE-Q> CFES CREW PREPARING LZ WILL ADV OF LAT AND LONG CO-
 ORDS SHORTLY FOR HELO
 [Notification] [QAS]-LATS & LONGS 18' 30 51 S & 145' 58 8 E
 8521 FROM FCCP PT SIGNAL 4 - RESUS CEASED
 INGHAM HOSP UPDATED
 SOS UPDATED
 1127 QPS ARRANGING UNDERTAKER - FAMILY NOT LETTING PT GO -
 CURRENTLY HOLDING HIM ON THE GROUND BESIDE THE AMBULANCE.
 FIRE-Q has updated their incident status to Closed
 [Page] Page processing complete to PIN Irrelevant Message sent
 successfully.
 [Page]Paging Group Notified: OpCen1 - TSV PSO, Sent From: PA105, Comment
 HELLO - AN EMAIL HAS BEEN SENT TO YOU WITH SOME PSO FOLLOW UP
 INFORMATION. THANK YOU

22/03/2021	20:02:13	1MELTEC	Response
22/03/2021	20:02:22	1MELTEC	Response
22/03/2021	20:02:30	1MELTEC	Response
22/03/2021	20:02:42	ICEMS	Response
22/03/2021	20:04:00	1MELTEC	Response
22/03/2021	20:41:37	1MELTEC	Response
22/03/2021	20:41:49	1MELTEC	Response
22/03/2021	20:41:55	1MELTEC	Response
22/03/2021	21:02:50	1MELTEC	Response
22/03/2021	21:03:24	ICEMS	Response
22/03/2021	21:21:00	PS	Response
22/03/2021	21:42:52	1MELTEC	Response

Priority Changes
 No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
22/03/2021	19:11:54		AML Data Received	Irrelevant	AML data appended from duplicate call (Incident #14059558): Center of caller area HELI: -18 47.715600, 146 13.167600 ESCAD: #-18.79526/146.21946	SDSIAML
22/03/2021	19:13:49		No AML Data Received		No AML data received with this call	SDSIAML
22/03/2021	19:15:26		Incident in Waiting Queue			
22/03/2021	19:15:26		ANI/ALI Statistics		INT Insert:Mar 22 2021 19:13:47 / INT SendNP:Mar 22 2021 19:13:46 / WS RecvNP:Mar 22 2021 19:13:46 / WS Process:Mar 22 2021 19:15:26	1SHAOCO
22/03/2021	19:15:26		Read Comment	Irrelevant	Comment for Incident 039 was Marked as Read.	1SHAOCO
22/03/2021	19:15:26		ProQA		ProQA determinant sent	1SHAOCO
22/03/2021	19:15:26		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
22/03/2021	19:15:31		Read Incident		Incident 039 was Marked as Read.	1MELTEC
22/03/2021	19:15:36		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
22/03/2021	19:15:37		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1RENYOU
22/03/2021	19:15:37		Incident in Waiting Queue Timer Clear			
22/03/2021	19:15:40		Read Comment		Comment for Incident 039 was Marked as Read.	1RENYOU
22/03/2021	19:15:40		[ICEMS]		[ICEMS] Incident 14059558 has been merged with 14059563	ICEMS
22/03/2021	19:15:51		Read Comment		Comment for Incident 039 was Marked as Read.	10DANNIC
22/03/2021	19:15:56		Read Comment		Comment for Incident 039 was Marked as Read.	1AMYBEL
22/03/2021	19:16:01		UserAction		User clicked Initial Assign	1AMYBEL
22/03/2021	19:16:02		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1127 (00:22:24),1506 (01:25:42)	1AMYBEL
22/03/2021	19:16:07		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1506	1AMYBEL
22/03/2021	19:16:07	1127	Dispatched	Irrelevant	Response Number (107316)	1AMYBEL
22/03/2021	19:16:24		UserAction		User clicked Exit/Save	10DANNIC
22/03/2021	19:16:41	1127	Resp		Responding From = 1(18) INGHAM	1AMYBEL
22/03/2021	19:16:42		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-QICEMS for Incident Q21-P021017, Status: EnRoute	
22/03/2021	19:16:46		Read Comment		Comment for Incident 039 was Marked as Read.	10DANNIC
22/03/2021	19:16:56		UserAction		User clicked Exit/Save	10DANNIC
22/03/2021	19:17:20		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1STELOV
22/03/2021	19:17:22		[ICEMS]		[ICEMS] Incident 14059571 has been merged with 14059563	ICEMS
22/03/2021	19:17:23		Read Comment		Comment for Incident 039 was Marked as Read.	1STELOV
22/03/2021	19:17:33		[ICEMS]		[ICEMS] Received Resource Status Update from ICEMS POL-Q for Incident Q21-P021017, Resource Status: EnRoute	
22/03/2021	19:19:58		Read Comment		Comment for Incident 039 was Marked as Read.	10DANNIC
22/03/2021	19:20:43		UserAction		User clicked Exit/Save	1KAHBAL
22/03/2021	19:20:59		Read Comment		Comment for Incident 039 was Marked as Read.	8BRECRO
22/03/2021	19:21:41		UserAction		User clicked Exit/Save	10DANNIC
22/03/2021	19:22:17		UserAction		User clicked Exit/Save	1SHAOCO
22/03/2021	19:22:32		UserAction		User clicked Exit/Save	1AMYBEL
22/03/2021	19:22:55		Read Comment		Comment for Incident 039 was Marked as Read.	1AMYBEL
22/03/2021	19:23:00		UserAction		User clicked Exit/Save	1AMYBEL
22/03/2021	19:23:06		Read Comment		Comment for Incident 039 was Marked as Read.	10DANNIC
22/03/2021	19:23:33		UserAction		User clicked Exit/Save	10DANNIC
22/03/2021	19:24:18		UserAction		User clicked Exit/Save	1AMYBEL
22/03/2021	19:24:24		Read Comment		Comment for Incident 039 was Marked as Read.	1AMYBEL
22/03/2021	19:24:33		UserAction		User clicked Exit/Save	1AMYBEL

22/03/2021	19:25:41	8521	Dispatched	Irrelevant	Response Number: 107349;	8BRECRO
22/03/2021	19:25:41	8521	Update Sector		From Sector 1TV to 1TC	8BRECRO
22/03/2021	19:25:58		Read Comment		Comment for Incident 039 was Marked as Read.	8BRECRO
22/03/2021	19:26:41		Incident Late		Active incident marked as late	
22/03/2021	19:27:13		Read Comment		Comment for Incident 039 was Marked as Read.	1MELTEC
22/03/2021	19:30:32		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q :	ICEMS
22/03/2021	19:30:54		Read Comment		Incident Q21-P021017	
22/03/2021	19:31:10		[ICEMS]		Comment for Incident 039 was Marked as Read.	8BRECRO
			[ICEMS]		[ICEMS] Received Incident Request	ICEMS
			[ICEMS]		Acknowledgment from FIRE-Q : Incident Q21-P021017	
22/03/2021	19:31:11		[ICEMS]	[ICEMS] Received Resource Status Update from ICEMS		
22/03/2021	19:31:13		[ICEMS]	FIRE-Q for Incident Q21-P021017, Resource Status: WillAttend		
22/03/2021	19:31:15		UserAction	[ICEMS] Sent Incident Update Message to POL-Q :	ICEMS	
22/03/2021	19:31:21		[ICEMS]	Q : Incident Q21-P021017		
			[ICEMS]	User clicked Exit/Save	1BRYRAY	
			[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q21-P021017	ICEMS	
			[ICEMS]	User clicked Exit/Save	10DANNIC	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	10DANNIC	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1BRYRAY	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1BRYRAY	
			[ICEMS]	[ICEMS] Received Resource Status Update from ICEMS		
			[ICEMS]	POL-Q for Incident Q21-P021017, Resource Status: OnScene		
			[ICEMS]	Comment for Incident 039 was Marked as Read.	8BRECRO	
			[ICEMS]	[ICEMS] Received Resource Status Update from ICEMS		
			[ICEMS]	FIRE-Q for Incident Q21-P021017, Resource Status: EnRoute		
			[ICEMS]	User clicked Exit/Save	1STELOV	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1STELOV	
			[ICEMS]	User clicked Exit/Save	1STELOV	
			[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P021017, Status: OnScene	1AMYBEL	
			[ICEMS]	[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P021017, Status: OnScene	ICEMS	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P021017	ICEMS	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-P021017	ICEMS	
			[ICEMS]	User clicked Exit/Save	10DANNIC	
			[ICEMS]	User clicked Exit/Save	8BRECRO	
			[ICEMS]	User clicked Exit/Save	8BRECRO	
			[ICEMS]	User clicked Exit/Save	8BRECRO	
			[ICEMS]	User clicked Exit/Save	8BRECRO	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	8BRECRO	
			[ICEMS]	User clicked Exit/Save	8BRECRO	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	Bed Swap Requested	8BRECRO	
			[ICEMS]	Unit Cleared From Incident 14059563	8BRECRO	
			[ICEMS]	ReAssign Reason: Assistance Only	8BRECRO	
			[ICEMS]	ReAssign Reason: Assistance Only	8BRECRO	
			[ICEMS]	Response Number: 107469;	8BRECRO	
			[ICEMS]	Responding From = 449 Sheahans Rd	8BRECRO	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	1STELOV	
			[ICEMS]	[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-P021017	ICEMS	
			[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P021017	ICEMS	
			[ICEMS]	[ICEMS] Received Resource Status Update from ICEMS		
			[ICEMS]	FIRE-Q for Incident Q21-P021017, Resource Status: OnScene		
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P021017	ICEMS	
			[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q21-P021017	ICEMS	
			[ICEMS]	[ICEMS] Received Incident Update from ICEMS for Incident Q21-P021017		
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-P021017	ICEMS	
			[ICEMS]	Comment for Incident 039 was Marked as Read.	1STELOV	
			[ICEMS]	User clicked Exit/Save	12RICROB	
			[ICEMS]	User clicked Exit/Save	1AMYBEL	
			[ICEMS]	User clicked Exit/Save	8BRECRO	

22/03/2021	20:26:44		UserAction	User clicked Exit/Save	1RENYOU
22/03/2021	20:30:34		UserAction	User clicked Exit/Save	1BRYRAY
22/03/2021	20:34:07		UserAction	User clicked Exit/Save	1AMYBEL
22/03/2021	20:36:29		UserAction	User clicked Exit/Save	1MELTEC
22/03/2021	20:41:07		UserAction	User clicked Exit/Save	1AMYBEL
22/03/2021	20:45:56		Read Comment	Comment for Incident 039 was Marked as Read.	1BRYRAY
22/03/2021	20:47:38		UserAction	User clicked Exit/Save	1BRYRAY
22/03/2021	20:48:16		UserAction	User clicked Exit/Save	10DANNIC
22/03/2021	20:49:40		UserAction	User clicked Exit/Save	10DANNIC
22/03/2021	20:51:06		UserAction	User clicked Exit/Save	12RICROB
22/03/2021	21:03:24		[ICEMS]	[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-P021017, Incident Status: Closed	ICEMS
22/03/2021	21:05:59		Read Comment	Comment for Incident 039 was Marked as Read.	1BRYRAY
22/03/2021	21:06:07		UserAction	User clicked Exit/Save	1BRYRAY
22/03/2021	21:16:42		Premise History Access	Premise History Viewed	1MELTEC
22/03/2021	21:17:32		UserAction	User clicked Exit/Save	1AMYBEL
22/03/2021	21:20:42		UserAction	User clicked Exit/Save	8BRECRO
22/03/2021	21:20:46	8521	Available	A Case Completed	8BRECRO
22/03/2021	21:20:46	8521	Disposition	Comment for Incident 039 was Marked as Read.	1AMYBEL
22/03/2021	21:32:32		Read Comment	User clicked Exit/Save	1AMYBEL
22/03/2021	21:32:35		UserAction		1AMYBEL
22/03/2021	21:32:37	1127	Available	A Case Completed	1AMYBEL
22/03/2021	21:32:37	1127	Disposition	Response Disposition: A Case Completed	1AMYBEL
22/03/2021	21:32:37	1127	Response Closed	[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P021017, Status: Closed	ICEMS
22/03/2021	21:32:38		[ICEMS]	User clicked Exit/Save	1MELTEC
22/03/2021	22:09:20		UserAction		

Irrelevant

Irrelevant

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
22/03/2021	19:13:49	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:13:52	City			Updated City	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:13:52	City			(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:13:52	Address	(Blank)		New Entry	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:07	Address	Irrelevant		Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:07	Latitude	0	71485015	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:07	Longitude	0	34024291	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	Division		1 Ingham	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	Battalion		1 Ingham	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	Response_Area		1 Ingham	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	Primary_TAC_Channel		VHF Ch 3 MT	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:08	City	Irrelevant	LONG	Updated City	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:22	Building	32	POCKET	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:14:38	ProQaCaseNumber		16896039	(Response Viewer)	Incident	PA101	1SHAOCO
22/03/2021	19:15:25	Problem		RTC ARREST	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:25	Response_Plan		1A	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:25	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:25	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:25	Incident_Type		ACUTE AND CCP IF AVAILAELE	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:26	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:26	Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:26	Determinant		29D06	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO
22/03/2021	19:15:26	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA101	1SHAOCO

22/03/2021 19:15:26	CIS_Used	0	null	Viewer (Response Viewer)	Response_Master_Incident	PA101	1SHAQCC
22/03/2021 19:15:27	Pickup_Map_Info	(Blank)	8060		Response_Transports	POLCADOASCXA24	1SHAQCC
22/03/2021 19:15:27	Map_Info		8060		Response_Master_Incident	POLCADOASCXA24	1SHAQCC
22/03/2021 19:15:31	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELTEC
22/03/2021 19:15:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1RENYOU
22/03/2021 19:15:51	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
22/03/2021 19:15:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:16:01	City	LONG POCKET	LONG POCKETRA	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:16:02	City	LONG POCKET		(Response Viewer)	Response_Master_Incident	PA105	1MELTEC
22/03/2021 19:16:03	City	LONG POCKET		(Response Viewer)	Response_Master_Incident	PA104	1BRYRAY
22/03/2021 19:16:36	City	LONG POCKETRA	LONG POCKET	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:16:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
22/03/2021 19:17:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1STELOV
22/03/2021 19:18:18	Field_Data		WILL MURDDCH	Patient Name	Response_User_Data_Fields	PA101	1SHAQCC
22/03/2021 19:19:24	Field_Data		12 YOM	Patient DOB	Response_User_Data_Fields	PA101	1SHAQCC
22/03/2021 19:19:44	CIS_Used	0	null	Viewer (Response Viewer)	Response_Master_Incident	PA101	1SHAQCC
22/03/2021 19:19:44	ProQA Termination State Code		C	(Response Viewer)	Incident	PA101	1SHAQCC
22/03/2021 19:19:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
22/03/2021 19:20:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8BRECRD
22/03/2021 19:22:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:23:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10DANNIC
22/03/2021 19:24:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:25:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8BRECRD
22/03/2021 19:27:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELTEC
22/03/2021 19:30:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8BRECRD
22/03/2021 19:32:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:35:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1BRYRAY
22/03/2021 19:35:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1BRYRAY
22/03/2021 19:38:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8BRECRD
22/03/2021 19:39:36	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1STELOV
22/03/2021 19:39:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1STELOV
22/03/2021 19:41:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 19:55:26	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8BRECRD
22/03/2021 19:55:32	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA102	1STELOV
22/03/2021 19:58:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 20:03:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
22/03/2021 20:04:56	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA102	1STELOV
22/03/2021 20:45:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1BRYRAY
22/03/2021 21:05:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1BRYRAY
22/03/2021 21:32:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL

DOH DISCLOSURE LOG

https://carf:8039/apex/APEX_UTILS.open_idr.get_image?i_t_incident=14059563&1_t_u... 23/03/2021

Significant Incident Review Template

Townsville Local Ambulance Service Network

Authority:

By authority of Tracey Eastwick, Acting Assistant Commissioner, Townsville LASN.

Executive Summary:

The Townsville Operations Centre (TSV OpCen) received a request for service via the 000 system at 2018hrs on 30 March 2021.

The request was in relation to a Road Traffic Crash (RTC) involving a heavy vehicle and a sedan style car on the Bruce Highway, near Fredericksfield Road & Ordorica Road, Inkerman approximately 8kms south of Home Hill.

The information received from the informant on scene indicated that this was a significant incident, with the North bound B-Double heavy vehicle impacting the driver side of the sedan as it exited a side road on to the main highway.

The informant advised that they were unable to access the driver of the sedan and that the sedan was still running. The driver appeared to be crushed in the vehicle with obvious injuries and it appeared that the driver was not breathing and had no pulse. The Informant stated that the seatbelt was wrapped around the driver's neck.

The TSV OpCen dispatched the Emergency Availability (EA) crew from Home Hill station at 2021hrs, with one officer responding from the Home Hill area and the second officer responding from the Ayr area.

The Queensland Police Service (QPS) also received a 000 call from a member of the public, advising of the incident.

The TSV OpCen supervisor (OCS) advised the duty Senior Operations Supervisor (SOS) of the incident at 2020hrs and he requested the Officer in Charge (OIC) to be dispatched to the incident as an on-scene controller. The Ayr OIC was dispatched at 2021hrs.

The OCS advised Retrieval Service Queensland (RSQ) of the incident at 2023hrs. The Townsville based Rescue Helicopter was not dispatched once the status of the drivers was confirmed.

The first Queensland Ambulance Service (QAS) unit arrived on scene at 2131hrs confirming a short time later that the driver of the sedan was deceased, and the driver of the heavy vehicle appeared to be uninjured.

The deceased driver of the sedan was left in the custody of QPS and the male driver of the heavy vehicle declined QAS transport after being assessed on scene.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14095938.

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

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

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by A/Senior Clinical Educator Brad Garvey, a Critical Care Paramedic (CCP) level clinician. Review 33249 and 33269 are attached. The review found that;

33249 – Deceased Female Driver Sedan: On QAS arrival bystanders stated arriving on scene pt. entrapped in vehicle, bystanders stated followed advice from triple 0 and unable to palpate a pulse on pt. Bystanders stated pt. may have pulled out of side road in front of north bound truck. pt. in driver's seat nil seat belt worn.

Pt obvious death major trauma to head, neck and torso pt. left as found in driver's seat in vehicle. Pt GCS 3 Pt nil pulse, nil RR, obvious death, pt. major trauma to head, neck, torso. Pt trapped in vehicle unable to remove. ROLE at 2032 hrs. Scene left in care of QPS. Unable to confirm identity of female person.

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

33269 – Truck Driver, **Irrelevant** Pt was driving north bound and a sedan coming southbound crossed the centre line of the Highway and had a head on collision with the pts car. His truck come to a halt in the road and the other car had been thrown or moved across back on southbound lane and off the road. ? deceased in the other vehicle. Pt. was walking around on scene, with nil obvious injuries stated or shown. VSS within normal parameters, BP was elevated but settled down with rest and reassurance.

The summary of findings; Two vehicle high speed RTC with fatality in other vehicle, Crew assessed the driver of the truck who refused transport. Crew have assessed and completed a valid VIRCA. Advice section could have contained some more detail around what specific advice was provided.

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

State OpCen ProQA:

An OpCen review was not undertaken as part of this SIR.

Incident Review/Investigation:

- **Scope:**

This Significant Incident Review is to evaluate the QAS response to a fatal RTC that occurred on the Bruce Highway near the intersection with Fredericksfield Road & Ordorica Road, Inkerman at approximately 2018hrs on 30 March 2021.

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

- **Background:**

The TSV OpCen received a request for service via the 000 system at 2018hrs on the 30th March 2021.

The request was in relation to an RTC between a heavy vehicle and a small sedan style car on the Bruce Highway near the intersections with Fredericksfield Road & Ordorica Road, Inkerman approximately 9kms south of Home Hill.

The QAS informant advised that this was a significant incident with the driver of the sedan being crushed in the vehicle and that the motor of the car was still running. The informant stated that he believed that the driver of the sedan was deceased and that she was not breathing and did not have a pulse. They were unable to access the driver to remove or commence CPR.

The QPS also received notification of this incident by another informant at approximately 2019hrs.

Queensland Ambulance Service: Operational Incident Reporting

The incident was assigned Incident Number 14095938, MPDS code 29D06, RTC Cardiac Arrest, a 1A response at 2020hrs.

The TSV OpCen dispatched the EA crew from Home Hill station at 2021hrs. Home Hill 1142 with ACP **Irrelevant** was responded from her residence in Home Hill at 2025hrs and Home Hill 1316 with ACP **Irrelevant** responded from his residence in Ayr at 2027hrs.

The OCS advised duty SOS **Irrelevant** who requested that the Ayr Station OIC be assigned to the incident as the on-scene controller.

Ayr 1443 with OIC **Irrelevant** was assigned to the incident at 2021hrs and responded from his residence in Ayr at 2028hrs.

Additional information was received from the informant while the QAS crews were responding to the incident, stating that the sedan was crossing the highway and was T-Boned by the heavy vehicle. The informant believed that the driver's injuries were incompatible with life, no pulse or respirations and the seatbelt was wrapped around her neck.

The OCS advised RSQ of the incident at 2023hrs, with the OCS noting that the Townsville based Rescue Helicopter had been placed on standby at 2026hrs awaiting a sitrep from road crews when they located the incident. The Townsville based Rescue Helicopter was not dispatched to this incident.

The first QAS unit, Home Hill 1142 arrived on scene at 2031hrs and provided the first sitrep at 2033hrs confirming 1 deceased and to keep back up coming.

Home Hill 1142 provided a further sitrep at 2033hrs confirming the driver of the sedan was definitely deceased, and that the driver of the truck will be assessed shortly when the other units arrive.

Ayr 1443 arrived on scene at 2040hrs and Home Hill 1316 arrived on scene at 2041hrs.

OIC **Irrelevant** provided a sitrep at 2042hrs, advising that both lanes were blocked, and the highway was closed and possibly would be for some time. OIC **Irrelevant** further advised that Home Hill 1142 will be on scene for a while but is available if required.

There was a further sitrep provided at 2058 advising that they will monitor the 67-year-old truck driver for a little longer.

The deceased driver of the sedan was left in the custody of QPS and the driver of the truck declined transport to hospital and was left at the scene with QPS.

Home Hill 1142 cleared the scene at 2124hrs, with Home Hill 1316 cleared from the scene at 2136hrs and Ayr 1443 cleared at 2138hrs.

- **Timeline:**

2018hrs	000 call received.
2019hrs	ICEMS: QPS provide incident details to QAS
2020hrs	Incident placed in dispatch queue.
2020hrs	ICEMS: QPS attached QFES to incident
2020hrs	ICEMS: QPS enroute to incident.
2021hrs	Incident assigned to Home Hill 1142.
2021hrs	Incident assigned to Home Hill 1316.
2021hrs	Incident assigned to Ayr 1443.
2020hrs	Duty SOS advised.
2023hrs	RSQ advised of incident.
2025hrs	Home Hill 1142 mobile to incident.

Queensland Ambulance Service: Operational Incident Reporting

2025hrs ICEMS: QFES enroute to incident
 2027hrs Home Hill 1316 mobile to incident.
 2028hrs Ayr 1443 mobile to incident.
 2028hrs ICEMS: QPS on scene.
 2029hrs Incident Notification page sent.
 2031hrs Home Hill 1142 on scene.
 2033hrs Sitrep 1142: Patient signal 4, keep back up coming.
 2034hrs ICEMS: QFES on scene.
 2034hrs TSV OpCen provides update to RSQ.
 2036hrs Sitrep 1142: deceased in vehicle female, truck driver seen soon when other crews arrive on scene.

 2040hrs Ayr 1443 on scene
 2041hrs Home Hill on scene.
 2043hrs Sitrep Ayr 1443: Highway blocked both directions, will be for a while.
 2050hrs Sitrep: 1142 will be on scene for a while, but available.
 2058hrs Sitrep: Male truck driver, monitoring, will remain on scene for a while to see how he goes.

 2124hrs Home Hill 1142 cleared from scene.
 2136hrs Home Hill 1316 cleared from scene.
 2138hrs Ayr 1443 cleared from scene.
 2259hrs Incident notification to Priority One.

- **Review:**

A review of the IROAM data, CAD data and Mapping data was undertaken as part of this review.

A review of the call taking process was undertaken, with a quality assurance review of the 000 call, and review of the advice provided by QAS call takers to bystanders. All radio transmission were reviewed as were all phone calls to and from the TSV OpCen in relation to this incident.

This review also considered the findings of the ECLIPSE review and the treatment or care received by the patients against QAS clinical practice guidelines, as well as reviewing QAS resources available for deployment and the utilisation of allied emergency services.

The incident was located approximately 9km south of Home Hill at 2018hrs. Home Hill is an 8 days on and 6 days off station with officers on shift between 0800hrs and 1800hrs each day, with emergency availability afterhours between 1800hrs and 0800hrs. This incident occurred in the emergency availability of the shift. Ayr is the closest 24-hour station located approximately 22kms from the incident, with 2 units available and on station at the time the incident occurred.

CAD recommended the dispatch of Home Hill 1142, which was the closest unit, and was the correct and appropriate dispatch.

The dispatching of the second Home Hill unit located in Ayr, possibly should have not been considered as it was not the closest back up unit. The dispatch of one of the two units on station at Ayr should have been considered as these would have being a closer and quicker response than the activation of an EA officer from their residence.

This is based on the travel time of Ayr 1443 which travelled to the incident in twelve minutes once mobile. An Ayr unit on shift dispatched at 2021hrs and mobile by 2023hrs would have placed the unit on scene at approximately 2034hrs, 4 minutes after Home Hill 1142 and 7 minutes sooner than the other units dispatched.

While this did delay back up units arriving on scene, it did not impact on the overall response and care received by the patients, other than a short delay in the driver of the truck being assessed.

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

QPS received a call advising of the incident around 2019hrs and advised QAS via ICEMS at 2019hrs, as well as attaching QFES at 2019hrs. Both allied emergency services dispatched units to the incident with QPS enroute at 2020hrs and QFES enroute at 2025hrs.

The TSV OpCen advised RSQ of the incident at 2023hrs, however the Townsville based rescue helicopter was not dispatched as it was not warranted for this incident due to the patient's clinical presentations.

The emergency response to this incident was appropriate and adequate.

The TSV OpCen received the 000 call at 20.18.03hrs and the incident was placed in the dispatch queue 2.37 minutes later at 20.20.40hrs. The first QAS unit was assigned to the primary unit 31 seconds later at 20.21.11hrs.

The primary unit was marked mobile 4.24 minutes later at 20.25.35hrs and located the incident 6.05 minutes later at 20.31.40hrs

The QAS units arrived on scene 13.37 minutes after the 000 call was received and 10.29 minutes after the primary unit was dispatched.

Taking into consideration that the primary unit was on EA when dispatched this was a reasonable response to this incident.

The ECLIPSE clinical review found that;

33249 – Deceased Female Driver Sedan: Pt obvious death major trauma to head neck and torso pt. left as found in driver's seat in vehicle. Pt GCS 3 Pt nil pulse. nil RR, obvious death, pt. major trauma to head, neck, torso. Pt trapped in vehicle unable to remove. ROLE at 2032 hrs. Scene left in care of QPS. Unable to confirm identity of female person.

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

33269 – Truck Driver, **Irrelevant** The summary of findings; Two vehicle high speed RTC with fatality in other vehicle, Crew assessed the driver of the truck who refused transport. Crew have assessed and completed a valid VIRCA. Advice section could have contained some more detail around what specific advice was provided.

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

- **Outcomes:**
 - 50-year-old female declared deceased at the scene.
 - 67-year-old male declined QAS transport
- **Post OIRR actions:**
 - ECPLISE Review completed
 - SIR completed
 - Priority One Support provided to QAS staff

Review Recommendations:

Consideration when dispatching EA units when on shift units are available in the same location.

Nil other operational recommendations

Queensland Ambulance Service: Operational Incident Reporting

Appendix of relevant documents/files:

- IDR 14095938
- DARF 503279098 – deceased female
- DCARF
- ECLIPSE Review 33249 – Deceased female
- DARF 503279121 -Irrelevant
- CORPULS Summary –Irrelevant
- ECLIPSE Review 33269 –Irrelevant
- iROAM Data
- CAD Data
- AVL Data Home Hill 1142
- AVL Data Home Hill 1316
- AVL Data Ayr 1443
- Mapping Information – Home Hill to Incident
- Mapping Information – Ayr to Incident
- Mapping Information – Ayr Station to Incident
- Burdekin Stations Roster

LASN Endorsement

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

Role	Name	Position	Signature	Date
Reviewer	Tracey Eastwick	A/Assistant Commissioner	Irrelevant	5.4.21.
Endorsed	Dee Taylor – Dutton	Deputy Commissioner	✓	

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14095938
 ProQA number: 16933695
 Console name: PA101
 Incident Date: 30/03/2021 20:16:03
 Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	
Priority:	1A	Problem:	RTC ARREST
Determinant:	29D06	Agency:	QAS
Base Response#:	146893	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00349656	Division:	1 Home Hill
Taken By:	Irrelevant	Battalion:	1 Home Hill
Response Area:	1 Home Hill	Response Plan:	1A
Disposition:	A Case Completed	Command CH:	
Cancel Reason:		Primary TAC:	VHF Ch 4 MT INKERMAN
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	32534821	Latitude:	70268925
Patient Name:	UNK	Patient DOB:	UNK

Incident Location

Location Name:	Irrelevant	County:	BURDEKIN
Address:		Location Type:	
Apartment:		Cross Street:	BRUCE HWY/CHARLIES HILL RD
Building:		Map Reference:	8358
City, State, Zip:	INKERMAN QLD 4806		

Call Receipt

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

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	30/03/2021	20:18:03				
1st Key Stroke	30/03/2021	20:18:03			Received to In Queue	00:02:37
In Waiting Queue	30/03/2021	20:20:40			Call Taking	00:22:12
Call Taking Complete	30/03/2021	20:40:15	Irrelevant		In Queue to 1st Assign	00:00:31
1st Unit Assigned	30/03/2021	20:21:11			Call Received to 1st Assign	00:03:08
1st Unit Enroute	30/03/2021	20:25:35			Assigned to 1st Enroute	00:04:24
1st Unit Arrived	30/03/2021	20:31:40			Enroute to 1st Arrived	00:05:05
Closed	30/03/2021	21:38:25	Irrelevant		Incident Duration	01:20:22

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B1142	20:21:11	A Case Completed	20:25:35		20:31:40		21:24:11			
B1316	20:21:17	A Case Completed	20:27:18		20:41:38		21:36:11			
B1443	20:21:38	A Case Completed	20:28:18		20:40:54		21:38:25			

Personnel Assigned

Unit	
Name	Irrelevant
1142	
1316	
1443	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
30/03/2021	20:18:56	1ROSFIS	Response	SOUTH OF HOME HILL
30/03/2021	20:19:38	ICEMS	Response	[Appended, 20:21:43] [POL-Q] Exact Lat/Lon=D19.73107/D147.46517
30/03/2021	20:19:38	ICEMS	Response	[Appended, 20:21:43] [POL-Q] Contact at scene Irrelevant
30/03/2021	20:19:38	ICEMS	Response	Irrelevant
30/03/2021	20:19:38	ICEMS	Response	[Appended, 20:21:43] [POL-Q] Type : 205 - Traffic Crash - Injury Status - None Specified Details : TRUCK VS CAR HEAD ON
30/03/2021	20:19:38	ICEMS	Response	[Appended, 20:21:43] [POL-Q] Initial Incident Address information: FREDERICKSFIELD RD(+) ORDORICA RD(+) INKERMAN, BURDEKIN, QLD 4806
30/03/2021	20:19:49	1ROSFIS	Response	9 K SOUTH OF HOME HILL
30/03/2021	20:19:50	ICEMS	Response	[Appended, 20:21:43] <POL-Q<FIRE-Q has been attached to the incident
30/03/2021	20:20:19	ICEMS	Response	[Appended, 20:21:43] [POL-Q] EnRoute
30/03/2021	20:20:33	1ROSFIS	Response	[ProQA Dispatch] Dispatch Level: 29D06 (Arrest) Response Text: 1A QPS Age unknown, Female, Not Conscious, Not Breathing. Problem Description: TRUCK VS SEDAN / 1 PT IN CAR
30/03/2021	20:20:33	1ROSFIS	Response	[ProQA, Key Questions] 1. The incident involves multiple vehicles.
30/03/2021	20:20:42	1STELOV	Response	[Appended, 20:21:43] [ProQA Dispatch] Dispatch Level: 29D03 (HIGH VELOCITY impact) Response Text: 1B QFES QPS QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown, Unknown number of patients involved. Problem Description: TRUCK VS CAR

Date	Time	Radio	Activity	Location	Comments	User
30/03/2021	20:20:42	1STELOV	Response		HEAD ON [Appended, 20:21:43] [ProQA: Key Questions] 1. The incident involves a HIGH VELOCITY impact.	
30/03/2021	20:20:47	1STELOV	Response		[Appended, 20:21:43] [ProQA Reconfigure] Reconfigure Level: 29D03 (HIGH VELOCITY impact) Suffix: U (Unknown number of patients) Response Text: 1B QFES QPS QASPAGE	
30/03/2021	20:20:47	1STELOV	Response		[Appended, 20:21:43] [ProQA: Key Questions] 2. A multiple-unit response is not required.	
30/03/2021	20:20:58	1STELOV	Response		[Appended, 20:21:43] [ProQA: Key Questions] 3. It's not known if chemicals or other hazards are involved. 4. It's not known if anyone is trapped. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding.	
30/03/2021	20:21:08	1DAVBEI	Response		[Appended, 20:21:43] SOS WP ADVISED	
30/03/2021	20:21:11	PS	Response		[Page] Dispatch page sent to Unit:1142, Sent From: KEDCADQASPIS01	
30/03/2021	20:21:11	1ROSFIS	Response		[ProQA: Key Questions] 2. Chemicals or other hazards are not involved. 3. One person is pinned. 4. No one was thrown from the vehicle. 5. Everyone is not completely awake (alert). 6. Her injuries are described as other than a NOT DANGEROUS area. 7. There is SERIOUS bleeding.	
30/03/2021	20:21:17	PS	Response		[Page] Dispatch page sent to Unit:1316, Sent From: KEDCADQASPIS01	
30/03/2021	20:21:26	PS	Response		[Page] Dispatch page to Unit:1142 complete to PIN Message sent successfully.	Irrelevant
30/03/2021	20:21:30	PS	Response		[Page] Dispatch page to Unit:1316 complete to PIN Message sent successfully.	
30/03/2021	20:21:39	PS	Response		[Page] Dispatch page sent to Unit:1443, Sent From: KEDCADQASPIS01	
30/03/2021	20:21:43	1STELOV	Response		Duplicate call appended to incident at 20:21:43	
30/03/2021	20:21:50	PS	Response		[Page] Dispatch page to Unit:1443 complete to PIN Message sent successfully.	Irrelevant
30/03/2021	20:21:58	1DAVBEI	Response		SOS WP REQ OIC AYR GO FOR ON SCENE CONTROL AS WELL	
30/03/2021	20:22:26	1ROSFIS	Response		CALLER UNABLE TO ACCESS PT TO PERFORM CPR	
30/03/2021	20:23:07	1AMYBEL	Response		CALLED 1142	
30/03/2021	20:23:07	1ROSFIS	Response		HAVE MANAGED TO SHUT OFF CAR	
30/03/2021	20:23:15	1DAVBEI	Response		WILL ADVISE RSQ ON CASE	
30/03/2021	20:23:46	1AMYBEL	Response		CALLED 1316	
30/03/2021	20:23:47	1DAVBEI	Response		DID THIS HAPPEN ON RUCE HWAY IN 100KM ZONE AT ALL?	
30/03/2021	20:24:36	1ROSFIS	Response		CALLER STATES PT WAS CROSSING HWY - TRUCK HAS TBONED HER	
30/03/2021	20:25:16	ICEMS	Response		FIRE-Q EnRoute	
30/03/2021	20:25:26	1DAVBEI	Response		LAT AND LONG OF INC - (DEC MINS) S 19 43.87 & E 147 27.91	
30/03/2021	20:25:40	1ROSFIS	Response		[Notification] [QAS]-SOUNDS LIKE OBVIOUS DEATH - CALLER STATING INJURIES INCOMPATIBLE WITH LIFE - NO PULSE - SEATBELT WRAPPED AROUND NECK	
30/03/2021	20:25:52	1DAVBEI	Response		CALLED AYR OIC ON VEH PHONE AND ADVISED OF CASE	
30/03/2021	20:26:39	1DAVBEI	Response		R521 BEING PUT ON STANDBY WITH ADVICE FROM NZCC WHO ARE WITH THEM - WILL NEED CLINICAL SITREF FROM CREW WHEN ON SCENE ASAP	
30/03/2021	20:27:16	ICEMS	Response		<FIRE-Q> CAN YOU ADV LOAD OF TRUCK IF KNOWN THANKS	
30/03/2021	20:27:29	8ANNVEN	Response		UNABLE TO GET THROUGH TO AIRCREW ON R521 - MED CREW AWARE	
30/03/2021	20:27:37	1DAVBEI	Response		>FIRE-Q> UNK LOAD OF TRUCK	
30/03/2021	20:28:38	ICEMS	Response		<POL-Q> ACK THANK YOU QAS - QPS STILL ENROUTE WILL ADVISE ANY UPDATES WHEN RECEIVED	
30/03/2021	20:28:53	ICEMS	Response		POL-Q OnScene	
30/03/2021	20:29:00	ICEMS	Response		<FIRE-Q> CREWS RESPONDING FROM HOMEHILL AND AYR	
30/03/2021	20:29:37	1DAVBEI	Response		TSV LASN PAGE SENT	
30/03/2021	20:30:02	1DAVBEI	Response		ADVICE FROM SCENE IS THAT MALE TRUCK DRIVER IS UNINJURED	
30/03/2021	20:30:41	ICEMS	Response		<POL-Q> QFES FYI: FAIR BIT OF FUEL SPILLING - FURTHER SITREF SHORTLY.	
30/03/2021	20:31:03	1DAVBEI	Response		>FIRE-Q,POL-Q> QAS HAS 3 X UNITS ATTENDING - 2 FROM AYR AND A SOLO FROM HOME HILL . HH OFFICER ABOUT 1 MIN AWAY	
30/03/2021	20:33:36	1AMYBEL	Response		1142 SIG 4 OBVIOUS DEATH - KEEP OTHER CREWS COMING	
30/03/2021	20:34:09	ICEMS	Response		FIRE-Q OnScene	
30/03/2021	20:34:23	1DAVBEI	Response		RSQ GIVEN LAST UPDATE ON PT - SO AT THIS POINT R521 NOT REQ'D	
30/03/2021	20:36:30	1DAVBEI	Response		FROM JANE VIA PHONE - DEF SIG 4 IN VEH OF FEMALE PT - TRUCK DRIVER WILL BE SEEN SOON WHEN AYR AND OTHER HH VEH ARRIVE ON SCENE	
30/03/2021	20:42:22	1AMYBEL	Response		1443 BLOCKAG ACCOSS BOTH LANES - HIGHWAYWILL BE CLOSED FOR A SIGNIFICANT PERIOD -OIC SAID PLEASE NOTIFY SOS	
30/03/2021	20:44:34	1DAVBEI	Response		LASN UPDATE PAGE SENT	
30/03/2021	20:50:16	1AMYBEL	Response		1142 WILL BE ON SCENE FOR A WHILE - AVAIL IF REQ	
30/03/2021	20:55:10	1DAVBEI	Response		67 YOM TRUCK DRIVER - Irrelevant	
30/03/2021	20:58:41	1DAVBEI	Response		Irrelevant APPEAR DRIVEN INTO TRUCK NOT WEARING SEATBELT - BD UBLE TRUCK HAS T BONED HER - MALE TRUCK DRIVER 67 YOM BP	
30/03/2021	21:01:16	1DAVBEI	Response		170/116 TACHY BUT ALL OTHER OBS NORMAL - WILL STAY ON SCENE FOR A WHILE AND MONITOR TRUCK DRIVER A BIT MORE TO SEE WHAT HIS OBS DO	
30/03/2021	21:24:27	PS	Response		[Page] Page processing complete to PIN Irrelevant Message sent successfully.	
30/03/2021	21:38:21	1BRYRAY	Response		1443 FINISHED LIASING WITH QPS - CLEAR	
30/03/2021	21:38:37	PS	Response		[Page] Page processing complete to PIN Irrelevant Message sent successfully.	
30/03/2021	22:59:46	1DAVBEI	Response		[Page]Paging Group Notified. OpCen1 - TSV PSO, Sent From: PA105. Comment: PSD EMAIL SENT RTC FATALITY HOME HILL	

Priority Changes
No Priority Changes

Date	Time	Radio	Activity	Location	Comments	User
30/03/2021	20:18:03		AML Data Received		Center of caller area HELI: -19 43.879200, 147 27.934800 ESCAD, #-18.73132/147.46558	SDSIAML
30/03/2021	20:20:43		Read Comment		Comment for Incident 695 was Marked as Read.	1ROSFIS
30/03/2021	20:20:43		ProQA	6 Ordorice Rd	ProQA determinant sent	1ROSFIS
30/03/2021	20:20:55		Read Incident		Incident 695 was Marked as Read.	1AMYBEL

30/03/2021	20:21:09		UserAction		User clicked Initial Assign	1AMYBEL
30/03/2021	20:21:07		Initial Assignment		The following unit(s) is (are) recommended for assignment: (142 (00:12:28)	1AMYBEL
30/03/2021	20:21:11		Can't Send Resource		Resource Not Available: A	1AMYBEL
30/03/2021	20:21:11	1142	Dispatched	6 Ordovica Rd	Response Number (146893)	1AMYBEL
30/03/2021	20:21:12		Read Comment		Comment for Incident 695 was Marked as Read	1STELOV
30/03/2021	20:21:17		Dispatched	6 Ordovica Rd	Response Number: 146894	1AMYBEL
30/03/2021	20:21:18		UserAction		User clicked Exit/Save	1STELOV
30/03/2021	20:21:22		Read Comment		Comment for Incident 695 was Marked as Read	1BRYRAY
30/03/2021	20:21:37		Read Comment		Comment for Incident 695 was Marked as Read	5GEMAIS
30/03/2021	20:21:36	1443	Dispatched	6 Ordovica Rd	Response Number (146897)	1DAVBEL
30/03/2021	20:21:43		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1STELOV
30/03/2021	20:21:45		[[ICEMS]		[[ICEMS] Incident 14095934 has been merged with 14095935	ICEMS
30/03/2021	20:21:45		[[ICEMS]		[[ICEMS] Incident 14095934 has been merged with 14095938	ICEMS
30/03/2021	20:21:45		[[ICEMS]		[[ICEMS] Incident 14095934 has been merged with 14095938	ICEMS
30/03/2021	20:21:45		[[ICEMS]		[[ICEMS] Incident 14095934 has been merged with 14095938	ICEMS
30/03/2021	20:21:46		Read Comment		Comment for Incident 695 was Marked as Read	1STELOV
30/03/2021	20:21:54		UserAction		User clicked Exit/Save	1STELOV
30/03/2021	20:22:11		Incident Late		Active incident marked as late	1STELOV
30/03/2021	20:23:19		Read Comment		Comment for Incident 695 was Marked as Read	8ANNVEN
30/03/2021	20:24:51		Read Comment		Comment for Incident 695 was Marked as Read	1STELOV
30/03/2021	20:25:16		[[ICEMS]		[[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:25:35	1142	Resp	6 Ordovica Rd	Resource Status: EnRoute Responding From = 4 CANNAPAN RD [1RES CANNAPAN-J]	1AMYBEL
30/03/2021	20:25:35		[[ICEMS]		[[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P023104, Status: EnRoute	ICEMS
30/03/2021	20:25:35		[[ICEMS]		[[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P023104, Status: EnRoute	ICEMS
30/03/2021	20:27:05		UserAction		User clicked Exit/Save	1STELOV
30/03/2021	20:27:16		[[ICEMS]		[[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:27:18	1315	Resp	6 Ordovica Rd	Responding From = 46 ALBERT CRES [1RES HERON P]	1AMYBEL
30/03/2021	20:27:23		[[ICEMS]		[[ICEMS] Sent Urgent Incident Update Message to FIRE-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:27:23		[[ICEMS]		[[ICEMS] Sent Urgent Incident Update Message to POL-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:27:27		UserAction		User clicked Exit/Save	1AMYBEL
30/03/2021	20:27:38		[[ICEMS]		[[ICEMS] Sent Incident Update Message to FIRE-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:27:42		[[ICEMS]		[[ICEMS] Sent Incident Update Ack Message to FIRE-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:27:50		Read Comment		Comment for Incident 695 was Marked as Read	1AMYBEL
30/03/2021	20:27:50		[[ICEMS]		[[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:27:50		[[ICEMS]		[[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:28:04		[[ICEMS]		[[ICEMS] Incident Update Read by POL-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:28:16	1443	Resp	6 Ordovica Rd	Responding From = SCOTT STICUNNIGHAM ST	1AMYBEL
30/03/2021	20:28:36		[[ICEMS]		[[ICEMS] Received Incident Update from POL-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:28:53		[[ICEMS]		[[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:29:00		[[ICEMS]		Resource Status: OnScene [[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:29:07		UserAction		User clicked Exit/Save	1AMYBEL
30/03/2021	20:29:20		Read Comment		Comment for Incident 695 was Marked as Read	1AMYBEL
30/03/2021	20:29:30		UserAction		User clicked Exit/Save	1AMYBEL
30/03/2021	20:29:31		[[ICEMS]		[[ICEMS] Sent Incident Update Ack Message to POL-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:29:34		UserAction		User clicked Exit/Save	1AMYBEL
30/03/2021	20:29:38		[[ICEMS]		[[ICEMS] Sent Incident Update Ack Message to FIRE-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:29:40		UserAction		User clicked Exit/Save	1AMYBEL
30/03/2021	20:30:41		[[ICEMS]		[[ICEMS] Received Incident Update from POL-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:30:46		[[ICEMS]		[[ICEMS] Sent Incident Update Ack Message to POL-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:30:48		Read Comment		Comment for Incident 695 was Marked as Read	1AMYBEL
30/03/2021	20:31:04		[[ICEMS]		[[ICEMS] Sent Incident Update Message to FIRE-Q: Incident Q21-P023104	ICEMS
30/03/2021	20:31:05		[[ICEMS]		[[ICEMS] Sent Incident Update Message to POL-Q: Incident Q21-P023104	ICEMS

30/03/2021	20:31:26		[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:31:26		[ICEMS]			[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-P023104	ICEMS
30/03/2021	20:31:40	1142	At Scene	6 Ordorica Rd			1AMYBEL
30/03/2021	20:31:40		[ICEMS]			[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P023104, Status: OnScene	ICEMS
30/03/2021	20:31:40		[ICEMS]			[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P023104, Status: OnScene	ICEMS
30/03/2021	20:32:21		Read Comment			Comment for Incident 695 was Marked as Read.	8ANNVEN
30/03/2021	20:32:36		UserAction			User clicked Exit/Save	1AMYBEL
30/03/2021	20:34:09		[ICEMS]			[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023104, Resource Status: OnScene	ICEMS
30/03/2021	20:34:59		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:35:38		Read Comment			Comment for Incident 695 was Marked as Read.	1DAVBEI
30/03/2021	20:37:59		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:38:44		Read Comment			Comment for Incident 695 was Marked as Read.	1DAVBEI
30/03/2021	20:40:04		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:40:15		UserAction			User clicked Exit/Save	1ROSFIS
30/03/2021	20:40:18		UserAction			User clicked Exit/Save	8ANNVEN
30/03/2021	20:40:54	1443	At Scene	6 Ordorica Rd			1AMYBEL
30/03/2021	20:41:38	1316	At Scene	6 Ordorica Rd			1AMYBEL
30/03/2021	20:42:28		Read Comment			Comment for Incident 695 was Marked as Read.	1AMYBEL
30/03/2021	20:42:41		UserAction			User clicked Exit/Save	1AMYBEL
30/03/2021	20:44:42		UserAction			User clicked Exit/Save	1BRYRAY
30/03/2021	20:44:47		UserAction			User clicked Exit/Save	5GEMAIS
30/03/2021	20:45:08		Read Comment			Comment for Incident 695 was Marked as Read.	1SHAOCO
30/03/2021	20:45:29		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:45:50		UserAction			User clicked Exit/Save	1SHAOCO
30/03/2021	20:50:14		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:55:02		Read Comment			Comment for Incident 695 was Marked as Read.	1DAVBEI
30/03/2021	20:55:14		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	20:57:24		Read Comment			Comment for Incident 695 was Marked as Read.	1DAVBEI
30/03/2021	20:58:43		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	21:01:12		Read Comment			Comment for Incident 695 was Marked as Read.	1BRYRAY
30/03/2021	21:02:39		UserAction			User clicked Exit/Save	1BRYRAY
30/03/2021	21:06:23		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	21:24:11	1142	Available	14 Twelfth St [TWELFTH ST-SPLIT]			1AMYBEL
30/03/2021	21:24:11	1142	Disposition	6 Ordorica Rd		A Case Completed	1AMYBEL
30/03/2021	21:30:03		Read Comment			Comment for Incident 695 was Marked as Read.	1DAVBEI
30/03/2021	21:31:30		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	21:35:37		UserAction			User clicked Exit/Save	1ROSFIS
30/03/2021	21:36:11	1316	Available	6 Ordorica Rd			1AMYBEL
30/03/2021	21:36:11	1316	Disposition	6 Ordorica Rd		A Case Completed	1AMYBEL
30/03/2021	21:38:25	1443	Available	6 Ordorica Rd			1BRYRAY
30/03/2021	21:38:25	1443	Disposition	6 Ordorica Rd		A Case Completed	1BRYRAY
30/03/2021	21:38:25	1443	Response Closed	6 Ordorica Rd		Response Disposition: A Case Completed	1BRYRAY
30/03/2021	21:38:25		[ICEMS]			[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P023104, Status: Closed	ICEMS
30/03/2021	21:38:26		[ICEMS]			[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-P023104, Status: Closed	ICEMS
30/03/2021	21:38:27		Read Comment			Comment for Incident 695 was Marked as Read.	12RICROB
30/03/2021	21:38:57		UserAction			User clicked Exit/Save	1DAVBEI
30/03/2021	21:39:12		Read Comment			Comment for Incident 695 was Marked as Read.	12RICROB
30/03/2021	21:39:14		UserAction			User clicked Exit/Save	12RICROB
30/03/2021	22:59:47		UserAction			User clicked Exit/Save	1DAVBEI

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
30/03/2021	20:18:03	Call_Back_Phone		Irrelevant	Response viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:14	City	ALLIGATOR CREEK	HILL CREEK	Updated City	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:14	City	ALLIGATOR CREEK	HILL CREEK	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:20	Address	(Blank)	BRUCE	New Entry	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	Division		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	Battalion		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	Response_Area		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021	20:18:26	Primary_TAC_Channel		VHF Ch 4 MT	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS

30/03/2021 20:18:26 Address	BRUCE*	INKERMAN EIGHTH AVE	Alias Verified	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:18:26 Latitude	0	70333998	Alias Verified	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:18:26 Longitude	0	32584844	Alias Verified	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:18:36 ProQaCaseNumber		16933695	(Response Viewer)	Incident	PA101	1ROSFIS
30/03/2021 20:19:30 Caller_Name		Irrelevant	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:34 Address		Irrelevant	New Entry	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:40 Address		Irrelevant	Entry	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:40 Latitude	70333998	ORDORICA RD 70268925	Selected/Returned from GeoLocator	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:40 Longitude	32584844	32534821	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 Division		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 Battalion		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 Response_Area		1 Home Hill	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 Primary_TAC_Channel		VHF Ch 4 MT	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:41 City	HOME HILL	INKERMAN	Updated City	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:19:44 Location_Name	BRUCE HWY		(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:33 Problem		RTC	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:33 Response_Plan		ARREST 1A	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:33 DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:33 ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:33 Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:41 Pickup_Map_Info	(Blank)	8358		Response_Transports	POLCADQASCXA011	1ROSFIS
30/03/2021 20:20:41 Map_Info	False	8358		Response_Master_Incident	POLCADQASCXA011	1ROSFIS
30/03/2021 20:20:43 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:43 Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:43 Determinant		29D06	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:43 EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:43 CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:20:55 Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
30/03/2021 20:21:12 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1STELOV
30/03/2021 20:21:22 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1BRYRAY
30/03/2021 20:21:37 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5GEMAI5
30/03/2021 20:21:46 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1STELOV
30/03/2021 20:21:56 Field_Data		UNK	Patient Name	Response_User_Data_Fields	PA101	1ROSFIS
30/03/2021 20:21:57 Field_Data		UNK	Patient DOB	Response_User_Data_Fields	PA101	1ROSFIS
30/03/2021 20:23:15 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ANNVEN
30/03/2021 20:24:51 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1STELOV
30/03/2021 20:27:16 CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:27:16 ProQATerminationStateCode		G	(Response Viewer)	Incident	PA101	1ROSFIS
30/03/2021 20:27:50 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
30/03/2021 20:29:20 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
30/03/2021 20:30:48 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1AMYBEL
30/03/2021 20:32:15 CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA101	1ROSFIS
30/03/2021 20:32:21 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ANNVEN
30/03/2021 20:35:38 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
30/03/2021 20:38:44 Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI

30/03/202120:42:26	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA106	1AMYBEL
30/03/202120:45:08	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1SHADCO
30/03/202120:55:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
30/03/202120:57:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
30/03/202121:01:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1BRVRYV
30/03/202121:30:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
30/03/202121:38:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12RICROB
30/03/202121:39:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12RICROB
30/03/202122:14:24	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA104	1STELOV

RTI Release

DOH DISCLOSURE LOG

Significant Incident Review Template

Cairns and Hinterland Local Ambulance Service Network

Authority:

By authority of Assistant Commissioner Michelle Baxter, Cairns and Hinterland Local Ambulance Service Network.

Executive Summary:

Cairns and Hinterland LASN responded to an incident (IDR 14105197). The incident was located between Innot Hot Springs and Mount Garnet on the Kennedy Highway.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident (14105197). The review will examine ambulance operations prior to, during and following the response.

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

LASN Clinical Incident Summary Report:

LASN Clinical Review completed. The patient was single occupant of vehicle. Injuries included severe head trauma, assessed appropriately as injuries incompatible with life.

State OpCen ProQA:

Not required, Cairns Operations Centre ProQA summary reviewed.

Incident Review/Investigation:

Scope:

- Cairns and Hinterland LASN reviewed the response, clinical performance and operational decision making to ensure the appropriate response and management of this case was achieved. Cairns and Hinterland LASN will identify and operational or clinical performance issues with this case and ensure appropriate actions are taken to return performance to the required standards.

Background:

- At approximately 05:41hrs a **Irrelevant** female was found deceased in the middle of the road between big dinner and little dinner creek. The female appeared to have been ejected some 15metres from the vehicle which appeared to have rolled several times.
- A Bravo officer was despatched from Mount Garnet as the nearest unit and backup unit also despatched from Ravenshoe with a Bravo paramedic.

Queensland Ambulance Service: Operational Incident Reporting

- The patient had injuries not compatible with life. Presenting with major head trauma, grey matter present, nil pulse, nil respirations, and fixed dilated pupils. A search of the surrounding area by QPS revealed no further patients. Life extinct was declared at 0600hrs.

Timeline:

1st key stroke:	05:41:26
In Waiting Queue:	05:41:42
Assigned:	05:45:37
Enroute:	05:46:27
At Scene:	05:52:52
Complete:	08:09:14
Response time:	00:06:25

Review:

- Initial call was for a male patient involved in a road traffic crash with ejection. Case was assessed well by crew and overall good scene management.

Outcomes:

- The patient was declared life extinct at 0:600hrs and a Recognition of Life Extinct form was completed, and patient handed over to QPS.

Post OIRR actions:

- Priority one access and debrief of the incident conducted by ACP's on scene.

Review Recommendations:

- Note the outcomes.

Appendix of relevant documents/files:

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

Queensland Ambulance Service: Operational Incident Reporting

LASN Endorsement

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

Role	Name	Position	Signature	Date
Assistant Commissioner	Michelle Baxter	General Manager	Irrelevant	13.04.21

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14105197
 ProQA number: 16943800
 Console name: POLCADQASICM01
 Incident Date: 02/04/2021 05:41:26
 Last Updated:

Incident Information

Incident Type: ACUTE
Priority: 1A
Determinant: 29D02n
Base Response#: 005133
Confirmation#: 00358410
Taken By: ICEMS
Response Area: 7 Mount Garnet
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 34792663
Patient Name: U

Alarm Level:
Problem: RTC HIGH MECH EJECTION
Agency: QAS
Jurisdiction: 7 Tablelands and Cape York
Division: 7 Mount Garnet
Battalion: 7 Mount Garnet
Response Plan: Acute
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 72301500
Patient DOB: U

Incident Location

Location Name:
Address: KENNEDY HWY
Apartment:
Building:
City, State, Zip: INNOT HOT SPRINGS QLD 4872

County: TABLELANDS
Location Type:
Cross Street: BATTLE CREEK RD/URAMO RD
Map Reference: 7962

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type: ICEMS

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

Time Stamps

Description	Date	Time	User
Phone Pickup	02/04/2021	05:41:26	
1st Key Stroke	02/04/2021	05:41:26	
In Waiting Queue	02/04/2021	05:42:42	
Call Taking Complete	02/04/2021	05:41:26	ICEMS
1st Unit Assigned	02/04/2021	05:45:37	
1st Unit Enroute	02/04/2021	05:46:27	
1st Unit Arrived	02/04/2021	05:52:52	
Closed	02/04/2021	08:09:14	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:02:55
Call Received to 1st Assign	00:04:11
Assigned to 1st Enroute	00:00:50
Enroute to 1st Arrived	00:06:25
Incident Duration	02:27:48

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
7123	05:45:37	A Case Completed	05:46:27		05:52:52		07:25:48	08:09:14			
B7185	05:45:37	Treatment Only No Transport	05:50:29		06:11:50			07:09:40			

Personnel Assigned

Unit: 7123
Name: Irrelevant

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports

Comments	Date	Time	User	Type	Comments
	02/04/2021	05:41:26	ICEMS	Response	[POL-Q] Exact Lat/Lon=D17.66736/D145.23882
	02/04/2021	05:41:26	ICEMS	Response	[POL-Q] Contact at scene: Irrelevant
	02/04/2021	05:41:27	ICEMS	Response	[POL-Q] Type : 201 - Traffic Crash - Fatal, 501 - Sudden Death Status : None Specified Details : IL IS BETWEEN INNOT HOT SPRINGS AND MOUNT GARNETT. INF HAS PULLED OVER AND STATES THAT THERE IS A DECEASED MALE LAYING ON THE ROADWAY. INF STATES THAT IT APPEARS AS THOUGH MALE HAS BEEN EJECTED FROM A SINGLE VEHICLE TRAFFIC INCIDENT. INF STATES THAT A COUPLE OF OTHER PEOPLE HAVE CONFIRMED THE MALE AS DECEASED. INF HAD NO FURTHER INFO. REFER AML FOR PRECISE LOCATION. PINR VINR CHNR.
	02/04/2021	05:41:27	ICEMS	Response	[POL-Q] Initial Incident Address information: KENNEDY HWY INNOT HOT SPRINGS, TABLELANDS, QLD 4872
	02/04/2021	05:41:32	ICEMS	Response	<POL-Q<FIRE-Q has been attached to the incident
	02/04/2021	05:42:38	7KERWEN	Response	[ProQA Dispatch] Dispatch Level: 29D02 (HIGH MECHANISM (k through t)) Suffix: n (Ejection) Response Text: 1B QFES QPS QASPAGE Age unknown, Male, Consciousness unknown, Breathing status unknown. Problem Description: RTC - ? DECEASED MALE
	02/04/2021	05:42:38	7KERWEN	Response	[ProQA: Key Questions] 1. The incident involves a single vehicle. 2. It's not known if chemicals or other hazards are involved. 3. It's not known if anyone is trapped. 4. Someone was thrown from the vehicle.
	02/04/2021	05:42:53	7KERWEN	Response	EMD attempted Call-Back
	02/04/2021	05:43:40	7KERWEN	Response	SCENE IS LOATED BETWEEN INNOT HOT SPRINGS & MT GARNET
	02/04/2021	05:44:08	7KERWEN	Response	ROUGHLY 40 KMS OUT OF RAVENSHOE - NOT FAR FROM INNOT HOT - MAYBE A CPL OF KMS
	02/04/2021	05:45:38	PS	Response	[Page] Dispatch page sent to Unit:7123, Sent From: KEDCADQASPIS01
	02/04/2021	05:45:38	PS	Response	[Page] Dispatch page sent to Unit:7185, Sent From: KEDCADQASPIS01
	02/04/2021	05:45:38	7KERWEN	Response	CAR HAS ROLLED ON THE HIGHWAY - ON E VEH ATM - CAN ONLY SEE ONE PERSON AND HAS BEEN EJECTE FROM THE VEH
	02/04/2021	05:45:39	PAGINGSERVICE	Response	Paging Groups Notified:OpCen7 - CCS
	02/04/2021	05:45:49	PS	Response	[Page] Dispatch page to Unit:7123 complete to PIN Irrelevant Message sent successfully.
	02/04/2021	05:46:45	7KERWEN	Response	BYSTANDERS HAVE ADVISED THAT PT IS DECEASED
	02/04/2021	05:46:53	7KERWEN	Response	CALLER IS NOT CLOSE ENOUGH TO THE PT ATM
	02/04/2021	05:47:04	7KERWEN	Response	[ProQA: Key Questions] 2. Other hazards specified in comments are present: VEH ON THE ROAD AND ONCOMING TRAFFIC 5. It's not known if everyone is completely awake (alert). 6. His injuries are described as other than to a NOT DANGEROUS area. 7. It's not known if there is SERIOUS bleeding.
	02/04/2021	05:48:35	7KERWEN	Response	PT STILL O THE ROAD
	02/04/2021	05:49:47	7KERWEN	Response	PT IS A FEMALE
	02/04/2021	05:50:50	7KERWEN	Response	CALLER IS UNSURE IF ANY OHTER OCCUPANTS
	02/04/2021	05:50:53	7KERWEN	Response	[ProQA] : 45-year-old, Male, Consciousness unknown, Breathing status unknown.
	02/04/2021	05:53:16	7JULGUI	Response	WINDSCREEN SR VEH ROLLOVER, MIDDLE OF THE ROAD, 1 PERSON ON THE ROAD
	02/04/2021	05:56:18	7JULGUI	Response	SR 7123 1 DECEASED FEMALE, UNSURE NUMBER OF OCCUPANTS, STILL CHECKING
	02/04/2021	05:56:41	ICEMS	Response	POL-Q EnRoute
	02/04/2021	05:56:48	ICEMS	Response	Error sending Resource Status Update, please call agency AMB-Q.
	02/04/2021	06:01:25	ICEMS	Response	FIRE-Q EnRoute
	02/04/2021	06:01:49	ICEMS	Response	<FIRE-Q< ARE QFES OR SES NEEDED AT THIS INC? ARE THERE ANY ENTRAPMENTS OR DOES THE VEH NEED STABILISING?
	02/04/2021	06:05:04	7MARCOO	Response	QFES ADV THEY ARE COMING FROM MT GARNET
	02/04/2021	06:05:51	7MARCOO	Response	ADVISED QFES ARE REQUIRED AND VEHICLE IS STILL ON THE ROAD
	02/04/2021	06:19:30	ICEMS	Response	POL-Q OnScene
	02/04/2021	06:19:38	ICEMS	Response	Error sending Resource Status Update, please call agency AMB-Q.
	02/04/2021	06:25:33	ICEMS	Response	FIRE-Q OnScene
	02/04/2021	06:42:15	7JAAPAP	Response	SOS IrrelevantAWARE OF CASE
	02/04/2021	06:48:38	7JAAPAP	Response	AS PER SOS Irrelevant APPROX IrrelevantF WHO WAS BELIEVED TO BE THE DRIVER OF THE CAR, WAS HIGH SPEED, PT EJECTED APPROX 20MTS UP FROM THE CAR, QPS ADVISE PT WAS Irrelevant

02/04/2021	07:09:34	7SHECAR	Response
02/04/2021	07:19:23	7TALRAD	Response
02/04/2021	07:25:59	7SHECAR	Response
02/04/2021	07:26:07	7SHECAR	Response
02/04/2021	08:09:26	PS	Response
07/04/2021	09:37:09	7MICMAN	Response

7123 CLEARING SCENE ACCOMPYING QPS OFFICER FOR DEATH NOTICE 74 GARNET STREET FOR SUPPORT
 QPS ADVISE NIL ETA FOR OPENING OF ROAD - ROADTEK ARE STILL EN ROUTE
 7123 Unit 7123 current position updated to GARNET ST(QAS MT GARNET).
 7123 PAPERWORK ON STN
 [Page] Page processing complete to PIN Irrelevant Message sent successfully.
 OPENED TO PULL RECORDINGS - NEED TIMES

Priority Changes

Date	Time	Changed from Priority	Reason	User
02/04/2021	05:42:38	ICEMS	Patient Condition	Irrelevant
02/04/2021	05:47:08	1B	Patient Condition	

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
02/04/2021	05:41:25		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q21-P023589	ICEMS
02/04/2021	05:41:25		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q21-P023589	ICEMS
02/04/2021	05:41:26		Incident in Waiting Queue			
02/04/2021	05:41:26		Incident in Waiting Queue			
02/04/2021	05:41:26		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
02/04/2021	05:41:27		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
02/04/2021	05:41:36		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
02/04/2021	05:41:37		Incident in Waiting Queue Timer Clear			
02/04/2021	05:41:40		Read Incident		Incident 800 was Marked as Read.	7KERWEN
02/04/2021	05:41:40		Read Comment		Comment for Incident 800 was Marked as Read.	7KERWEN
02/04/2021	05:42:06		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q21-P023589	ICEMS
02/04/2021	05:42:06		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q21-P023589	ICEMS
02/04/2021	05:42:26		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
02/04/2021	05:42:26		Incident Late			
02/04/2021	05:42:38		Incident Priority Change		Incident priority changed from ICEMS to 1B due to Patient Condition	7KERWEN
02/04/2021	05:42:38		ProQA	KENNEDY HWY	ProQA determinant sent	7KERWEN
02/04/2021	05:42:38		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
02/04/2021	05:42:39		Incident Late			
02/04/2021	05:42:39		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
02/04/2021	05:42:42		Incident in Waiting Queue			
02/04/2021	05:42:42		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
02/04/2021	05:42:42		[RESET_TIMERS]		Incident queue timers have been reset	ICEMS
02/04/2021	05:42:49		Incident in Waiting Queue Timer Clear			
02/04/2021	05:42:52		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
02/04/2021	05:43:11		Read Comment		Comment for Incident 800 was Marked as Read.	12GRAPET
02/04/2021	05:43:42		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
02/04/2021	05:43:42		Incident Late			
02/04/2021	05:44:05		Read Comment		Comment for Incident 800 was Marked as Read.	7MARCOO
02/04/2021	05:44:32		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023589, Resource Status: WillAttend	ICEMS
02/04/2021	05:44:42		UserAction		User clicked Exit/Save	12GRAPET
02/04/2021	05:45:17		UserAction		User clicked Initial Assign	7JULGUI
02/04/2021	05:45:19		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7123 (00:11:08)	7JULGUI

Timestamp	Time	Unit	Action	Location	Details	Operator
02/04/2021	05:45:24		VisiCAD Recommendation		7185: 00:20:18, 7448: 00:25:44, 7109: 00:48:54, 7120: 00:59:00,	7JULGUI
02/04/2021	05:45:34		UserAction		7124: 00:54:55,	
02/04/2021	05:45:34		Initial Assignment		User Accepted 7185	
02/04/2021	05:45:37	7123	Dispatched	KENNEDY HWY	The following unit(s) is (are) recommended for assignment: 7185	7JULGUI
02/04/2021	05:45:37	7185	Dispatched	KENNEDY HWY	(00:20:18)	
02/04/2021	05:45:38		Incident Timer Clear		Response Number (005133)	7JULGUI
02/04/2021	05:45:38		[ICEMS]		Response Number (005134)	7JULGUI
02/04/2021	05:45:47		Read Comment		Incident Timer Cleared	
02/04/2021	05:46:27	7123	Resp	KENNEDY HWY	[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-	ICEMS
02/04/2021	05:46:27		[ICEMS]		P023589, Status: WillAttend	
02/04/2021	05:46:37		Incident Late		Comment for Incident 800 was Marked as Read.	5KADDAR
02/04/2021	05:46:52		Read Comment		Responding From = 7 MOUNT GARNET	7JULGUI
02/04/2021	05:47:08		Incident Priority Change		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-	ICEMS
02/04/2021	05:47:08	7123	Change Unit Priority		P023589, Status: EnRoute	
02/04/2021	05:47:08	7185	Change Unit Priority		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-	ICEMS
02/04/2021	05:47:08		Priority Upgrade/Downgrade Prompt		P023589, Status: EnRoute	
02/04/2021	05:48:40		UserAction		Active incident marked as late	
02/04/2021	05:50:01		Read Comment		Comment for Incident 800 was Marked as Read.	7JAAPAP
02/04/2021	05:50:29	7185	Resp	KENNEDY HWY	Incident priority changed from 1B to 1A due to Patient Condition	5KADDAR
02/04/2021	05:50:56		UserAction		Change Unit Priority from 1B to 1A	5KADDAR
02/04/2021	05:51:17		UserAction		Change Unit Priority from 1B to 1A	5KADDAR
02/04/2021	05:52:52	7123	At Scene	KENNEDY HWY	Change From 1B to 1A? - User clicked OK	5KADDAR
02/04/2021	05:52:52		[ICEMS]		User clicked Exit/Save	7MARCOO
02/04/2021	05:52:52		[ICEMS]		Comment for Incident 800 was Marked as Read.	7JAAPAP
02/04/2021	05:52:58		Read Comment		Responding From = MILLSTREAM PDE\PARK LANE	7JULGUI
02/04/2021	05:53:15		UserAction		User clicked Exit/Save	7KERWEN
02/04/2021	05:56:41		[ICEMS]		User clicked Exit/Save	7MARCOO
02/04/2021	05:56:48		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-	ICEMS
02/04/2021	05:57:37		UserAction		P023589, Status: OnScene	
02/04/2021	06:01:25		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-	ICEMS
02/04/2021	06:01:49		[ICEMS]		P023589, Status: OnScene	
02/04/2021	06:03:40		UserAction		Comment for Incident 800 was Marked as Read.	7KERWEN
02/04/2021	06:03:44		Read Comment		User clicked Exit/Save	7KERWEN
02/04/2021	06:04:07		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident	ICEMS
02/04/2021	06:04:07		[ICEMS]		Q21-P023589, Resource Status: EnRoute	
02/04/2021	06:04:20		UserAction		[ICEMS] Received Error from POL-Q: 10-Message received after	ICEMS
02/04/2021	06:05:06		UserAction		system acceptance timeout.	
02/04/2021	06:05:19		Read Comment		User clicked Exit/Save	5KADDAR
02/04/2021	06:05:53		UserAction		[ICEMS] Received Resource Status Update from FIRE-Q for	ICEMS
02/04/2021	06:08:20		UserAction		Incident Q21-P023589, Resource Status: EnRoute	
02/04/2021	06:11:16		UserAction		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-	ICEMS
02/04/2021	06:11:50	7185	At Scene	KENNEDY HWY	P023589	
02/04/2021	06:11:52		Read Comment		User clicked Exit/Save	7JAAPAP
02/04/2021	06:13:28		UserAction		Comment for Incident 800 was Marked as Read.	7JAAPAP
02/04/2021	06:19:30		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident	ICEMS
					Q21-P023589	
					[ICEMS] Received Error from FIRE-Q: 55-Message received after	ICEMS
					Operational Acceptance time	
					User clicked Exit/Save	7KERWEN
					User clicked Exit/Save	7MARCOO
					Comment for Incident 800 was Marked as Read.	7MARCOO
					User clicked Exit/Save	7MARCOO
					User clicked Exit/Save	7JAAPAP
					User clicked Exit/Save	7JULGUI
					User clicked Exit/Save	7JULGUI
					Comment for Incident 800 was Marked as Read.	7JULGUI
					User clicked Exit/Save	7KERWEN
					[ICEMS] Received Resource Status Update from POL-Q for Incident	ICEMS

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
02/04/2021	06:19:37	UserAction			Q21-P023589, Resource Status: OnScene			
02/04/2021	06:19:38	[ICEMS]			User clicked Exit/Save			7JULGUI
02/04/2021	06:25:33	[ICEMS]			[ICEMS] Received Error from POL-Q: 10-Message received after system acceptance timeout.			ICEMS
02/04/2021	06:31:07	Read Comment			[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023589, Resource Status: OnScene			ICEMS
02/04/2021	06:31:32	UserAction			Comment for Incident 800 was Marked as Read.			7JULGUI
02/04/2021	06:40:25	[ICEMS]			User clicked Exit/Save			7JULGUI
02/04/2021	06:40:26	[ICEMS]			[ICEMS] Error message 'Error sending Resource Status Update, please call agency AMB-Q.' has been marked as read			MT
02/04/2021	06:42:20	UserAction			[ICEMS] Error message 'Error sending Resource Status Update, please call agency AMB-Q.' has been marked as read			MT
02/04/2021	06:45:53	Read Comment			User clicked Exit/Save			7JAAPAP
02/04/2021	06:48:39	UserAction			Comment for Incident 800 was Marked as Read.			7JAAPAP
02/04/2021	07:09:40	7185 Available		KENNEDY HWY	User clicked Exit/Save			7JAAPAP
02/04/2021	07:09:40	7185 Disposition		KENNEDY HWY	Treatment Only No Transport			7SHECAR
02/04/2021	07:11:52	Read Comment			Comment for Incident 800 was Marked as Read.			7SHECAR
02/04/2021	07:13:27	UserAction			User clicked Exit/Save			7LYNBAS
02/04/2021	07:14:02	UserAction			User clicked Exit/Save			7TALRAD
02/04/2021	07:19:27	UserAction			User clicked Exit/Save			7LYNBAS
02/04/2021	07:19:28	UserAction			User clicked Exit/Save			22ANGWAT
02/04/2021	07:25:48	7123 Partially Av		PROPOSED RD	User clicked Exit/Save			7TALRAD
02/04/2021	07:30:23	Read Comment		GARNET ST	Comment for Incident 800 was Marked as Read.			7SHECAR
02/04/2021	07:31:52	UserAction			User clicked Exit/Save			7JUSWES
02/04/2021	07:36:11	UserAction			User clicked Exit/Save			7JUSWES
02/04/2021	08:09:13	[ICEMS]			[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P023589, Status: Closed			7TALRAD
02/04/2021	08:09:14	7123 Available		KENNEDY HWY	A Case Completed			7TALRAD
02/04/2021	08:09:14	7123 Disposition		KENNEDY HWY	Response Disposition: A Case Completed			7TALRAD
02/04/2021	08:09:14	7123 Response Closed		KENNEDY HWY	[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-P023589, Status: Closed			7TALRAD
02/04/2021	08:09:14	[ICEMS]			Comment for Incident 800 was Marked as Read.			ICEMS
03/04/2021	16:42:23	Read Comment			User clicked Exit/Save			7LYNBAS
03/04/2021	16:46:13	UserAction			User clicked Exit/Save			7LYNBAS
07/04/2021	09:40:10	Read Comment			Comment for Incident 800 was Marked as Read.			7MICMAN
07/04/2021	10:14:55	UserAction			User clicked Exit/Save			7MICMAN
11/04/2021	11:45:30	UserAction			User clicked Exit/Save			7BARCAL

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
02/04/2021	05:41:26	County		TABLELANDS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	Division	(NULL)	7 Mount Garnet	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	HomeSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	Response_Area		7 Mount Garnet	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	CurrentDivision	(NULL)	7 Mount Garnet	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/04/2021	05:41:26	Jurisdiction	(NULL)	7 Tablelands and Cape York	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS

02/04/2021	05:41:26	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	City		INNOT HOT SPRINGS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Postal_Code		4872	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	CurrentSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Battalion		7 Mount Garnet	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:26	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASICM01 ICEMS	ICEMS
02/04/2021	05:41:40	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:41:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:41:59	Address	KENNEDY HWY [Verify]	KENNEDY*	Address Change	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Address	KENNEDY HWY [Verify]	KENNEDY HWY	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Latitude	0	72301500	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Longitude	0	34792663	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Street_Id	NULL	836712	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Cross_Street		BATTLE CREEK RD/URAMO RD	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:05	Address	KENNEDY*	KENNEDY HWY	Change Verified	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:06	Pickup_Map_Info	(Blank)	7962		Response_Transports	KEDCADQASXCXA027KERWEN	
02/04/2021	05:42:06	Map_Info	NOT FOUND	7962		Response_Master_Incident	KEDCADQASXCXA027KERWEN	
02/04/2021	05:42:12	ProQaCaseNumber		16943800	(Response Viewer)	Incident	PA708	7KERWEN
02/04/2021	05:42:38	Priority_Description	ICEMS	1B	Patient Condition	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Priority_Number	60	2	Patient Condition	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Response_Plan		Acute	Updated by ProQA	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Incident_Type	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Problem	ICEMS	RTC HIGH MECH EJECTION	Updated by ProQA	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	Determinant		29D02n	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:42:38	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:43:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	MA502	12GRAPET
02/04/2021	05:44:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MARCOO
02/04/2021	05:45:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA417	5KADDAR
02/04/2021	05:46:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
02/04/2021	05:47:08	Priority_Description	1B	1A	Patient Condition	Response_Master_Incident	PA417	5KADDAR
02/04/2021	05:47:08	Priority_Number	2	1	Patient Condition	Response_Master_Incident	PA417	5KADDAR
02/04/2021	05:47:08	Current_UnitRespPriorityDesc	7123: 1B	1A	Patient Condition	Response_Vehicles_Assigned	PA417	5KADDAR
02/04/2021	05:47:08	Current_UnitRespPriorityDesc	7185: 1B	1A	Patient Condition	Response_Vehicles_Assigned	PA417	5KADDAR
02/04/2021	05:47:08	Priority_Description	1B	1A	Priority Change	Response_Master_Incident	PA417	5KADDAR
02/04/2021	05:49:27	Field_Data		U	Patient Name:	Response_User_Data_Fields	PA708	7KERWEN
02/04/2021	05:49:28	Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA708	7KERWEN
02/04/2021	05:50:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
02/04/2021	05:50:53	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	05:50:53	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA708	7KERWEN
02/04/2021	05:52:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7KERWEN
02/04/2021	06:03:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
02/04/2021	06:05:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MARCOO
02/04/2021	06:11:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7JULGUI

02/04/2021	06:31:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	DOH RTI 9907	7JULGUI
02/04/2021	06:45:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701		7JAAPAP
02/04/2021	07:11:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701		7LYNBAS
02/04/2021	07:30:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705		7JUSWES
03/04/2021	16:42:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701		7LYNBAS
03/04/2021	16:42:49	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA701		7LYNBAS
07/04/2021	09:40:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708		7MICMAN

RTI Release

Significant Incident Review

Mackay Local Ambulance Service Network

Authority:

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

Executive Summary:

On Saturday 3rd April 2021 at 13:22 hours, the Queensland Ambulance Service (QAS) received a request for service to attend Road Traffic Crash (RTC) on the Bowen Development Road, 2km east of Illamatha Road, Mt Coolon. The incident was located approximately 120 kilometres from Glenden, 126 km from Collinsville, and 149 kms from Moranbah. Initial information indicated a single vehicle had lost control and overturned 360 degrees, coming to rest on its wheels. A total of six patients were reported to be in the vehicle, the driver was a **Irrelevant** female, along with her 5 children ages between 5 and 13 years old, it was later found on emergency service arrival there were 4 children, 5 patients in total. Initial reports from bystanders stated all occupants of the vehicle self-extricated and were walking around at the scene.

Due to the high mechanisms, isolated location, and number of paediatric patients involved, both aerial and road crews were dispatched.

Initially Retrieval Services Queensland (RSQ) tasked both Mackay based helicopter 8412 and Rockhampton helicopter 8300 to the case. The Rockhampton helicopter landed to refuel in Moranbah and was directed by RSQ to turnaround and return to base. Townsville helicopter 8521 was then dispatched and transported the **Irrelevant** female patient to Townsville.

Glenden single officer Unit 2384 was the first to be dispatched because Collinsville Unit 1415 was on a RFDS aerial retrieval. Due to the delay in the dispatch of the Collinsville Unit, it was decided to dispatch a single officer from Moranbah in Unit 2386.

Mine paramedics arrived on scene at 14:33, these officers were able to assess all patients and provide accurate sitreps back to the Rockhampton Operations Centre, (OpCen) regarding patient injuries.

At 14:47 Moranbah Unit 2386 informed the Rockhampton OpCen he had hit a kangaroo, which caused a tyre to blow out and the vehicle veered into a culvert. Officer **Irrelevant** changed the tyre and discovered some damage to the front-end of the ambulance unit, he then reported this to the Duty Officer, who directed him to return to Moranbah in Unit 2386.

At 14:49 Rockhampton was unable to reach Glenden Unit 2384 via Push to Talk radio, (PTT). 15:02 Officer **Irrelevant** in Glenden Unit 2384 reported he had lost control of the vehicle and rolled, Officer **Irrelevant** stated he was not injured.

CQ Rescue 8412 arrived on scene at 15:00, the flight paramedic and 2 medical officers were then taken by private vehicle to the Glenden Unit RTC, approximately 2 kms away from the primary site. Flight crew were satisfied the patients from the primary site were stable and were left in the care of mine paramedics.

Officer **Irrelevant** was assessed by the Flight Medical Officers and was taken back to the primary site along with his drug kit and medical equipment.

On arrival back at the primary scene paramedics and medical officers cleared all the children of injuries and arranged transport to Townsville by private vehicle. Mother of the children was transported to Townsville in a stable condition, complaining of neck and should pain by Townsville Helicopter R8521

Officer **Irrelevant** was transported back to Mackay Base Hospital by CQ Rescue R8412 and was cleared of any injuries.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident **14109690** (Appendix 1). The review, conducted by the Mackay LASN Operations Team, will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

This was unable to be conducted at time of writing due to SIR timeframes coinciding with Easter long weekend.

If required a LASN Level Clinical Review will be conducted by the Mackay LASN, Manager of Clinical Education, Mr Graeme McIntyre. The review considers patient assessment, clinical decision making, treatment provided and clinical documentation standards.

Incident Review/Investigation:

Scope:

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

- Incident Detail Report, Incident Number 14109690
- All Digital Ambulance Report Forms associated with this incident;
- Geographical data of the incident location in proximity to the resources deployed in response;
- Response times of all QAS resources responding to the incident;

- Skill sets of Officers deployed to the incident;
- Clinical condition of patients involved; and
- Any workplace health and safety issues arising from the incident.

Background of Incident:

On Saturday 3rd April 2021 at 13:22 hours, the Queensland Ambulance Service (QAS) received a request for service to attend Road Traffic Crash (RTC) on the Bowen Development Road, 2km east of Illamatha Road, Mt Coolon.

The initial response provided by the QAS consisted of one Advanced Care Paramedic (ACPII) from Glenden Station, an Advanced Care Paramedic from Collinsville was to be dispatched after he had completed a RFDS transfer. Due to this delay a single Advanced Care Paramedic was also dispatched from Moranbah station.

RSQ had dispatched Mackay Helicopter R8412 and Rockhampton Helicopter R8300, and later Townsville Helicopter R8521. Rockhampton R8300 was stood down upon landing at Moranbah for fuel and returned to base.

The primary accident was approximately 5 kms from the Mt Coolon Hotel, and was directly in the middle of all QAS stations responding.

Google Maps distances:-

QAS Glenden – Approximately 120 km 1 hour 20 mins.

QAS Collinsville – Approximately 126 km 1hr 26 mins

QAS Moranbah - Approximately 149 km – 1 hr 56mins

However road conditions also played a part in this response with Collinsville having to travel mainly on sealed roads, as opposed to both Glenden and Moranbah travelling on a significant amount of gravel road.

DOH DISCLOSURE LOG



DOH DISCLOSURE LOG

Incident Information

Incident Number: 14100500 Incident Date: 03/04/2021 Priority: 15 AMPDS 280324

Incident Address: BOWEN DEVELOPMENTAL RD & ILLANATHI Incident Suburb: MOUNT COOLON Incident Postcode: 1804

Destination Location: 1104 KELIMATI Address: 110 Angus South Dr OOLONG AS

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

AVL	ARF	Unit	Response Area	First Unit	Transport	Cancel	Dispatched	On Case	On Scene
View	View	1415	Glendary	N	N	N	03/04/2021 14:38:21	03/04/2021 14:42:01	03/04/2021 15:59:34
View	View	2161	Glendary	N	Y	N	03/04/2021 16:01:35	03/04/2021 16:02:26	03/04/2021 16:19:33
View	View	2384	Glendary	N	N	Y	03/04/2021 13:24:50	03/04/2021 13:27:48	03/04/2021 15:52:04
View	View	2386	Glendary	N	N	Y	03/04/2021 14:19:27	03/04/2021 14:19:29	-
View	View	3300	Glendary	N	N	N	03/04/2021 13:52:26	03/04/2021 14:23:47	-
View	View	3412	Glendary	Y	Y	N	03/04/2021 13:35:33	03/04/2021 13:35:37	03/04/2021 15:40:43
View	View	3412	Glendary	Y	Y	N	03/04/2021 13:35:33	03/04/2021 13:35:37	03/04/2021 15:40:43
View	View	3521	Glendary	N	Y	N	03/04/2021 15:02:30	03/04/2021 15:38:00	03/04/2021 16:34:21

[Return](#) [CAD Image](#) [Refresh](#)

First Unit On Scene Times

Received	03/04/2021 13:24:34	
Dispatched	03/04/2021 13:24:50	Rec-Disp 00:10:59
On Case	03/04/2021 13:27:48	Disp-On Case 00:00:04
On Scene	03/04/2021 15:40:43	On Case-On Scene 02:05:06
Depart Scene	03/04/2021 17:12:03	On Scene-Depart 01:31:20
At Destination	03/04/2021 18:55:02	Depart-At Dest 01:42:59
Available	03/04/2021 19:25:27	At Dest-Clear 01:02:27
Clear	03/04/2021 19:57:29	
Upgrade	03/04/2021 13:24:30	Response Time 02:16:13

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Officer(s) Involved:

Primary Response Officers:		
	Classification	Station
Irrelevant	ACPII	Glenden Station
	ACPII	Moranbah Station
	ACPII	Collinsville Station
	Flight CCP	Mackay Station
	Flight CCP	Townsville Station

Patient Conditions:

Patient 1: (DARF: (503289917)	Irrelevant female. Patient complaining of pain to (R) forearm, Lac and swelling to chin/neck region.
Patient 2: (DARF: (503288508)	Irrelevant male. QAS Paramedic Nil complaints reported
Patient 3:	Nil eARFs found for the 4 children.

Timeline:

Time:	Activity:
13:22	Request for assistance received by QPS.
13:24	Glenden Unit 2384 assigned to case.
13:35	R8412 assigned to case.
13:52	R8300 assigned to case.
	R512 assigned to case.
14:19	Unit 2386 assigned to case.
13:41	QFES proceeding to scene.
14:33	Mine site Paramedic has arrived on scene: mother starting to get pain around neck and collarbone, 1 child getting a sore back. Batteries have been disconnected from vehicle.
14:43	Unable to contact unit 2384 on PTT message no longer transmitting effectively
14:47	Collinsville Unit 1415 assigned and now responding
14:47	Moranbah unit 2386 hit a kangaroo and ran off road- blown a tyre- will advise once back on road

14:58	Glenden Unit 2384 contacted OS- he has just rolled the vehicle; he has not been hurt but is frustrated.
14:59	QRFS not attending this incident
15:00	Rescue 412 Landed at scene.
15:02	Rescue 412 advise will send medical team to check on QAS officer,
15:03	CCP and two doctors in private vehicle going to 2384, everyone @ initial site alert and orientated, will leave with mine paramedic while they assess QAS officer
15:05	TSV Flight Paramedic advised on case via phone.
15:06	Confirm officer from 2384 is ok
15:07	Moranbah unit 2386 advise new tyre on, back on case
15:13	Moranbah Unit 2386 advise something has broken in the front suspension he will turn back and drive slowly to station.
15:16	Sit rep Rescue 412 Officer from 2386 uninjured and walking around at this stage- will secure vehicle and equipment and take officer and equipment back to main site- will then triage initial patients.
15:19	QPS arrive on scene
15:21	Rescue 300 landed at Moranbah for refuelling
15:27	Rescue 412 advise initial crash: 1 adult and four kids- total of 5 green multi - cas declared but 5 green & QAS Officer is the 6 th green- may stand down other units
15:30	TSV OCS has spoken with OS he can move officers from Home Hill down to Bowen to cover and move Bowen to Collinsville and the unit covering Collinsville to the incident site
15:34	TSV OCS has spoken with Rocky OCS to get Collinsville officer to proceed to the accident site
15:36	Moranbah unit 2386 stood down post conversation with SOS & OS
15:44	Rescue 300 stood down & returning to Base
15:48	Stand down Bowen Officer going to cover Collinsville, OIC Collinsville will cover Collinsville as he knows the area.
15:48	Sit Rep Rescue 412: 39 yof will go in TSV Helo-children transported by private means to TSV, R8412 will transport QAS Officer back to Mackay, refuelling in Moranbah
15:49	Sit Rep R8412 will transport all to Moranbah to meet with TSV Helo
15:50	Collinsville 1415 15KMS west of Mt Coolon- just passing Mt Coolon-be very cautious
15:51	R8412 Advise of updates will continue to scene to collect female patient
15:52	R300 ETA to Base 17:17
15:56	Collinsville Unit 1415 can stand down
15:58	2512 has a photo of 2384. As requested by OS-TSV will land on scene not meeting at Moranbah
15:58	Collinsville Unit 1415 one finished at scene will proceed back to QAS rollover and take more photos of scene.
15:59	TSV SOS advised all resources from Home Hill to be stood down.

Queensland Ambulance Service: Operational Incident Reporting

16:03	Bowen officer about to return to Collinsville in unit 2125 and OIC Collinsville OIC has logged on to cover.
16:21	2512 advise Glenden Officer beginning to get some back pain but still stable.
16:55	QPS-recovery of vehicle- will advise when have further information when tow and recovery of ambulance has been arranged- ambulance is on its roof.
17:14	R412 on route to Moranbah for Refuelling
17:42	R412 on ground refuelling
18:35	Recovery of Glenden Unit 2384 arranged by Mackay SOS – Towed back to Mackay by Hylands Towing
18:34	Unable to land at MKBH- ETA CQRescue Hanger-Request for QAS unit to transport QAS Officer to MKBH
19:01	Mackay Unit 2161 to transport QAS officer to MKBH from CQ Rescue Hangar

Response Times (incident 14109690):

The time stamps for incidents as follows:

Time Stamps:	Time:
Phone Pick Up:	13:22:36
Waiting in Queue:	13:24:34
Assigned:	13:24:50
1 st Unit Enroute:	13:27:48
1 st Unit Arrived:	15:00:14 (Rescue 8412)
Time of call to first unit on scene:	1 hr 37 mins 24 secs

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Active Cases Post Incident:

Incident	Incident Time	Priority	MPDS	MPDS Description	Address	Suburb
14110118	15.42.00	1C	13C03	Irrelevant		MACKAY
14110103	15.36.43	1C	21D05T			BOWEN
14110266	16.38.26	1C	02D06			WHITEHAVEN BEACH

Prior, during, and post this incident there were no major cases, occurring. Cases listed above are the only significant cases in the Mackay LASN during this timeframe.

Review Recommendations:

Outcomes/ Concerns of SIR:

1. This incident was located between Collinsville station, which is dispatched by the Townsville OpCen and Glenden and Moranbah which are dispatched by Rockhampton OpCen. This made co-ordination of crews and communication difficult, Dynamic Deployment between stations was very confusing when dealing with two OpCens, and two Operations Teams. This was also complicated by RSQ making decisions that were not passed onto Mackay Operations Team.
2. After debriefing with Officer **Irrelevant** it was found that responding Code 1 as a single officer has contributed to the RTC. Officer **Irrelevant** states he lost communication with Rockhampton OpCen, trying to rectify this he accidentally change the PTT radio to the Cairns channel, he looked down momentarily while trying to get back to the Rockhampton OpCen channel, and has looked back up to discover he had veered to the side of the gravel road. He has over corrected trying to regain control of the vehicle, causing the vehicle to roll.

DOH DISCLOSURE LOG

Recommendations/Intended Actions:

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

1. Having both Collinsville and Bowen controlled by the Townsville OpCen creates confusion on a daily basis. Not only from an acute perspective, but also when co-ordinating Interfacility Transfers. It would be beneficial to consider moving these to stations to the Rockhampton OpCen for consistency and continuity.
2. Officer **Irrelevant** has learnt a valuable lesson without serious or permanent injury. He now realises when driving in an emergency situation, particularly on unsealed roads, requires 100% concentration. When confronted with communication issues it is far more beneficial for the single officer to stop momentarily rather than continue driving, risk having an accident, and not arriving at the accident scene. Which was the case in this instance. Structured reflection could be beneficial to Officer **Irrelevant** development.
3. Push to Talk, (PPT), radios should be mandatory in all ambulance units stationed in rural areas. This equipment is vital for Paramedic safety as the location of single officer response units can be continually tracked by the OpCen.

Appendix of relevant documents/files:

The following documents are attached to this Significant Incident Review:

- Appendix 1* - Incident Detail Report – Incident Number **14109690**
Appendix 2 - DARF 503289917
Appendix 3 - DARF 503288508

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting



LASN Endorsement

Role	Name	Position	Signature	Date
Reviewer	James Cunington	Chief Superintendent LASN Manager		

(Document must be signed by LASN Manager, converted to PDF and sent to **Irrelevant** [ambulance.qld.gov.au](mailto:irrelevant@ambulance.qld.gov.au))

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14109690
 ProQA number: 16949162
 Console name: POLCADQASICM01
 Incident Date: 03/04/2021 13:22:36
 Last Updated:

Incident Information

Incident Type: ACUTE
Priority: 1B
Determinant: 29D02p
Base Response#: 010405
Confirmation#: 00363235
Taken By: ICEMS
Response Area: 2 Glenden
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 32944778
Patient Name:

Alarm Level:
Problem: RTC HIGH MECH ROLLOVER
Agency: QAS
Jurisdiction: 2 North West
Division: 2 Glenden
Battalion: 2 Glenden
Response Plan: Acute
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 68494747
Patient DOB:

Incident Location

Location Name:
Address: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD
Apartment:
Building:
City, State, Zip: MOUNT COOLON QLD 4804

County: WHITSUNDAY
Location Type:
Cross Street:
Map Reference: 8354

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type: ICEMS

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

Time Stamps

Description	Date	Time	User
Phone Pickup	03/04/2021	13:22:36	
1st Key Stroke	03/04/2021	13:22:36	
In Waiting Queue	03/04/2021	13:24:34	
Call Taking Complete	03/04/2021	13:22:36	ICEMS
1st Unit Assigned	03/04/2021	13:24:50	
1st Unit Enroute	03/04/2021	13:27:48	
1st Unit Arrived	03/04/2021	15:40:43	
Closed	03/04/2021	19:57:29	

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:16
Call Received to 1st Assign	00:02:14
Assigned to 1st Enroute	00:02:58.5
Enroute to 1st Arrived	02:12:55
Incident Duration	06:34:53

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
2384	13:24:50	Vehicle Change	13:27:48		15:52:04			15:52:08			Vehicle Change
R8412	13:35:33	A Case Completed	13:35:37		15:40:43		19:25:27	19:51:04			
8300	13:52:26	Services Not Required	14:23:47					15:45:08			
B2386	14:19:27	Vehicle Change	14:19:29					15:35:45			Vehicle Change
B1415	14:38:21	Treatment Only No Transport	14:42:01		15:59:34			17:24:11			

R8521 15:02:30
B2161 19:01:35

A Case Completed 15:38:00

16:34:21
1 3

19:54:22
18:36:44
19:57:29

DOH RTI 3907

Personnel Assigne

Unit
1415
2161
2384
2386
8300
8412
8521

Irrelevant

Pre-Scheduled Info
No Pre-Scheduled I

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
8412	TUH (HELIPAD) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0//	17:12:03	18:55:02	19:51:04
8521	TUH (HELIPAD) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0//	17:14:21	18:06:29	18:36:44
2161	QH MKBH (A&E) 475 Bridge Rd		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	19:26:19	19:38:27	19:57:29

Comments

Date	Time	User	Type
03/04/2021	13:22:37	ICEMS	Response
03/04/2021	13:22:37	ICEMS	Response
03/04/2021	13:22:37	ICEMS	Response
03/04/2021	13:22:37	ICEMS	Response
03/04/2021	13:24:30	2MORPLA	Response
03/04/2021	13:24:30	2MORPLA	Response
03/04/2021	13:24:39	ICEMS	Response
03/04/2021	13:24:48	1SUSHAL	Response
03/04/2021	13:24:50	PS	Response
03/04/2021	13:24:51	2MORPLA	Response
03/04/2021	13:24:52	PAGINGSERVICE	Response
03/04/2021	13:25:03	PS	Response
03/04/2021	13:25:06	PS	Response
03/04/2021	13:25:33	1SUSHAL	Response
03/04/2021	13:25:40	2MORPLA	Response
03/04/2021	13:26:22	1SUSHAL	Response
03/04/2021	13:26:47	1SUSHAL	Response
03/04/2021	13:27:11	1SUSHAL	Response
03/04/2021	13:27:13	2BLAMOW	Response
03/04/2021	13:27:40	1SUSHAL	Response
03/04/2021	13:27:54	2BLAMOW	Response
03/04/2021	13:27:57	1SUSHAL	Response

Comments

[POL-Q] Exact Lat/Lon=D21.50525/D147.05522
 [POL-Q] Contact at scene: **Irrelevant**
 [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : TUW INF. INF WAS DRIVING A WHITE HYUNDAI 831YZH. THE CAR SWERVED, ROLLED BUT IS UPRIGHT NOW. ALL OUT OF VEH. NO FUEL, FLUID LEAKAGE. INF - DRIVER 39YR F, CHIN & NECK ARE BLEEDING - JUST SCRAPES & GRAZES. NOBODY LOST CONSCIOUSNESS. ALL BREATHING. INF HAS CHILDREN WITH HER BUT THEY ARE OK. QPAGE ADDED. PINR. CHNR. VINR. SOLVE -MMMMM
 [POL-Q] Initial Incident Address information: BOWEN DEVELOPMENTAL RD(+) ILLAMATHA RD(+) MOUNT COOLON, WHITSUNDAY, QLD 4804
 [ProQA Dispatch] Dispatch Level: 29D02 (HIGH MECHANISM (k through t)) Suffix: p (Rollovers) Response Text: 1B QFES QPS QASPAGE **Irrelevant** Female, Conscious, Breathing. Problem Description: SINGLE VEH. ROLL OVER
 [ProQA: Key Questions] 1. The incident involves a rollover.
 <POL-Q< ON BOWEN DEVELOPMENTAL RD, ABOUT 2KM EAST OF ILLAMATHA RD.
 [Appended, 13:28:17] MINING CAMP - MOUNT COOLON MINING CAMP
 [Page] Dispatch page sent to Unit:2384, Sent From: KEDCADQASPIS01
 [ProQA: Key Questions] 2. Chemicals or other hazards are not involved. 3. There is no one trapped. 4. It's not known if anyone was thrown from the vehicle. 5. It's not known if everyone is completely awake (alert). 6. The type and nature of her injuries are not known. 7. It's not known if there is SERIOUS bleeding.
 Paging Groups Notified:2 CCS
 [Page] Dispatch page to Unit:2384 complete to PIN **Irrelevant** Message sent successfully.
 [Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
 [Appended, 13:28:17] HOTEL PHONE **Irrelevant**
 ATTEMPTED CALL BACK - NIL ANSWER
 [Appended, 13:28:17] CALLER NOT ON SCENE
 [Appended, 13:28:17] PERSON ON SITE 0487341041 (BROCK)
 [Appended, 13:28:17] INCIDENT ON THE BOWEN DEVELOPMENT RD
 2384 UTC UM OR SELCAL
 [Appended, 13:28:17] CALLER STATES CLERMONT WOULD BE THE CLOSEST RESPONSE
 2384 ANSWERED PERSONAL MOB
 [Appended, 13:28:17] [ProQA Dispatch] Dispatch Level: 29D02 (HIGH MECHANISM (k through t)) Suffix: p
 254 of 468

03/04/2021	13:27:57	1SUSHAL	Response	(Rollovers) Response Text: 1B QFES QPS QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 4. Problem Description: ROLLED CAR 20KMS OUT OF MT COOLON TOWARDS BELYANDO/CLERMONT - THEY ARE NOT RESPONDING
03/04/2021	13:28:18	2BLAMOW	Response	[Appended, 13:28:17] [ProQA: Key Questions] 1. The incident involves a rollover. Dispatcher Appended [14109706] to this incident
03/04/2021	13:28:18	2BLAMOW	Response	LINK: [14109706] to [14109690] because [14109706] appends to [14109690]
03/04/2021	13:28:28	1STEBOL	Response	QAS OFFICER 1415 ON SCENE AT COLLINSVILLE HOSP SEE ID 14107799 [Shared]
03/04/2021	13:30:42	8KIRJEF	Response	[Private] RK COMMS CONFERENCE WITH NOMC AS SOMC ON TELEHEATH
03/04/2021	13:31:24	1SUSHAL	Response	PHONED BROCK ON SCENE [Shared]
03/04/2021	13:32:03	1SUSHAL	Response	ROLLED VEHICLE HARSH IMPACT ON DRIVERS SIDE - VEHICLE WAS HEADING TOWARDS CLERMONT OR CHARLEVILLE - 6 PEOPLE IN TOTAL IN THE VEHICLE (5 CHILDREN) [Shared]
03/04/2021	13:32:21	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-P023824
03/04/2021	13:32:22	2BLAMOW	Response	>FIRE-Q> SINGLE VEH ROLLOVER - 5 KIDS BUT ?1 PT Irrelevant F
03/04/2021	13:32:33	8KIRJEF	Response	[Private] NOMC APPROVED R412 DIVERSION
03/04/2021	13:32:41	1SUSHAL	Response	ALL PERSONS ARE AWAKE AND ABLE TO WALK AROUND [Shared]
03/04/2021	13:32:49	1SUSHAL	Response	NIL BLEEDING FROM ANY PATIENTS [Shared]
03/04/2021	13:32:52	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
03/04/2021	13:33:09	1SUSHAL	Response	ADULT - SCRATCHES FROM SHATTERS GLASS [Shared]
03/04/2021	13:33:46	1SUSHAL	Response	EVERYTHING FROM INSIDE THE CAR WAS THROWN FROM THE VEHICLE - UNKNOWN IF ANY HAZARDS [Shared]
03/04/2021	13:33:52	1SUSHAL	Response	[ProQA: Key Questions] 2. It's not known if chemicals or other hazards are involved. 3. There is no one trapped. 4. No one was thrown from the vehicle. 5. Everyone appears to be completely awake (alert). 6. Their injuries are described as other than to a NOT DANGEROUS area. 7. There is some bleeding, not serious. [Shared]
03/04/2021	13:33:52	1SUSHAL	Response	[ProQA] : Age unknown, Gender unknown, Conscious, Breathing. Multiple patients involved: 6. [Shared]
03/04/2021	13:33:57	ICEMS	Response	POL-Q EnRoute
03/04/2021	13:34:21	1SUSHAL	Response	APPROX AGE RANGING FROM 5YRS TO 13YRS . ADULT FEMALE IS Irrelevant [Shared]
03/04/2021	13:35:00	1SUSHAL	Response	VEHICLE IS APPROX 5METERS OFF THE ROAD ON THE LEFT HAND SIDE AS YOU TRAVEL TOWARDS MT COOLON [Shared]
03/04/2021	13:35:19	8KIRJEF	Response	[Private] R412 ADV OF CASE DETAILS - MED TEAM CALLING BACK
03/04/2021	13:36:00	2BLAMOW	Response	PLS CONFIRM DEF 20K FROM MT COOLON? JUST CONFIRMING AS GLENDEEN DEF CLOSER THAN CLERMONT
03/04/2021	13:36:24	1SUSHAL	Response	INFORMANT HAD TO GO 1MINUTE DOWN THE ROAD FROM THE ACCIDENT TO GET PHONE RECEPTION [Shared]
03/04/2021	13:38:15	ICEMS	Response	FIRE-Q EnRoute
03/04/2021	13:39:08	2BLAMOW	Response	2384 CAN LIKELY FIT 3 OF THE KIDS IN THE CAR IF HELO TAKES MOTHER - WILL LIAISE ONCE ON SCENE - ADV AND ACK COLLINSVILLE TO ATTEND ONCE FREE
03/04/2021	13:39:49	ICEMS	Response	<FIRE-Q< ARE THERE ANY ENTRAPMENTS?
03/04/2021	13:40:06	2BLAMOW	Response	>FIRE-Q> BELIEVE NOT, ALL ?SELF EXTRICATED
03/04/2021	13:42:45	2BLAMOW	Response	>FIRE-Q> 2K EAST OF ILLAMATHA
03/04/2021	13:43:25	8AMAMIL	Response	R300 ACCEPTED TASKING PROVISIONAL LAT AND LONGS GIVEN ADV WILL BE BACKING UP R412
03/04/2021	13:46:01	2BLAMOW	Response	2384 ADV OF ADDITIONAL HELO PROVISIONALLY TASKED
03/04/2021	13:46:21	8AMAMIL	Response	?POSITION IN RELATION TO WIRRALE GOLD MINE
03/04/2021	13:52:27	PS	Response	[Page] Dispatch page sent to Unit:8300, Sent From: KEDCADQASPIS01
03/04/2021	13:52:29	PAGINGSERVICE	Response	Paging Groups Notified:2 CCS
03/04/2021	13:52:31	8LACWEA	Response	[Notification] [QAS]-FROM R300 - WILL NEED TO HEAD VIA MORANBAH FOR REFUEL - ETA SCENE WILL BE AT LEAST 2 HOURS - 92 MIN FLIGHT TIME PLUS 20MIN REFUEL
03/04/2021	13:52:55	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
03/04/2021	13:53:11	2BLAMOW	Response	2384 ADV OF ADDITIONAL HELO ETA
03/04/2021	13:54:47	8LACWEA	Response	[Private] SZCC AWARE OF HELO ETA
03/04/2021	13:56:40	2BLAMOW	Response	2384 APPROX 1HR20MIN FROM SCENE
03/04/2021	13:59:06	2BLAMOW	Response	MORANBAH ADV APPROX 3HRS RESPONSE TIME TO BOWEN DEV RD + ADDITIONAL TIME ONCE ON BOWEN DEV TO ACTUAL SCENE
03/04/2021	14:04:44	8AMAMIL	Response	[Private] R412 LANDED AT MORANBAH FOR FUEL
03/04/2021	14:17:38	2KIRSCO1	Response	2384 PTT test
03/04/2021	14:19:28	PS	Response	[Page] Dispatch page sent to Unit:2386, Sent From: KEDCADQASPIS01
03/04/2021	14:19:38	2KIRSCO1	Response	2386 heading towards location- awaiting further
03/04/2021	14:22:49	8KIRJEF	Response	8300 DEP RK > MOORANBAH 4POB ETA 1517 - FILLING UP AND CONT TO PRIMARY SCENE
03/04/2021	14:25:46	8AMAMIL	Response	Flight Following for 8412: [LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD][ETA]1425[FUEL][SOB]
03/04/2021	14:26:20	1STEBOL	Response	1415 COLLINSVILLE CLEAR OF RFDS IN APPROX 5MINS - WILL RETURN NURSE HOSP, THEN PROCEED

03/04/2021	14:26:45	1STEBOL	Response	ON CASE
03/04/2021	14:29:44	8AMAMIL	Response	[Notification] [QAS]-1415 COLLINSVILLE CLEAR OF RFDS IN APPROX 5MINS - WILL RETURN NURSE HOSP, THEN PROCEED ON CASE
03/04/2021	14:31:30	2BLAMOW	Response	[Notification] [QAS]-R412 ETA SCENE 1451
03/04/2021	14:31:40	2BLAMOW	Response	2386 & 2386 ADV BELOW - MORANBAH ON RED HILL RD 2HRS OUT -
03/04/2021	14:32:10	2BLAMOW	Response	2384 ACK ALSO
03/04/2021	14:33:15	1SUSHAL	Response	2384 ETA 40K
03/04/2021	14:33:43	1SUSHAL	Response	Duplicate call appended to incident at 14:33:15
03/04/2021	14:34:47	1JANSTO	Response	CALLBACK FROM SCENE - MINE PARAMEDICS ARE NOW ON SCENE - NEED TO CONFIRM WHERE QAS IS RESPONDING FROM
03/04/2021	14:35:00	1SUSHAL	Response	[Notification] [QAS]-CALLBACK FROM SCENE - MINE PARAMEDICS ARE NOW ON SCENE - NEED TO CONFIRM WHERE QAS IS RESPONDING FROM
03/04/2021	14:36:31	2BLAMOW	Response	[Notification] [QAS]-MOTHER STARTING TO GET PAIN AROUND NECK & COLLARBONE . 1 CHILD GETTING A SORE BACK
03/04/2021	14:36:33	1SUSHAL	Response	RESPONDING FROM GLENDEN AND MORANBAH + 2 X HELO - ONE FROM MACKAY ONE FROM ROCKHAMPTON
03/04/2021	14:37:16	1SUSHAL	Response	BATTERIES HAVE BEEN DISCONNECTED FROM THE CAR - NIL LEAKS
03/04/2021	14:37:41	2BLAMOW	Response	CALLER HAS BEEN GIVEN UPDATE ON ETA OF RESPONSES - NIL CONCERNS JUST AWAITING QAS - MINE SITE PARAMEDICS ON SCENE ASSISTING WITH PATIENTS
03/04/2021	14:38:20	PS	Response	2386 ADV AND COPIED BELOW - 2384 ALSO COPIED
03/04/2021	14:38:52	2BLAMOW	Response	[Page] Dispatch page sent to Unit:1415, Sent From: KEDCADQASPIS01
03/04/2021	14:39:06	2BLAMOW	Response	2384 ACK BUT PTT ISSUES - BROKEN MESSAGES WITH DELAYS IN TRANSMISSION
03/04/2021	14:39:30	1JANSTO	Response	2384 AS BELOW, MESSAGES ARE THUS UNREADABLE
03/04/2021	14:39:37	2BLAMOW	Response	[Notification] [QAS]-COLLINSVILLE 1415 ENROUTE CODE 1
03/04/2021	14:40:16	2BLAMOW	Response	2384 UTC ON U
03/04/2021	14:43:30	2BLAMOW	Response	2384 PHONED ON SAT PHONE - UNABLE TO GET THRYU
03/04/2021	14:44:55	2BLAMOW	Response	ATTEMPTED TO CONTACT 2384 ON SAT PHONE FOR BOTH GLENDEN VEH - UNABLE TO GET THRU.
03/04/2021	14:47:27	2BLAMOW	Response	ADV VIA SAT PTT THAT MESSAGES NO LONGER TRANSMITTING EFFECTIVELY AND TO CALL ON SAT PHONE IF ABLE - UNABLE TO CONFIRM IF MESSAGE COPIED
03/04/2021	14:49:07	7LYNBAS	Response	1415 LEAVING COLLINSVILLE NOW
03/04/2021	14:59:12	8AMAMIL	Response	2386 KANGAROO RAN ME OFF THE ROAD - BLOWN A TYRE - WILL ADV ONCE BACK ON THE ROAD - NO ASSISTANCE REQ YET JUST ASSESSING DAMAGE
03/04/2021	14:59:39	ICEMS	Response	[Notification] [QAS]-2384 UNABLE TO READ MESSAGE - SAY AGAIN - DISPATCHER ADVISED CAME THROUGH TO CAIRNS COMMS - CAIRNS NOW UNABLE TO GET THROUGH TO VEHICLE ON PTT
03/04/2021	15:00:14	8AMAMIL	Response	Flight Following for 8412: [LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD][ETA]1455[FUEL][SOB]
03/04/2021	15:02:13	2EDWMOO	Response	<FIRE-Q< QFES NOT ATTENDING THIS INCIDENT
03/04/2021	15:02:29	PS	Response	R412 LANDED AT SCENE
03/04/2021	15:02:41	PS	Response	2384 has Rolled aprox 20 km from scene - officer is ok
03/04/2021	15:02:53	8AMAMIL	Response	[Page] Dispatch page sent to Unit:8521, Sent From: KEDCADQASPIS01
03/04/2021	15:03:33	2BLAMOW	Response	[Page] Dispatch page to Unit:8521 complete to PIN Irrelevant Message sent successfully.
03/04/2021	15:05:21	1DAVBEI	Response	[Private] R412 ADV WILL SEND MED TEAM TO CHECK ON QAS OFFICER
03/04/2021	15:06:24	2BLAMOW	Response	2512 ME AND TWO DRS IN PRIV CAR GOING TO 2384 - EVERYONE @ INITIAL SITE ALERT AND ORIENTED WILL LEAVE WITH MINE PARAMEDICS WHILE WE ASSESS QAS OFFIVER
03/04/2021	15:07:27	2BLAMOW	Response	TSV FLIGHT PARA ADVISED ON CASE VIA PHONE
03/04/2021	15:10:28	2EDWMOO	Response	2384 CONFIRMED OFFICER OK - ADV CCP + MO'S ON THEIR WAY TO HIM
03/04/2021	15:11:03	1DAVBEI	Response	2386 OFFICER ADV NEW TYRE ON - BACK ON ROAD MOMENTARILY
03/04/2021	15:11:59	1DAVBEI	Response	SMS notification X 2
03/04/2021	15:13:24	2BLAMOW	Response	COLLINSVILLE 1415 WILL STAY ON CHANNEL SAT PTT S1 FOR NOW
03/04/2021	15:16:49	2BLAMOW	Response	ADVISED 1415 OF ALL OF WHAT HAS HAPPENED
03/04/2021	15:19:49	ICEMS	Response	2386 BROKEN A TIN IN FRONT SUSPENSION ?IF NTO REQ TO TURN BACK AND LIMP TO STN
03/04/2021	15:21:20	8LACWEA	Response	#SR 2512 OFFICER UNINJURED AND WALKING AROUND AT THIS STAGE - SECURED VEH AND EQUIP FROM IT, TAKING OFFICER AND EQUIP BACK TO MAIN SITE - WILL THEN TRIAGE INITIAL PTS
03/04/2021	15:22:03	2BLAMOW	Response	POL-Q OnScene
03/04/2021	15:27:47	2BLAMOW	Response	8300 LANDED MORANBAH FOR REFUEL
03/04/2021	15:30:27	1DAVBEI	Response	2512 ADV 8300 @ MORANBAH
				2512 INITIAL CRASH: 1 ADULT AND 4 KIDS - TOTAL OF 5 GREEN MULTI CAS DECLARED BUT 5 GREEN + OFFICER GAGEN IS 6TH GREEN - WILL WORK OUT LOGISTICS. MORANBAH CAN LIKELY STAND DOWN - WILL ADV IN 10 MIN
				TSV OCS HAS SPOKEN WITH MACKAY SOS - CAN MOVE HH OFFICER DOWN FROM HOME HILL TO

03/04/2021	15:34:27	1DAVBEI	Response	BOWEN / THEN MOVE A BOWEN TO COLLINSVILLE / COLLINSVILLE TO RTC SITE DOH RTI 3907 SPOKE WITH ROCKY OCS WILL GET OFFICER IN COLLINSVILLE TO GO TO RTC SOONISH - SHE WILL CHANGE INTO COLLINSVILLE 2197 WITH SAT TRACKING / SAT PHONE ETC - AFTER TALKING WITH TSV SOS MG & RM THEY WILL SEND AN SMS OUT WITH OT SO CAN SEND SOMEONE TO BOWEN TO ASSIST WITH COVERAGE
03/04/2021	15:36:10	2BLAMOW	Response	2386 STOOD DOWN POST CONVERSATION WITH OS
03/04/2021	15:36:17	2BLAMOW	Response	DUE TO BROKEN VEH*
03/04/2021	15:36:36	1DAVBEI	Response	MACKAY SOS WANTED TO GO WITH PLAN OF A BURDEKIN OFFICER TO ASSIST WITH COVERAGE IN BOWEN
03/04/2021	15:37:35	1DAVBEI	Response	EMD TSV HAS 2238 HEADING TO COLLINSVILLE NOW / 2125 IN COLLINSVILLE WILL CHANGE INTO 2197 WITH SAT PTT AND HEAD TO RTC WHEN BOWEN 2238 IS CLOSER TO COLLINSVILLE
03/04/2021	15:37:53	8AMAMIL	Response	[Notification] [QAS]-R521 ETA PRIMARY SCENE 1630
03/04/2021	15:38:16	8AMAMIL	Response	Flight Following for 8521: [LAT]19°19'13.03"S[LON]146°45'44.09"E[ALT][HDG][SPD] [ETA]1630[FUEL]4.5HOURS[SOB]5
03/04/2021	15:41:37	2BLAMOW	Response	2512 PAGED W TSV HELO ETA
03/04/2021	15:44:51	8AMAMIL	Response	NZCC AUTH R300 TO STAND DOWN & RETURN TO BASE R300 ADV TO STAND DOWN
03/04/2021	15:48:13	1DAVBEI	Response	CALL FROM MACKAY SOS Irrelevant - WILL STAND DOWN BOWEN OFFICER GOING TO COLLINSVILLE AND Irrelevant OIC WILL COME IN AND COVER AS KNOWS THE AREA
03/04/2021	15:48:34	2BLAMOW	Response	2512 MOTHER WILL GO IN TSV HELO - CHILDREN TX PRIV MEANS TO TSV - WE WILL TAKE Irrelevant BACK TO MKY - JUST SPEAKING WITH TSV NOW - THEY WILL REFUEL AT MORANBAH, BUT SO WILL WE, CAN FIT ALL IN 8412
03/04/2021	15:49:31	2BLAMOW	Response	2512 WILL ?TAKE ALL IN 8412 TO MORANBAH TO MEET WITH TSV
03/04/2021	15:50:31	1STEBOL	Response	1415 15KMS WEST OF MT COOLON - JUST PASSING MT COOLON - BE VERY CAUTIOUS
03/04/2021	15:51:12	8AMAMIL	Response	R521 ADV OF UPDATES WILL CONTINUE TO SCENE TO COLLECT MUM
03/04/2021	15:52:26	8AMAMIL	Response	[Private] R300 ETA BASE 1717 4POB
03/04/2021	15:56:00	2BLAMOW	Response	2512 ADV COLLINSVILLE AMBULANCE VEH CAN STAND DOWN
03/04/2021	15:56:52	ICEMS	Response	FIRE-Q has updated their incident status to Closed
03/04/2021	15:57:27	2BLAMOW	Response	2512 HAVE PHOTO OF 2384 - REQ OS RYALS CALL 2512 - TSV WILL LAND ON SCENE NOT MEETING AT MORANBAH.
03/04/2021	15:58:12	1DAVBEI	Response	1415 ONCE DONE AT SCENE WILL PROCEED BACK TO ROLLOVER QAS VEH AND TAKE SOME PICS OF ROAD / VEH
03/04/2021	15:59:20	2BLAMOW	Response	ATTEMPTED TO PH OS, NIL RESPOSE - REFERRED TO OCS
03/04/2021	15:59:29	1DAVBEI	Response	TSV SOS ADVISED ALL RESOURCES STOOD DOWN FROM HH
03/04/2021	16:00:01	1STEBOL	Response	1415 30KMS WEST MT COOLON
03/04/2021	16:03:38	1DAVBEI	Response	ADVISED MACKAY SOS BOWEN OFFICER ABOUT TO HEAD BACK TO COLLINSVILLE IN 2125 AND MICK IS LOGGED IN COLLINSVILLE SO COVER THERE
03/04/2021	16:07:53	2EDWMOO	Response	Final page sent
03/04/2021	16:08:32	8LACWEA	Response	Flight Following for 8521: [LAT]19°19'13.03"S[LON]146°45'44.09"E[ALT][HDG][SPD][ETA][FUEL][SOB]
03/04/2021	16:13:31	2BLAMOW	Response	OFFICER THAT WAS IN GLENDEEN VEH: Irrelevant 100684
03/04/2021	16:21:53	2BLAMOW	Response	***LATE ENTRY*** 2512 ADV OFFICER BEGINNING TO GET SOME BACK PAIN BUT IS STILL STABLE
03/04/2021	16:25:19	2BLAMOW	Response	AS 2142
03/04/2021	16:53:50	2KIRBRE	Response	CALL FROM QPS - RE RECOVERY VEHICLE - HAVE ADVISED WILL UPDATE WHEN WE HAVE ANY FURTHER INFO
03/04/2021	16:55:10	ICEMS	Response	<POL-Q> QPS OFFICER ON SCENE MAKING ENQUIRIES ON BEHALF QAS OFFICERS RE OF TOW AND RECOVERY OF THE AMBULANCE HAS BEEN ARRANGED - AMBULANCE IS ON ITS ROOF - REQUEST QAS CONTACT THEIR OFFICER ON SCENE RE RECOVERY AND TOW OF AMBULANCE VEHICLE 542SMT
03/04/2021	16:55:55	2BLAMOW	Response	ATTEMPTED TO CALL 2512 RE BELOW - STRAIGHT TO VMAIL
03/04/2021	17:02:12	1STEBOL	Response	1415 DROPPED 1 PT ONTO TSV CHOPPER - WILL BE HERE AS LITTLE LONGER
03/04/2021	17:06:22	8AMAMIL	Response	ETA MORANBAH FOR FUEL 1735 6POB 2 HRS ENDURANCE
03/04/2021	17:13:14	8AMAMIL	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD] [ETA]1810[FUEL]2H45M[SOB]6
03/04/2021	17:14:16	8AMAMIL	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA][FUEL][SOB][CMT]ETA 1735 MORANBAH FUEL DISREGARD PREV NOTE
03/04/2021	17:14:58	8AMAMIL	Response	Flight Following for 8521: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA]1810[FUEL]2H 45M[SOB]6[CMT]SECURITY NOTIFIED ETA
03/04/2021	17:24:23	PS	Response	[Page] Page processing complete to PIN 0429489644: 40909120 Message sent successfully.
03/04/2021	17:42:51	8LACWEA	Response	R412 ON GROUND MORANBAH
03/04/2021	17:57:18	8AMAMIL	Response	Flight Following for 8521: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA]1810[FUEL][SOB]
03/04/2021	17:57:39	8AMAMIL	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA]1800[FUEL][SOB]

03/04/2021	18:06:39	PS	Response	[Page] Page processing complete to PIN 0427942826: 40443344 Message sent successfully.
03/04/2021	18:16:31	8AMAMIL	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA]1852[FUEL]2H30M[SOB]6
03/04/2021	18:17:28	8AMAMIL	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA][FUEL][SOB][CMT]DEPARTED 1803 - ADVISED MKBH
03/04/2021	18:34:42	8MELJAC	Response	[Notification] [QAS]-R412 UNABLE TO LAND AT MKBH- ETA CQRESCUE HANGAR 1851. REQUESTING QAS UNIT FOR PT TX TO MKBH THANKS, MEL
03/04/2021	18:36:17	8MELJAC	Response	[Private] ADVISED RK COMMS - RESPONSE PLAN 1900 LOG ON AS 1830 LOG ON HAS A CODE 1 PENDING
03/04/2021	18:36:58	PS	Response	[Page] Page processing complete to PIN 0427942826: 40443486 Message sent successfully.
03/04/2021	18:37:25	8MELJAC	Response	UPDATED MKBH
03/04/2021	18:54:47	8MELJAC	Response	Flight Following for 8412: [LAT]21°30'18.91"S[LON]147°03'18.8"E[ALT][HDG][SPD][ETA][FUEL][SOB][CMT]TRACKING NEAR AIRPORT
03/04/2021	19:01:36	PS	Response	[Page] Dispatch page sent to Unit:2161, Sent From: KEDCADQASPI01
03/04/2021	19:01:56	PS	Response	[Page] Dispatch page to Unit:2161 complete to PIN 0432377860: 40443649 Message sent successfully.
03/04/2021	19:26:30	2SHEMOR	Response	Irrelevant was added to the incident 03/04/2021 19:26:30.
03/04/2021	19:26:45	2SHEMOR	Response	Irrelevant was removed from the incident 03/04/2021 19:26:45.
03/04/2021	19:38:38	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
03/04/2021	19:38:49	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
03/04/2021	19:47:22	ICEMS	Response	POL-Q has updated their incident status to Closed
03/04/2021	19:51:40	2SHEMOR	Response	Irrelevant was added to the incident 03/04/2021 19:51:40.
03/04/2021	19:52:12	2SHEMOR	Response	Irrelevant was removed from the incident 03/04/2021 19:52:12.
03/04/2021	19:57:41	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.

Priority Changes

Date	Time	Changed from Priority	Reason	User
03/04/2021	13:24:30	ICEMS	Patient Condition	Platen, Morgen

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
03/04/2021	13:22:36		Incident in Waiting Queue			
03/04/2021	13:22:36		Incident in Waiting Queue			
03/04/2021	13:22:36		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q21-P023824	ICEMS
03/04/2021	13:22:36		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q21-P023824	ICEMS
03/04/2021	13:22:37		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
03/04/2021	13:22:37		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
03/04/2021	13:22:43		Read Incident		Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	13:22:43		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	13:22:46		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
03/04/2021	13:22:47		Incident in Waiting Queue Timer Clear			
03/04/2021	13:23:36		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
03/04/2021	13:23:36		Incident Late			
03/04/2021	13:23:43		No AML Position	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	AML data appended from duplicate call (Incident #14109706): No AML position received with this call	SDSIAML
03/04/2021	13:23:50		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q21-P023824	ICEMS
03/04/2021	13:23:50		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q21-P023824	ICEMS
03/04/2021	13:24:30		Incident Priority Change		Incident priority changed from ICEMS to 1B due to Patient Condition	2MORPLA
03/04/2021	13:24:30		ProQA	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	ProQA determinant sent	2MORPLA
03/04/2021	13:24:30		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
03/04/2021	13:24:30		Incident Late			
03/04/2021	13:24:30		Pending Incident Time Warning		Pending Incident Time Warning timer expired	

03/04/2021	13:24:33		[RESET_TIMERS]		Incident queue timers have been reset	DOH RTI 8997	ICEMS
03/04/2021	13:24:34		Incident in Waiting Queue				
03/04/2021	13:24:34		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired		
03/04/2021	13:24:35		Read Comment		Comment for Incident 162 was Marked as Read.		2EDWMOO
03/04/2021	13:24:39		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P023824		ICEMS
03/04/2021	13:24:41		Incident in Waiting Queue Timer Clear				
03/04/2021	13:24:42		UserAction		User clicked Initial Assign		2BLAMOW
03/04/2021	13:24:44		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired		
03/04/2021	13:24:45		Initial Assignment		The following unit(s) is (are) recommended for assignment: 2384 (01:53:42)		2BLAMOW
03/04/2021	13:24:49		Incident Timer Clear		Incident Timer Cleared		
03/04/2021	13:24:50	2384	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number (010405)		2BLAMOW
03/04/2021	13:25:20		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P023824		ICEMS
03/04/2021	13:25:50		Incident Late		Active incident marked as late		
03/04/2021	13:26:23		UserAction		User clicked Exit/Save		2MORPLA
03/04/2021	13:27:47		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P023824, Status: EnRoute		ICEMS
03/04/2021	13:27:48	2384	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = 2(053) GLENDEN.		2BLAMOW
03/04/2021	13:28:17		[ICEMS]		[ICEMS] Incident 14109706 has been merged with 14109690		ICEMS
03/04/2021	13:28:18		Append Incident		Dispatcher Appended [14109706] to this incident		2BLAMOW
03/04/2021	13:28:18		Link Incident		LINK: [14109706] to [14109690] because [14109706] appends to [14109690]		2BLAMOW
03/04/2021	13:29:33		Read Comment		Comment for Incident 162 was Marked as Read.		8KIRJEF
03/04/2021	13:30:13		UserAction		User clicked Exit/Save		1CHRSH
03/04/2021	13:32:21		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-P023824		ICEMS
03/04/2021	13:32:43		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P023824, Resource Status: WillAttend		ICEMS
03/04/2021	13:32:52		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q21-P023824		ICEMS
03/04/2021	13:32:53		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023824, Resource Status: WillAttend		ICEMS
03/04/2021	13:33:57		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P023824, Resource Status: EnRoute		ICEMS
03/04/2021	13:35:33		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P023824, Status: EnRoute		ICEMS
03/04/2021	13:35:33	8412	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number: 010453;		8KIRJEF
03/04/2021	13:35:37	8412	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = 2(040) MACKAY AIRPORT RTY.		8KIRJEF
03/04/2021	13:35:41		Read Comment		Comment for Incident 162 was Marked as Read.		8KIRJEF
03/04/2021	13:37:12		Read Comment		Comment for Incident 162 was Marked as Read.		1SUSHAL
03/04/2021	13:37:55		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		8KIRJEF
03/04/2021	13:38:12		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		8KIRJEF
03/04/2021	13:38:15		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023824, Resource Status: EnRoute		ICEMS
03/04/2021	13:39:04		UserAction		User clicked Exit/Save		1SUSHAL
03/04/2021	13:39:28		Read Comment		Comment for Incident 162 was Marked as Read.		8AMAMIL
03/04/2021	13:39:48		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P023824		ICEMS
03/04/2021	13:39:53		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident		ICEMS

03/04/2021	13:40:06		[ICEMS]		Q21-P023824 [ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21- P023824	ICEMS
03/04/2021	13:40:13		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21- P023824	ICEMS
03/04/2021	13:40:23	2384	Calculate Vehicle ETA	COLLINSVILLE ELPHINSTONE RD/PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 01:47:05	8AMAMIL
03/04/2021	13:40:23	8412	Calculate Vehicle ETA	2(040) MACKAY AIRPORT RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	8AMAMIL
03/04/2021	13:40:29		UserAction		User clicked Exit/Save	8KIRJEF
03/04/2021	13:40:37		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	13:42:45		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21- P023824	ICEMS
03/04/2021	13:42:49		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21- P023824	ICEMS
03/04/2021	13:46:22		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	13:50:02		Read Comment		Comment for Incident 162 was Marked as Read.	1DALTON
03/04/2021	13:50:18		UserAction		User clicked Exit/Save	1DALTON
03/04/2021	13:51:58		UserAction		User clicked Add Resource	8AMAMIL
03/04/2021	13:52:13		VisiCAD Recommendation		8422: *01:10:45, 8400: *01:26:36, 8300: *01:54:33, 8566: *02:36:39, 8522: *02:45:55,	8AMAMIL
03/04/2021	13:52:24		UserAction		User Accepted 8300	
03/04/2021	13:52:24		Add Resources		The following unit(s) is (are) recommended for assignment: 8300 (*01:54:33)	8AMAMIL
03/04/2021	13:52:26	8300	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number (010511)	8AMAMIL
03/04/2021	13:52:38		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	13:52:51		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	13:52:58		UserAction		User clicked Exit/Save	1CHRSCH
03/04/2021	13:53:26		Incident Late		Active incident marked as late	
03/04/2021	13:53:32		Read Comment		Comment for Incident 162 was Marked as Read.	8SARNAD
03/04/2021	13:53:41		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	13:54:08		UserAction		User clicked Exit/Save	2STACOO
03/04/2021	13:54:08		UserAction		User clicked Exit/Save	8SARNAD
03/04/2021	13:55:06		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	13:55:39		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	13:56:28		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	14:00:37		Read Comment		Comment for Incident 162 was Marked as Read.	2KIRSCO1
03/04/2021	14:01:35		UserAction		User clicked Exit/Save	2KIRSCO1
03/04/2021	14:02:23	8412	Flight Following		Flight Following Needed	
03/04/2021	14:04:10	2384	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD/BYERWEN RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 01:09:28	1STEBOL
03/04/2021	14:04:10	8412	Calculate Vehicle ETA	2(040) MACKAY AIRPORT RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	1STEBOL
03/04/2021	14:04:10	8300	Calculate Vehicle ETA	2(002) ROCKHAMPTON AIR RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 01:54:33	1STEBOL
03/04/2021	14:08:40		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	14:09:50		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-P023824, Resource Status: WillAttend	ICEMS
03/04/2021	14:16:06		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	14:17:20		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1STEBOL
03/04/2021	14:17:36		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1STEBOL
03/04/2021	14:18:48		UserAction		User clicked Exit/Save	2KIRSCO1
03/04/2021	14:19:27	2386	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number: 010615;	2KIRSCO1
03/04/2021	14:19:28		Incident Late		Active incident marked as late	
03/04/2021	14:19:29	2386	Resp	BOWEN DEVELOPMENTAL RD &	Responding From = 2(056) MORANBAH.	2KIRSCO1

				ILLAMATHA RD		DOH RTI 3907
03/04/2021	14:19:30		Incident Late		Active incident marked as late	
03/04/2021	14:20:14		Read Comment		Comment for Incident 162 was Marked as Read.	1DALTON
03/04/2021	14:21:31		UserAction		User clicked Exit/Save	1DALTON
03/04/2021	14:22:32		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	14:23:47	8300	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = 2(002) ROCKHAMPTON AIR RTY.	8KIRJEF
03/04/2021	14:23:48	2384	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 00:40:06	1STEBOL
03/04/2021	14:23:48	8412	Calculate Vehicle ETA	2(040) MACKAY AIRPORT RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	1STEBOL
03/04/2021	14:23:48	8300	Calculate Vehicle ETA	2(002) ROCKHAMPTON AIR RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *01:09:33	1STEBOL
03/04/2021	14:23:48	2386	Calculate Vehicle ETA	2(056) MORANBAH	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 02:19:08	1STEBOL
03/04/2021	14:24:54		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1STEBOL
03/04/2021	14:25:03		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1STEBOL
03/04/2021	14:25:46	8412	Reset Flight Timer		[LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD][ETA]1425[FUEL][SOB]	8AMAMIL
03/04/2021	14:25:51		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	14:26:45		Notify Comment		(Response Viewer)	
03/04/2021	14:27:31		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	14:27:46		UserAction		User clicked Exit/Save	1JANSTO
03/04/2021	14:31:17		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	14:31:55	2384	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 00:28:42	2BLAMOW
03/04/2021	14:31:55	8412	Calculate Vehicle ETA		ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	2BLAMOW
03/04/2021	14:31:55	8300	Calculate Vehicle ETA	2(002) ROCKHAMPTON AIR RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *01:09:33	2BLAMOW
03/04/2021	14:31:55	2386	Calculate Vehicle ETA	2(056) MORANBAH	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 02:19:08	2BLAMOW
03/04/2021	14:32:02		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	14:33:15		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1SUSHAL
03/04/2021	14:33:15		[ICEMS]		[ICEMS] Incident 14109909 has been merged with 14109690	ICEMS
03/04/2021	14:33:15		[ICEMS]		[ICEMS] Incident 14109909 has been merged with 14109690	ICEMS
03/04/2021	14:33:15		[ICEMS]		[ICEMS] Incident 14109909 has been merged with 14109690	ICEMS
03/04/2021	14:33:15		[ICEMS]		[ICEMS] Incident 14109909 has been merged with 14109690	ICEMS
03/04/2021	14:33:16		Read Comment		Comment for Incident 162 was Marked as Read.	1SUSHAL
03/04/2021	14:33:17		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1SUSHAL
03/04/2021	14:33:18		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1SUSHAL
03/04/2021	14:34:04		Read Comment		Comment for Incident 162 was Marked as Read.	1SUSHAL
03/04/2021	14:34:47		Notify Comment		(Response Viewer)	
03/04/2021	14:35:04		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	14:35:46		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	14:37:06		Read Comment		Comment for Incident 162 was Marked as Read.	2EDWMOO
03/04/2021	14:37:38		UserAction		User clicked Exit/Save	1SUSHAL
03/04/2021	14:37:51		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	14:38:21	1415	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number: 010675;	1JANSTO
03/04/2021	14:38:21	1415	Update Sector	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	From Sector 1TB to 2NW	1JANSTO
03/04/2021	14:38:31		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:39:13		UserAction		User clicked Exit/Save	2BLAMOW

03/04/2021	14:39:21		Incident Late		Active incident marked as late	DOH RTI 3907
03/04/2021	14:42:01	1415	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = BOWEN DEVELOPMENTAL RD\STATION ST.	1JANSTO
03/04/2021	14:42:46		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	14:43:33		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	14:44:40		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:44:48		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:44:53		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:45:02		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:45:49		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	14:46:08		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:46:09		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1JANSTO
03/04/2021	14:46:10		UserAction		User clicked Exit/Save	1JANSTO
03/04/2021	14:48:15		Read Comment		Comment for Incident 162 was Marked as Read.	2EDWMOO
03/04/2021	14:49:09		UserAction		User clicked Exit/Save	7LYNBAS
03/04/2021	14:49:23		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	14:49:46		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	14:50:26		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	14:50:48		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	14:51:00		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	14:55:47	8412	Flight Following		Flight Following Needed	
03/04/2021	14:57:43		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	14:58:54		UserAction		User clicked Exit/Save	2KIRBRE
03/04/2021	14:59:12	8412	Reset Flight Timer		[LAT]21°09'50.86"S[LON]149°10'59.52"E[ALT][HDG][SPD][ETA]1455[FUEL][SOB]	8AMAMIL
03/04/2021	14:59:39		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-P023824	ICEMS
03/04/2021	14:59:42		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	14:59:44		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-P023824	ICEMS
03/04/2021	15:01:01		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	15:02:28		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	15:02:30	8521	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number: 010739;	8LACWEA
03/04/2021	15:02:30	8521	Update Sector	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	From Sector 1TC to 2NW	8LACWEA
03/04/2021	15:02:32		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	15:02:45		Read Comment		Comment for Incident 162 was Marked as Read.	8LACWEA
03/04/2021	15:02:54		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	15:02:59		UserAction		User clicked Exit/Save	1AMIWHI
03/04/2021	15:03:10		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	15:03:30		Incident Late		Active incident marked as late	
03/04/2021	15:04:27		Read Comment		Comment for Incident 162 was Marked as Read.	1JANSTO
03/04/2021	15:06:31		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	15:07:19		Read Comment		Comment for Incident 162 was Marked as Read.	10SHAGOO
03/04/2021	15:07:21		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	15:08:16		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	15:12:12		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	15:13:17	1415	User Timer		Unit marked as late	
03/04/2021	15:13:59	2384	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 00:06:03	1STEBOL
03/04/2021	15:13:59	8412	Calculate Vehicle ETA		ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	1STEBOL

03/04/2021	15:13:59	8300	Calculate Vehicle ETA	2(002) ROCKHAMPTON AIR RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *01:09:33	1STEBOL
03/04/2021	15:14:00	2386	Calculate Vehicle ETA	2(056) MORANBAH	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 02:19:08	1STEBOL
03/04/2021	15:14:00	1415	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\BYERWEN RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 01:12:28	1STEBOL
03/04/2021	15:14:00	8521	Calculate Vehicle ETA	100 ANGUS SMITH DR [TUH (ADMISS)]	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 03:38:09	1STEBOL
03/04/2021	15:14:59		Read Comment		Comment for Incident 162 was Marked as Read.	2EDWMOO
03/04/2021	15:17:13		Read Comment		Comment for Incident 162 was Marked as Read.	1DALTON
03/04/2021	15:17:35		UserAction		User clicked Exit/Save	1DALTON
03/04/2021	15:19:49		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P023824, Resource Status: OnScene	ICEMS
03/04/2021	15:20:57		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	15:21:23		Read Comment		Comment for Incident 162 was Marked as Read.	8LACWEA
03/04/2021	15:21:49		UserAction		User clicked Exit/Save	1JANSTO
03/04/2021	15:22:00		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	15:22:51		UserAction		User clicked Exit/Save	1STEBOL
03/04/2021	15:24:29		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	15:27:25		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	15:29:13	8412	Flight Following		Flight Following Needed	
03/04/2021	15:31:10		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	15:32:39	2384	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 00:06:03	4KATWEL
03/04/2021	15:32:39	8412	Calculate Vehicle ETA		ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *00:25:45	4KATWEL
03/04/2021	15:32:39	8300	Calculate Vehicle ETA	2(002) ROCKHAMPTON AIR RTY	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is *01:09:33	4KATWEL
03/04/2021	15:32:39	2386	Calculate Vehicle ETA	2(056) MORANBAH	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 02:19:08	4KATWEL
03/04/2021	15:32:39	1415	Calculate Vehicle ETA	BOWEN DEVELOPMENTAL RD\PROPOSED RD	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 00:42:09	4KATWEL
03/04/2021	15:32:39	8521	Calculate Vehicle ETA	100 ANGUS SMITH DR [TUH (ADMISS)]	ETA to Scene Address BOWEN DEVELOPMENTAL RD & ILLAMATHA RD, MOUNT COOLON is 03:38:09	4KATWEL
03/04/2021	15:34:30		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	15:34:59		UserAction		User clicked Exit/Save	1AMIWHI
03/04/2021	15:35:45	2386	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Vehicle Change	2BLAMOW
03/04/2021	15:35:45	2386	Available	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Unit Cleared From Incident 14109690	2BLAMOW
03/04/2021	15:35:45	2386	Reassign Vehicle	2(056) MORANBAH	ReAssign Reason: Vehicle Change	2BLAMOW
03/04/2021	15:35:45	2386	Reassign Response	2(056) MORANBAH	ReAssign Reason: Vehicle Change	2BLAMOW
03/04/2021	15:36:52		UserAction		User clicked Exit/Save	1STEBOL
03/04/2021	15:37:40		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	15:38:00	8521	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = 100 ANGUS SMITH DR [TUH (ADMISS)]	8AMAMIL
03/04/2021	15:38:16	8521	Reset Flight Timer		[LAT]19°19'13.03"S[LO]N]146°45'44.09"E[ALT][HDG][SPD]	8AMAMIL
03/04/2021	15:38:51		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	15:40:24		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1DAVBEI
03/04/2021	15:40:29		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1DAVBEI
03/04/2021	15:40:43	8412	At Scene	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		8AMAMIL
03/04/2021	15:40:44		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P023824, Status: OnScene	ICEMS
03/04/2021	15:40:44		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-P023824, Status: OnScene	ICEMS

03/04/2021	15:40:58		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	15:41:23		UserAction		User clicked Exit/Save	2STACOO
03/04/2021	15:44:26	1415	User Timer		Unit marked as late	
03/04/2021	15:45:08	8300	Available	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		8AMAMIL
03/04/2021	15:45:08	8300	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Services Not Required	8AMAMIL
03/04/2021	15:45:32		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	15:46:03		Notification		Out of Region message displayed for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1DAVBEI
03/04/2021	15:46:05		Notification		Out of Region message acknowledged for: BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	1DAVBEI
03/04/2021	15:47:05		UserAction		User clicked Exit/Save	10SHAGOO
03/04/2021	15:49:47		Read Comment		Comment for Incident 162 was Marked as Read.	2MORPLA
03/04/2021	15:51:35		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	15:52:04	2384	At Scene	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		2BLAMOW
03/04/2021	15:52:08	2384	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Vehicle Change	2BLAMOW
03/04/2021	15:52:08	2384	Available	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Unit Cleared From Incident 14109690	2BLAMOW
03/04/2021	15:52:08	2384	Reassign Vehicle	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	ReAssign Reason: Vehicle Change	2BLAMOW
03/04/2021	15:52:08	2384	Reassign Response	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	ReAssign Reason: Vehicle Change	2BLAMOW
03/04/2021	15:52:08	2384	Reassign Response	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Clearing Primary Vehicle Flag	2BLAMOW
03/04/2021	15:52:46		UserAction		User clicked Exit/Save	2MORPLA
03/04/2021	15:53:04		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	15:53:22		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	15:56:52		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-P023824, Incident Status: Closed	ICEMS
03/04/2021	15:59:34	1415	At Scene	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		1STEBOL
03/04/2021	15:59:47		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	16:00:12		Read Comment		Comment for Incident 162 was Marked as Read.	1STEBOL
03/04/2021	16:00:15		UserAction		User clicked Exit/Save	1STEBOL
03/04/2021	16:02:15		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	16:03:47		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	16:04:58	1415	User Timer		Unit marked as late	
03/04/2021	16:08:17	8521	Flight Following		Flight Following Needed	
03/04/2021	16:08:32	8521	Reset Flight Timer		[LAT]19°19'13.03"S[LON]146°45'44.09"E[ALT][HDG][SPD][ETA][FUEL][SOB]	8LACWEA
03/04/2021	16:11:05		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	16:12:12		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	16:13:33		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	16:19:34		UserAction		User clicked Exit/Save	1STEBOL
03/04/2021	16:21:31		Read Comment		Comment for Incident 162 was Marked as Read.	2BLAMOW
03/04/2021	16:34:21	8521	At Scene	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		8LACWEA
03/04/2021	16:39:35		Read Comment		Comment for Incident 162 was Marked as Read.	2ANNKER
03/04/2021	16:39:51		UserAction		User clicked Exit/Save	2ANNKER
03/04/2021	16:43:01		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	16:45:58		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	16:46:25		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	16:53:52		UserAction		User clicked Exit/Save	2KIRBRE
03/04/2021	16:55:10		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P023824	ICEMS
03/04/2021	16:55:14		Read Comment		Comment for Incident 162 was Marked as Read.	2ANNKER

03/04/2021	16:55:15		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P023824	ICEMS
03/04/2021	16:57:17		UserAction		User clicked Exit/Save	2ANNKER
03/04/2021	17:00:20		UserAction		User clicked Exit/Save	2BLAMOW
03/04/2021	17:01:58		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	17:02:06		Read Comment		Comment for Incident 162 was Marked as Read.	1DAVBEI
03/04/2021	17:02:39		UserAction		User clicked Exit/Save	1DAVBEI
03/04/2021	17:05:52		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	17:06:25		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	17:12:03	8412	Dep	TUH (HELIPAD)		8AMAMIL
03/04/2021	17:13:14	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]1810[FUEL]2H45M[SOB]6	8AMAMIL
03/04/2021	17:13:26	8412	Reset Flight Timer		Reset flight timer form cancelled, no data entered	8AMAMIL
03/04/2021	17:14:16	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA][FUEL][SOB][CMT]ETA 1735 MORANBAH FUEL DISREGARD PREV NOTE	8AMAMIL
03/04/2021	17:14:21	8521	Dep	TUH (HELIPAD)		8AMAMIL
03/04/2021	17:14:58	8521	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]1810[FUEL]2H 45M[SOB]6[CMT]SECURITY NOTIFIED ETA	8AMAMIL
03/04/2021	17:24:11	1415	Available	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD		1JANSTO
03/04/2021	17:24:11	1415	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Treatment Only No Transport	1JANSTO
03/04/2021	17:24:11		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P023824, Status: LeftScene	ICEMS
03/04/2021	17:33:05		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	17:36:27		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	17:42:55		UserAction		User clicked Exit/Save	8LACWEA
03/04/2021	17:43:19		UserAction		User clicked Exit/Save	2EDWMOO
03/04/2021	17:44:16	8412	Flight Following		Flight Following Needed	
03/04/2021	17:44:58	8521	Flight Following		Flight Following Needed	
03/04/2021	17:57:18	8521	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]1810[FUEL][SOB]	8AMAMIL
03/04/2021	17:57:39	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]1800[FUEL][SOB]	8AMAMIL
03/04/2021	18:06:15		Read Comment		Comment for Incident 162 was Marked as Read.	2LORFAU
03/04/2021	18:06:29	8521	Dest	100 Angus Smith Dr [TUH (HELIPAD)]		8AMAMIL
03/04/2021	18:06:29	8521	Transport Time		Depart Scene Time: 17:14:21, Arrive Destination Time: 18:06:29	8AMAMIL
03/04/2021	18:14:10		Read Comment		Comment for Incident 162 was Marked as Read.	8AMAMIL
03/04/2021	18:16:31	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]1852[FUEL]2H30M[SOB]6	8AMAMIL
03/04/2021	18:17:28	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA][FUEL][SOB][CMT]DEPARTED 1803 - ADVISED MKBH	8AMAMIL
03/04/2021	18:18:17		UserAction		User clicked Exit/Save	8AMAMIL
03/04/2021	18:18:46		UserAction		User clicked Exit/Save	2LORFAU
03/04/2021	18:26:20		Read Comment		Comment for Incident 162 was Marked as Read.	2SHEMOR
03/04/2021	18:32:55		UserAction		User clicked Exit/Save	2SHEMOR
03/04/2021	18:36:29		Incident Late		Active incident marked as late	
03/04/2021	18:36:39		Read Comment		Comment for Incident 162 was Marked as Read.	8MELJAC
03/04/2021	18:36:42		UserAction		User clicked Exit/Save	8MELJAC
03/04/2021	18:36:44	8521	Available	100 Angus Smith Dr [TUH (HELIPAD)]		8MELJAC
03/04/2021	18:36:44	8521	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	A Case Completed	8MELJAC
03/04/2021	18:38:21		Read Comment		Comment for Incident 162 was Marked as Read.	2SHEMOR
03/04/2021	18:38:41		UserAction		User clicked Exit/Save	2SHEMOR
03/04/2021	18:47:28	8412	Flight Following		Flight Following Needed	
03/04/2021	18:52:32		UserAction		User clicked Exit/Save	8MELJAC
03/04/2021	18:54:03		UserAction		User clicked Exit/Save	2JANCHO
03/04/2021	18:54:47	8412	Reset Flight Timer		[LAT]21°30'18.91"S[LO]147°03'18.8"E[ALT][HDG][SPD][ETA]	8MELJAC

03/04/2021	18:55:02	8412	Dest	100 Angus Smith Dr [TUH (HELIPAD)]	[FUEL][SOB][CMT]TRACKING NEAR AIRPORT	DOH RTI 3907	8MELJAC
03/04/2021	18:55:03	8412	Transport Time		Depart Scene Time: 17:12:03, Arrive Destination Time: 18:55:02		8MELJAC
03/04/2021	19:01:35	2161	Dispatched	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Number: 011575;		2SHEMOR
03/04/2021	19:02:26	2161	Resp	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Responding From = 2(042) MACKAY NORTH.		2SHEMOR
03/04/2021	19:02:29		Read Comment		Comment for Incident 162 was Marked as Read.		2SHEMOR
03/04/2021	19:03:36		UserAction		User clicked Exit/Save		2SHEMOR
03/04/2021	19:19:33	2161	At Scene	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD			2SHEMOR
03/04/2021	19:21:43		UserAction		User clicked Exit/Save		8MELJAC
03/04/2021	19:25:02		Incident Late		Active incident marked as late		8MELJAC
03/04/2021	19:25:27	8412	Partially Av	100 Angus Smith Dr [TUH (HELIPAD)]			8MELJAC
03/04/2021	19:26:19	2161	Dep	QH MKBH (A&E)			2SHEMOR
03/04/2021	19:26:19		Incident Late		Active incident marked as late		2SHEMOR
03/04/2021	19:38:27	2161	Dest	475 Bridge Rd [QH MKBH (A&E)]			2SHEMOR
03/04/2021	19:38:27	2161	Transport Time	475 Bridge Rd [QH MKBH (A&E)]	Depart Scene Time: 03/04/2021 19:26:19, Arrive Destination Time: 03/04/2021 19:38:27		2SHEMOR
03/04/2021	19:47:22		[ICEMS]		[ICEMS] Received Incident Status Update from POL-Q for Incident Q21-P023824, Incident Status: Closed		ICEMS
03/04/2021	19:51:04	8412	Available	100 Angus Smith Dr [TUH (HELIPAD)]			8MELJAC
03/04/2021	19:51:04	8412	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	A Case Completed		8MELJAC
03/04/2021	19:54:22	2161	Partially Av	475 Bridge Rd [QH MKBH (A&E)]			2SHEMOR
03/04/2021	19:57:29	2161	Available	475 Bridge Rd [QH MKBH (A&E)]			2SHEMOR
03/04/2021	19:57:29	2161	Disposition	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	A Case Completed		2SHEMOR
03/04/2021	19:57:29	2161	Response Closed	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	Response Disposition: A Case Completed		2SHEMOR
03/04/2021	19:58:48		Read Comment		Comment for Incident 162 was Marked as Read.		2JANCHO
03/04/2021	20:08:34		UserAction		User clicked Exit/Save		2JANCHO

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
03/04/2021	13:22:37	County		WHITSUNDAY	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Division	(NULL)	2 Glenden	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	HomeSectorID	0	9	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Response_Area		2 Glenden	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	CurrentDivision	(NULL)	2 Glenden	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Jurisdiction	(NULL)	2 North West	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
03/04/2021	13:22:37	City		MOUNT COOLON	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS

03/04/2021	13:22:37	Postal_Code		4804	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	ASU RT 1387
03/04/2021	13:22:37	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	
03/04/2021	13:22:37	CurrentSectorID	0	9	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	
03/04/2021	13:22:37	Battalion		2 Glenden	Wrapper generated update	Response_Master_Incident	POLCADQASICM01 ICEMS	
03/04/2021	13:22:37	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	POLCADQASICM01 ICEMS	
03/04/2021	13:22:37	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASICM01 ICEMS	
03/04/2021	13:22:43	Read Call	False	True	(Recall Window)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	13:22:43	Read Comment	False	True	(Recall Window)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	13:23:32	Address	BOWEN DEVELOPMENTAL RD(+) [Verify]	BOWEN DEVELOPMENTAL**ILLA*	Address Change	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	Address	BOWEN DEVELOPMENTAL RD(+) [Verify]	BOWEN DEVELOPMENTAL RD & ILLAMATHA RD	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	Latitude	0	68494747	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	Longitude	0	32944778	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	Street_Id	NULL	88822	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	IntersectionStreetID	NULL	268618	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:50	Address	BOWEN DEVELOPMENTAL**ILLA*	RD & ILLAMATHA RD	Change Verified	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:23:51	Pickup_Map_Info	(Blank)	8354		Response_Transports	POLCADQASCXA11	2MORPLA
03/04/2021	13:23:51	Map_Info	NOT FOUND	8354		Response_Master_Incident	POLCADQASCXA11	2MORPLA
03/04/2021	13:23:59	ProQaCaseNumber		16949162	(Response Viewer)	Incident	PA205	2MORPLA
03/04/2021	13:24:30	Priority_Description	ICEMS	1B	Patient Condition	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Priority_Number	60	2	Patient Condition	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Response_Plan		Acute	Updated by ProQA	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Incident_Type	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Problem	ICEMS	RTC HIGH MECH ROLLOVER	Updated by ProQA	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	Determinant		29D02p	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:30	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:24:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
03/04/2021	13:25:44	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	13:25:44	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA205	2MORPLA
03/04/2021	13:29:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA566	8KIRJEF
03/04/2021	13:35:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA566	8KIRJEF
03/04/2021	13:37:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1SUSHAL
03/04/2021	13:38:43	City		MOUNT COOLON	(Response Viewer)	Response_Master_Incident	QA566	8KIRJEF
03/04/2021	13:39:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	13:40:37	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	13:50:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DALTON
03/04/2021	13:52:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	13:53:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8SARNAD
03/04/2021	13:55:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	14:00:37	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA210	2KIRSCO1
03/04/2021	14:08:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	14:20:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DALTON
03/04/2021	14:25:51	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	14:27:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	14:31:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1JANSTO
03/04/2021	14:33:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1SUSHAL
03/04/2021	14:34:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1SUSHAL
03/04/2021	14:35:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	14:37:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO

03/04/2021	14:39:55	City		MOUNT COOLON	(Response Viewer)	Response_Master_Incident	PA104	JANSTO
03/04/2021	14:42:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BLAMOW
03/04/2021	14:45:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	14:48:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
03/04/2021	14:49:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	14:59:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	15:01:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	15:02:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	15:02:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	15:02:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568	8LACWEA
03/04/2021	15:02:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	15:04:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1JANSTO
03/04/2021	15:07:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10SHAGOO
03/04/2021	15:08:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	15:14:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2EDWMOO
03/04/2021	15:17:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DALTON
03/04/2021	15:21:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568	8LACWEA
03/04/2021	15:24:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	15:31:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	15:34:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	15:38:51	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	15:45:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	15:49:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2MORPLA
03/04/2021	15:51:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BLAMOW
03/04/2021	15:53:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BLAMOW
03/04/2021	16:00:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
03/04/2021	16:11:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BLAMOW
03/04/2021	16:21:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2BLAMOW
03/04/2021	16:39:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2ANNKER
03/04/2021	16:55:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2ANNKER
03/04/2021	17:02:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
03/04/2021	17:05:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	17:12:21	Map_Info	(Blank)	TVL44M18		Response_Transports	POLCADQASCXA17	8AMAMIL
03/04/2021	17:14:35	Map_Info	(Blank)	TVL44M18		Response_Transports	POLCADQASCXA17	8AMAMIL
03/04/2021	17:33:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	18:06:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2LORFAU
03/04/2021	18:14:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8AMAMIL
03/04/2021	18:26:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2SHEMOR
03/04/2021	18:36:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8MELJAC
03/04/2021	18:38:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2SHEMOR
03/04/2021	19:02:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2SHEMOR
03/04/2021	19:26:18	Map_Info	(Blank)	MKY11K4		Response_Transports	KEDCADQASCXA24	2SHEMOR
03/04/2021	19:58:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2JANCHO

DOH RTI 3997

Significant Incident Review Template

Cairns Local Ambulance Service Network

Authority:

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

Executive Summary:

- On the 10th April 2021, Cairns and Hinterland LASN responded to incident 14139911 at Clamshell Falls Behana Gorge, Behana Gorge Road, Alooomba, QLD 487.
- The QAS crews were dispatched to a drowning with CPR in progress.
- Communication with the scene was difficult with several phone calls dropping out.
- Resuscitation was continued and the patient was declared signal 4

Terms of Reference:

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

LASN Clinical Incident Summary Report:

- All interventions were appropriate for cardiac arrest secondary to drowning. Due to stated down time and extended submersion and travel time, possibility of rapid discontinuation could have been implemented, however due to water temperature and multiple bystanders on scene performing CPR crews chose to commence resuscitation.

State OpCen ProQA:

- OpCen ProQA has been reviewed.

Incident Review/Investigation:

Scope

- Cairns and Hinterland LASN reviewed all aspects of the ambulance response to incident 14139911.
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland LASN will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

Background

- On the 10th April 2021, Cairns and Hinterland LASN responded to incident 14139911 at Clamshell Falls Behana Gorge, Behana Gorge Road, Alooomba, QLD 4870.

Queensland Ambulance Service: Operational Incident Reporting

- The QAS crews were dispatched to a drowning with CPR in progress.
- Communication with the scene was difficult with several phone calls dropping out.
- The patient was declared signal 4

Timeline

Description	Date	Time
Phone Pickup	10/04/2021	17:00:47
1st Key Stroke	10/04/2021	17:00:47
In Waiting Queue	10/04/2021	17:03:58
Call Taking Complete	10/04/2021	17:12:52
1st Unit Assigned	10/04/2021	17:04:54
1st Unit Enroute	10/04/2021	17:05:35
1st Unit Arrived	10/04/2021	17:26:06
Deceased	10/04/2021	17:58:00
Closed	10/04/2021	18:49:26

Review

- On the 10th April 2021, Cairns and Hinterland LASN responded to incident 14139911 at Clamshell Falls Behana Gorge, Behana Gorge Road, Alooomba, QLD 4870.
- Communication with the scene was difficult with several phone calls dropping out.
- Bystanders reported having to walk for 20 minutes to find phone signal.
- The scene was located at the bottom of a waterfall located at the end of a council walking track with restricted vehicle access by a locked gate.
- On arrival at the scene Paramedics were faced with a very steep rocky descent into a pool of water.
- The patient was located on a rock in the water with what was described as ineffective CPR being performed.
- Information at that time indicated that the patient had been submerged for approximately 45-60 minutes.
- With assistance of QFES the patient was moved up a steep slope onto a flat rocky area where treatment could be commenced in an effective manner.
- Resuscitation was continued and the patient was declared signal 4.

Outcomes

- Patient declared signal 4 at 17:58

Post OIRR actions

- Peer support to contact QAS officers

Review Recommendations:

- The review be noted

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;

Queensland Ambulance Service: Operational Incident Reporting

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

LASN Endorsement

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

Name	Position	Signature	Date
MICHELLE BAYTEL	General Manager	Irrelevant	20/04/21

DOH DISCLOSURE LOG

RTI Release

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: **Closed**
 Incident number: **14139911**
 ProQA number: **16981030**
 Console name: **PA705**
 Incident Date: **10/04/2021 17:00:47**
 Last Updated:

Incident Information

Incident Type: ACUTE AND CCP IF AVAILABLE
Priority: 1A
Determinant: 14E02
Base Response#: 043487
Confirmation#: 00390014
Taken By: Irrelevant
Response Area: 7 Gordonvale
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 34169007
Patient Name: U

Alarm Level:
Problem: DROWN UNDRWTER NON SPECIALISED
Agency: QAS
Jurisdiction: 7 Cairns and Coastal
Division: 7 Gordonvale
Battalion: 7 Gordonvale
Response Plan: 1A
Command Ch:
Primary TAC: VHF Ch 21 LAMBS HEAD
Secondary TAC:
Delay Reason (if any):
Latitude: 72835947
Patient DOB: U

Incident Location

Location Name: BEHANA GORGE CLAMSHELL FALLS
Address: Behana Gorge Rd
Apartment:
Building:
City, State, Zip: ALOOMBA QLD 4871

County: CAIRNS
Location Type:
Cross Street: PROPOSED RD
Map Reference: 8063

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type:

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

Time Stamps

Description	Date	Time	User
Phone Pickup	10/04/2021	17:00:47	
1st Key Stroke	10/04/2021	17:00:47	
In Waiting Queue	10/04/2021	17:03:58	
Call Taking Complete	10/04/2021	17:12:52	Irrelevant
1st Unit Assigned	10/04/2021	17:04:54	
1st Unit Enroute	10/04/2021	17:05:35	
1st Unit Arrived	10/04/2021	17:26:06	
Closed	10/04/2021	18:49:26	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:03:11
Call Taking	00:12:05
In Queue to 1st Assign	00:00:56
Call Received to 1st Assign	00:04:07
Assigned to 1st Enroute	00:00:41
Enroute to 1st Arrived	00:20:31.9
Incident Duration	01:48:39

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7131	17:04:54	A Case Completed	17:05:40		17:26:06			18:49:26			
B7114	17:05:03	Cancel En Route	17:05:35					17:09:44			Closer Unit
7116	17:06:10	A Case Completed	17:07:21		17:34:46			18:49:10			
R8510	17:24:02	Services Not Required	17:45:41		17:51:41			17:53:01			

Personnel Assigned

Unit
7114
7116
7131
8510

Name

Irrelevant

DOH RTI 3907

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports

Comments

Date	Time	User	Type	Comments
10/04/2021	17:01:26	7GRAPUL	Response	FEM REQ QAS - CAIRNS TOWER
10/04/2021	17:01:35	7GRAPUL	Response	DEFAULT
10/04/2021	17:01:42	7GRAPUL	Response	DEFAULT NUMBER
10/04/2021	17:03:58	7GRAPUL	Response	[ProQA Dispatch] Dispatch Level: 14E02 (Underwater (non-SPECIALISED rescue)) Response Text: 1A QPS Unknown number of patients involved. Problem Description: Underwater (non-SPECIALISED rescue)
10/04/2021	17:03:58	7GRAPUL	Response	[ProQA: Key Questions] 1. They are still under the water.
10/04/2021	17:04:56	PS	Response	[Page] Dispatch page sent to Unit:7131, Sent From: KEDCADQASPIS01
10/04/2021	17:04:58	7GRAPUL	Response	KEY WILL BE NEEDED FOR LOCKED GATE AND HELIPAD LOCATED 1.5 KM UP THE WALK
10/04/2021	17:05:03	PS	Response	[Page] Dispatch page sent to Unit:7114, Sent From: KEDCADQASPIS01
10/04/2021	17:05:10	PS	Response	[Page] Dispatch page to Unit:7131 complete to PIN
10/04/2021	17:05:14	PS	Response	[Page] Dispatch page to Unit:7114 complete to PIN Irrelevant Message sent successfully.
10/04/2021	17:05:44	7COUMCC	Response	7131 RESP FROM EDMONTON
10/04/2021	17:05:48	7MARTH0	Response	7114 RES FROM IDH
10/04/2021	17:05:52	7GRAPUL	Response	DROWNING - CPR IN PROGRESS - PT WAS UNDER WATER FOR 5 MIN
10/04/2021	17:06:10	PS	Response	[Page] Dispatch page sent to Unit:7116, Sent From: KEDCADQASPIS01
10/04/2021	17:06:20	7GRAPUL	Response	PHONE LINE DROPPED OUT
10/04/2021	17:06:21	PS	Response	[Page] Dispatch page to Unit:7116 complete to PIN Irrelevant Message sent successfully.
10/04/2021	17:06:47	3CHRJOH	Response	Duplicate call appended to incident at 17:06:47
10/04/2021	17:07:06	7GRAPUL	Response	EMD attempted Call-Back NUMEROUS TIMES
10/04/2021	17:07:32	7ANGTIM	Response	CALLED RSQ FOR NZCC FOR HELO
10/04/2021	17:08:32	8KIRJEF	Response	[Private] NZCC CONFERENCE CALL WITH CAIRNS OCS
10/04/2021	17:08:38	7GRAPUL	Response	ATTEMPTED CALLBACK NUMEROUS TIMES - UNABLE TO CONTACT
10/04/2021	17:08:58	8KIRJEF	Response	[Private] NZCC AUTHORIZED TASKING
10/04/2021	17:09:03	7COUMCC	Response	7116 Activated red light camera ANDERSON ST
10/04/2021	17:09:29	7ANGTIM	Response	HELO APPROVED
10/04/2021	17:09:43	7COUMCC	Response	7131 PROCEEDING PAST GVALE STN TO GET KEY- THEY BELIEVE THEY HAVE ONE. JUST IN CASE 7116 GETTING KEY FROM CAIRNS STN
10/04/2021	17:09:55	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
10/04/2021	17:10:43	3CHRJOH	Response	[Notification] [QAS]-2ND CALL ADVISING ADDRESS FOR POSSIBLE DROWNING. QAS ADVISED CASE RECEIVED. SERVICE KEPT ON CUTTING OUT UNABLE TO ASCERTAIN IF CALLER HAD BEEN WITH PT WHEN THEY HAD TO GO 20MINS TO FIND SERVICE. NIL UPDATES ON PT CONDITION DUE TO POOR SERVICE COVERAGE
10/04/2021	17:11:16	7ANGTIM	Response	>FIRE-Q.POL-Q> (Urgent) QAS RESPONDING BEHANA GORGE FOR ? DROWNING CPR IN PROGRESS APPROX 1.5MTRS UP THE TRACK
10/04/2021	17:11:16	ICEMS	Response	FIRE-Q Urgent Request for Attendance sent for Incident Q21-A017018
10/04/2021	17:11:18	ICEMS	Response	POL-Q Urgent Request for Attendance sent for Incident Q21-A017018
10/04/2021	17:11:57	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
10/04/2021	17:12:07	7GRAPUL	Response	[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing. Unknown number of patients involved.
10/04/2021	17:12:22	7COUMCC	Response	7131 HAS A CCP BEEN PUT ON CASE
10/04/2021	17:12:32	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
10/04/2021	17:12:49	ICEMS	Response	The 'Resource Status Update' acknowledgement has not been received from POL-Q.
10/04/2021	17:12:54	8KIRJEF	Response	[Notification] [QAS]-[Private] R510 ACCEPTED TASKING
10/04/2021	17:13:00	ICEMS	Response	<FIRE-Q< QFES RESPONDING FROM GORDONVALE WITH CREWS THAT JUST LEFT PYRAMID INCIDENT. CONFIRMING IF ANY PERSONS ARE IN THE WATER OR IF INCIDENT IS FOR LIFT ASSIST.
10/04/2021	17:13:09	ICEMS	Response	FIRE-Q EnRoute 274 of 468

10/04/2021	17:13:20	8KIRJEF	Response	[Private] R510 UNABLE TO LAUNCH UNTIL MORE DEFINITIVE SCENE INFO RECEIVED
10/04/2021	17:13:26	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
10/04/2021	17:13:29	16SHEEVA	Response	Duplicate call appended to incident at 17:13:29
10/04/2021	17:14:21	16SHEEVA	Response	[Notification] [QAS]-GO DOWN TO CARPARK GO THROUGH YELLOW GATE AND FOLLOW PATH ALL THE WAY DOWN PT IS AT WATERFALL
10/04/2021	17:14:32	16SHEEVA	Response	[Notification] [QAS]-GATE MIGHT BE LOCKED
10/04/2021	17:14:59	7COUMCC	Response	7131 HAVE GOT THE KEY
10/04/2021	17:15:26	ICEMS	Response	POL-Q EnRoute
10/04/2021	17:15:26	7COUMCC	Response	DO WE HAVE THE PATIENTS AGE?
10/04/2021	17:15:34	7COUMCC	Response	[Notification] [QAS]-DO WE HAVE THE PATIENTS AGE?
10/04/2021	17:16:48	16SHEEVA	Response	[Notification] [QAS]-CALLER NOT WITH PT - MOVED TO GET BETTER RECEPTION ? CPR BEING PERFORMED PT WAS UNDER WATER 5-10 MINS
10/04/2021	17:16:56	7COUMCC	Response	7116 Activated speed camera FOSTER RD
10/04/2021	17:17:06	16SHEEVA	Response	CALLERS GOING TO MEET QAS AT GATE
10/04/2021	17:17:50	7ANGTIM	Response	[Notification] [QAS]-IS PT LOCATED AT TOP FALLS OR TOWARDS THE BOTTOM - PT AGE
10/04/2021	17:19:03	16SHEEVA	Response	PT LOC NEAR DAMMED TYPE AREA ROCKY EMBANKMENT
10/04/2021	17:19:16	16SHEEVA	Response	PT BETWEEN 20-30 CALLERS HAVE VERY LITTLE INFORMATION
10/04/2021	17:19:29	7ANGTIM	Response	LAT / LONG FOR CAR PARK AREA -17.163471S 145.830896E
10/04/2021	17:19:36	16SHEEVA	Response	STATE APPROX 15 MINS PASSED BEFORE ABLE TO MAKE 1ST CONTACT WITH QAS
10/04/2021	17:20:47	7COUMCC	Response	7131 ON BEHANA GORGE RD NOW FOLLOWING QFES
10/04/2021	17:21:15	7TEGKID	Response	Duplicate call appended to incident at 17:21:15
10/04/2021	17:21:26	7COUMCC	Response	7116 8 MINS BEHIND 7131
10/04/2021	17:22:00	7TEGKID	Response	CALL BACK RECEIVED STATING THAT PT IS STILL UNDERWATER - HASN'T COME BACK UP
10/04/2021	17:22:06	16SHEEVA	Response	[Notification] [QAS]-Irrelevant IS WAITING AT CARPARK. EMD HAS DISCON AS NIL FURTHER INFO AND ?PARAMEDICS CAN CALL IF NEED FURTHER GUIDANCE
10/04/2021	17:22:14	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
10/04/2021	17:22:14	16SHEEVA	Response	[ProQA: Key Questions] 1. He is still under the water.
10/04/2021	17:22:14	16SHEEVA	Response	[ProQA] : 25-year-old, Male, Consciousness unknown, Breathing status unknown.
10/04/2021	17:22:23	7TEGKID	Response	UNSURE OF PT GENDER OR AGE - INFORMANT LEFT TO GET RECEPTION TO CALL SO UNSURE IF OTHERS HAVE GOT PATIENT OUT
10/04/2021	17:22:51	7TEGKID	Response	PT RIGHT AT THE TOP OF THE FALLS - INFORMANT IS AT THE CARPARK - WILL TAKE CREW UP TO PT
10/04/2021	17:23:27	7COUMCC	Response	7131 AT THE GATE NOW
10/04/2021	17:23:30	ICEMS	Response	FIRE-Q OnScene
10/04/2021	17:24:03	PS	Response	[Page] Dispatch page sent to Unit:8510, Sent From: KEDCADQASPIS01
10/04/2021	17:24:15	8KIRJEF	Response	[Private] R510 UPDATED WITH LAT AND LONG
10/04/2021	17:24:16	PS	Response	[Page] Dispatch page to Unit:8510 complete to PIN Irrelevant Message sent successfully.
10/04/2021	17:24:32	7COUMCC	Response	7131 HAVING TROUBLE GAINING ACCESS AND QFES ARE HAVING TROUBLE AS WELL - MAY HAVE TO CUT THE LOCK
10/04/2021	17:25:27	7COUMCC	Response	7131 HAVE GAINED ACCESS
10/04/2021	17:25:30	7TEGKID	Response	CALL FROM QPS COMMS STEVE - WANTED AN UPDATE - QPS STILL EN ROUTE
10/04/2021	17:25:51	7ANGTIM	Response	### UPDATED LAT / LONG - PT LOCATED AT TOP FALLS LAT / LONG OF CLAMSHELL FALLS -17.190315, 145.823886
10/04/2021	17:29:01	7COUMCC	Response	7116 ON BEHANA GORGE RD
10/04/2021	17:31:09	7COUMCC	Response	7131 CAN SEE PT IS RIGHT DOWN AT WATERS EDGE ITS REALLY ROCKY AND THEY WILL NEED TO EXTRICATE FIRST
10/04/2021	17:31:58	7COUMCC	Response	7131 PT IN INACCESSIBLE AREA AND COULD DO WITH THE HELP OF 8510
10/04/2021	17:32:06	7COUMCC	Response	7131 PT IS STILL IN THE WATER
10/04/2021	17:32:19	7COUMCC	Response	[Notification] [QAS]-7131 PT IN INACCESSIBLE AREA AND COULD DO WITH THE HELP OF 8510
10/04/2021	17:32:34	ICEMS	Response	POL-Q OnScene
10/04/2021	17:34:26	10CRAEAT	Response	[Notification] [QAS]-CDS reviewing
10/04/2021	17:38:22	7COUMCC	Response	7131 DOWN FOR APPROX 40 MINS- ASYSTOLE
10/04/2021	17:48:27	7COUMCC	Response	7131 IF ITS TOO DIFFICULT FOR 8510 TO LAND THEY MAY GET CALLED OFF PT STILL IN ASYSTOLE AFTER 9 MINUTES DOWN TIME 45-60 MINS WILL CONTINUE CPR FOR UNTIL 20 MIN MARK
10/04/2021	17:49:44	7COUMCC	Response	8510 CAN WINCH PARA AND DR ON THE RD AWAY FROM THE SCENE AND GET THEM TO WALK IN
10/04/2021	17:50:05	7COUMCC	Response	7131 ENOUGH HANDS FOR RESUS WILL PROBABLY HAVE TO CALL IT IN 5 MINS DONT THINK THERE WILL BE ANY HELP WITH 8510
10/04/2021	17:51:04	8KIRJEF	Response	[Private] NZCC AUTH TO STAND DOWN R510
10/04/2021	17:51:06	7COUMCC	Response	8510 HAVE A DR ON BOARD WITH DRUGS JUST CONFIRM WITH CREW THEY DONT NEED A DR
10/04/2021	17:51:12	7COUMCC	Response	7131 CONSIDERING DOWN TIME AND APPEARANCE, DONT THINK ANY MEDS ON TOP OF ONES GIVEN

10/04/2021	17:51:54	7ANGTIM	Response	WILL HELP
10/04/2021	17:52:24	8KIRJEF	Response	8510 OVERHEAD CLEAR FROM SCENE
10/04/2021	17:53:15	PS	Response	[Private] R510 ADV TO STAND DOWN - RETURNING TO BASE
10/04/2021	18:21:41	7VERBIS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
10/04/2021	18:48:54	7TEGKID	Response	CASE RE-OPENED BY EMD Irrelevant FOR AQUA
10/04/2021	18:49:23	PS	Response	7116 BOTH VEHICLES NON OP - PT IS SIG 4 - WILL LET US KNOW FURTHER DETAILS VIA PH
10/04/2021	18:49:39	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
10/04/2021	19:01:20	3LUKMCC	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
15/04/2021	06:59:19	3LUKMCC	Response	[Private] OPENED AS PER SIR REQUEST FROM Q7 OCS TIMMINS
15/04/2021	08:08:04	3ALACUN	Response	[Private] OPENED AS PER SIR REQUEST TO PULL CALL OPENED FOR REVIEW & AUDIO REQUEST BY Q7

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
10/04/2021	17:00:48		No AML Data Received		No AML data received with this call	SDSIAML
10/04/2021	17:03:55		AML Data Received	Behana Gorge Rd	AML data appended from duplicate call (Incident #14139924): Center of caller area HELI: -17 10.321800, 145 49.969200 ESCAD: #-17.17203/145.83282	SDSIAML
10/04/2021	17:03:58		Incident in Waiting Queue			
10/04/2021	17:03:58		ANI/ALI Statistics		INT Insert:Apr 10 2021 17:00:47 / INT SendNP:Apr 10 2021 17:00:46 / WS RecvNP:Apr 10 2021 17:00:46 / WS Process:Apr 10 2021 17:03:58	7GRAPUL
10/04/2021	17:03:58		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
10/04/2021	17:03:59		Read Comment		Comment for Incident 030 was Marked as Read.	7GRAPUL
10/04/2021	17:03:59		ProQA	Behana Gorge Rd	ProQA determinant sent	7GRAPUL
10/04/2021	17:04:06		Read Incident		Incident 030 was Marked as Read.	7ANGTIM
10/04/2021	17:04:08		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
10/04/2021	17:04:09		Incident in Waiting Queue Timer Clear			
10/04/2021	17:04:42		UserAction		User clicked Initial Assign	7COUMCC
10/04/2021	17:04:44		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7131 (00:15:50),7519 (00:24:41)	7COUMCC
10/04/2021	17:04:52		Initial Assignment		The following unit(s) is (are) cleared from assignment: 7519	7COUMCC
10/04/2021	17:04:54	7131	Dispatched	Behana Gorge Rd [BEHANA GORGE]	Response Number (043487)	7COUMCC
10/04/2021	17:04:57		UserAction		User clicked Add Resource	7COUMCC
10/04/2021	17:05:03	7114	Dispatched	Behana Gorge Rd	Response Number: 043488;	7COUMCC
10/04/2021	17:05:03	7114	Update Sector	Behana Gorge Rd	From Sector 7CY to 7C	7COUMCC
10/04/2021	17:05:13		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:05:35	7114	Resp	Behana Gorge Rd [BEHANA GORGE]	Responding From = RANKIN ST\EMILY ST	7MARTHO
10/04/2021	17:05:40	7131	Resp	Behana Gorge Rd [BEHANA GORGE]	Responding From = BRUCE HWY\SWALLOW RD.	7COUMCC
10/04/2021	17:05:55	7131	Calculate Vehicle ETA	BRUCE HWY\BRUCE HIGHWAY EXIT	ETA to Scene Address Behana Gorge Rd, ALOOMBA is 00:14:21	7MARTHO
10/04/2021	17:05:56	7114	Calculate Vehicle ETA	RANKIN ST\EMILY ST	ETA to Scene Address Behana Gorge Rd, ALOOMBA is 00:40:13	7MARTHO
10/04/2021	17:05:56		UserAction		User clicked Add Resource	7COUMCC
10/04/2021	17:05:58		Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:06:06		VisiCAD Recommendation		7118: 00:15:56, 7117: 00:15:56, 7116: 00:23:16, 7141: 00:23:39, 7132: 00:32:04,	7COUMCC
10/04/2021	17:06:08		UserAction		User Accepted 7116	
10/04/2021	17:06:08		Add Resources		The following unit(s) is (are) recommended for assignment: 7116 (00:23:16)	7COUMCC
10/04/2021	17:06:10	7116	Dispatched	Behana Gorge Rd [BEHANA GORGE]	Response Number (043492)	7COUMCC
10/04/2021	17:06:47		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	3CHRJOH
10/04/2021	17:06:50		Read Comment		Comment for Incident 030 was Marked as Read.	3CHRJOH
10/04/2021	17:06:50		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:06:52		Notification		Out of Region message displayed for: Behana Gorge Rd	3CHRJOH
10/04/2021	17:06:53		Notification		Out of Region message acknowledged for: Behana Gorge Rd	3CHRJOH

Date	Time	Event	Location	Description	Reference
10/04/2021	17:07:10	Incident Late		Active incident marked as late	DOH RTI 3907
10/04/2021	17:07:19	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:07:21	Resp	Behana Gorge Rd [BEHANA GORGE]	Responding From = 165 Esplanade [CBH (EMERGENCY DEPARTMENT)].	7COUMCC
10/04/2021	17:07:30	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:08:38	Read Comment		Comment for Incident 030 was Marked as Read.	7MARTHO
10/04/2021	17:09:29	Read Comment		Comment for Incident 030 was Marked as Read.	7MARTHO
10/04/2021	17:09:36	Available	Behana Gorge Rd [BEHANA GORGE]	Unit Cleared From Incident 14139911	7MARTHO
10/04/2021	17:09:44	Cancel Vehicle Assig		Unit Cleared From Incident 14139911	7MARTHO
10/04/2021	17:10:02	UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:10:08	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:10:11	UserAction		User clicked Exit/Save	7MARTHO
10/04/2021	17:10:16	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:10:34	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:10:48	Calculate Vehicle ETA	BRUCE HWY\PROPOSED RD	ETA to Scene Address Behana Gorge Rd, ALOOMBA is 00:09:55	8KIRJEF
10/04/2021	17:10:48	Calculate Vehicle ETA	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	ETA to Scene Address Behana Gorge Rd, ALOOMBA is 00:23:16	8KIRJEF
10/04/2021	17:10:54	Read Comment		Comment for Incident 030 was Marked as Read.	8KIRJEF
10/04/2021	17:11:15	UserAction		User clicked Exit/Save	3CHRJOH
10/04/2021	17:11:16	[ICEMS]		[ICEMS] Sent Urgent Incident Attendance to FIRE-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:11:16	[ICEMS]		[ICEMS] InformantName was truncated during send. Full text: VODAFONE, DEFAULT CLI SUE EDWARDS	ICEMS
10/04/2021	17:11:16	[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to FIRE-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:11:18	[ICEMS]		[ICEMS] Sent Urgent Incident Attendance to POL-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:11:18	[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:11:18	[ICEMS]		[ICEMS] InformantName was truncated during send. Full text: VODAFONE, DEFAULT CLI SUE EDWARDS	ICEMS
10/04/2021	17:11:18	[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:11:47	UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:11:57	[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:11:57	[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017018, Resource Status: WillAttend	ICEMS
10/04/2021	17:12:14	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:12:24	[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:12:32	[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A017018	ICEMS
10/04/2021	17:12:34	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:12:38	[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:12:45	[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017018, Resource Status: WillAttend	ICEMS
10/04/2021	17:12:49	[ICEMS]		The 'Resource Status Update' acknowledgement has not been received from POL-Q.	ICEMS
10/04/2021	17:12:51	[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:12:52	UserAction		User clicked Exit/Save	7GRAPUL
10/04/2021	17:13:00	[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:13:09	[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017018, Resource Status: EnRoute	ICEMS
10/04/2021	17:13:20	[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q21-A017018	ICEMS

10/04/2021	17:13:22	Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:13:26	[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
10/04/2021	17:13:29	Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	16SHEEVA
10/04/2021	17:13:29	[ICEMS]		[ICEMS] Incident 14139952 has been merged with 14139911	ICEMS
10/04/2021	17:13:29	[ICEMS]		[ICEMS] Incident 14139952 has been merged with 14139911	ICEMS
10/04/2021	17:13:29	[ICEMS]		[ICEMS] Incident 14139952 has been merged with 14139911	ICEMS
10/04/2021	17:13:29	[ICEMS]		[ICEMS] Incident 14139952 has been merged with 14139911	ICEMS
10/04/2021	17:13:30	Read Comment		Comment for Incident 030 was Marked as Read.	16SHEEVA
10/04/2021	17:13:31	Notification		Out of Region message displayed for: Behana Gorge Rd	16SHEEVA
10/04/2021	17:13:34	[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:13:34	Notification		Out of Region message acknowledged for: Behana Gorge Rd	16SHEEVA
10/04/2021	17:15:04	UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:15:09	Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:15:26	[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017018, Resource Status: EnRoute	ICEMS
10/04/2021	17:15:34	Notify Comment		(Response Viewer)	
10/04/2021	17:16:15	Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:16:48	Read Comment		Comment for Incident 030 was Marked as Read.	7GRAPUL
10/04/2021	17:17:16	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:17:49	UserAction		User clicked Exit/Save	7GRAPUL
10/04/2021	17:17:50	Notify Comment		(Response Viewer)	
10/04/2021	17:18:06	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:18:23	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:18:30	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:18:38	[ICEMS]		[ICEMS] Error message 'The 'Resource Status Update' acknowledgement has not been received from POL-Q.' has been marked as read	CM
10/04/2021	17:18:40	[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	CM
10/04/2021	17:19:44	[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:20:14	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:20:45	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:20:50	UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:21:14	[ICEMS]		[ICEMS] Incident 14139990 has been merged with 14139911	ICEMS
10/04/2021	17:21:14	[ICEMS]		[ICEMS] Incident 14139990 has been merged with 14139911	ICEMS
10/04/2021	17:21:14	[ICEMS]		[ICEMS] Incident 14139990 has been merged with 14139911	ICEMS
10/04/2021	17:21:14	[ICEMS]		[ICEMS] Incident 14139990 has been merged with 14139911	ICEMS
10/04/2021	17:21:15	Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	7TEGKID
10/04/2021	17:21:17	Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:21:59	Read Comment		Comment for Incident 030 was Marked as Read.	8KIRJEF
10/04/2021	17:22:07	Read Comment		Comment for Incident 030 was Marked as Read.	7MARTH0
10/04/2021	17:22:14	[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
10/04/2021	17:22:21	Read Comment		Comment for Incident 030 was Marked as Read.	8KIRJEF
10/04/2021	17:22:24	UserAction		User clicked Exit/Save	16SHEEVA
10/04/2021	17:22:32	UserAction		User clicked Exit/Save	7MARTH0
10/04/2021	17:22:33	Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:23:22	UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:23:30	[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017018, Resource Status: OnScene	ICEMS
10/04/2021	17:23:39	UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:23:45	Read Comment		Comment for Incident 030 was Marked as Read.	7GRAPUL
10/04/2021	17:24:02	Dispatched	Behana Gorge Rd	Response Number: 043562;	8KIRJEF
10/04/2021	17:24:02	[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A017018, Status: EnRoute	ICEMS

10/04/2021	17:24:02		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A017018, Status: EnRoute	ICEMS
10/04/2021	17:24:05		Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	17:24:19		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q21-A017018	ICEMS
10/04/2021	17:24:46		Read Comment		Comment for Incident 030 was Marked as Read.	7JAMROL
10/04/2021	17:24:51		UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:25:02		Incident Late		Active incident marked as late	
10/04/2021	17:25:16		UserAction		User clicked Exit/Save	7JAMROL
10/04/2021	17:25:38		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	17:25:56		UserAction		User clicked Exit/Save	7GRAPUL
10/04/2021	17:26:06		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A017018, Status: OnScene	ICEMS
10/04/2021	17:26:06		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A017018, Status: OnScene	ICEMS
10/04/2021	17:26:06	7131	At Scene	Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]		7COUMCC
10/04/2021	17:26:07		Incident Late		Active incident marked as late	
10/04/2021	17:31:15		Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:31:30		UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:32:12		Read Comment		Comment for Incident 030 was Marked as Read.	10CRAEAT
10/04/2021	17:32:19		Notify Comment		(Response Viewer)	
10/04/2021	17:32:21		UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:32:34		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017018, Resource Status: OnScene	ICEMS
10/04/2021	17:34:46	7116	At Scene	Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]		7COUMCC
10/04/2021	17:34:47		Incident Late		Active incident marked as late	
10/04/2021	17:43:40		UserAction		User clicked Exit/Save	10CRAEAT
10/04/2021	17:45:41	8510	Resp	Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]	Responding From = 7 CAIRNS_AIRPORT RTY	7ANGTIM
10/04/2021	17:47:15		Read Comment		Comment for Incident 030 was Marked as Read.	7MARTHO
10/04/2021	17:48:44		Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:48:45		UserAction		User clicked Exit/Save	7MARTHO
10/04/2021	17:50:11		Read Comment		Comment for Incident 030 was Marked as Read.	7MARTHO
10/04/2021	17:50:28		UserAction		User clicked Exit/Save	7MARTHO
10/04/2021	17:51:16		UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:51:19		UserAction		User clicked Exit/Save	7GRAPUL
10/04/2021	17:51:36		Read Comment		Comment for Incident 030 was Marked as Read.	7JAMROL
10/04/2021	17:51:41	8510	At Scene	Behana Gorge Rd		7ANGTIM
10/04/2021	17:52:31		UserAction		User clicked Exit/Save	7JAMROL
10/04/2021	17:53:01	8510	Available	Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]		8KIRJEF
10/04/2021	17:53:01	8510	Disposition	BEHANA GORGE CLAMSHELL FALLS	Services Not Required	8KIRJEF
10/04/2021	17:53:32		Read Comment		Comment for Incident 030 was Marked as Read.	7COUMCC
10/04/2021	17:53:48		UserAction		User clicked Exit/Save	7COUMCC
10/04/2021	17:59:13		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	18:02:00		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	18:05:48		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	18:08:47		UserAction		User clicked Exit/Save	7JAMROL
10/04/2021	18:13:19		UserAction		User clicked Exit/Save	8KIRJEF
10/04/2021	18:13:25		UserAction		User clicked Exit/Save	7GRAPUL
10/04/2021	18:25:27		Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	18:25:43		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	18:28:04		UserAction		User clicked Exit/Save	7DISPLAY
10/04/2021	18:32:22		UserAction		User clicked Exit/Save	7ANGTIM
10/04/2021	18:48:57		Read Comment		Comment for Incident 030 was Marked as Read.	7TEGKID
10/04/2021	18:49:06		UserAction		User clicked Exit/Save	7TEGKID
10/04/2021	18:49:10	7116	Available	Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]		7TEGKID

10/04/2021	18:49:10	7116	Disposition	CLAMSHELL FALLS]	A Case Completed		7TEGKID
10/04/2021	18:49:26	7131	Available	BEHANA GORGE CLAMSHELL FALLS Behana Gorge Rd [BEHANA GORGE CLAMSHELL FALLS]			7TEGKID
10/04/2021	18:49:26	7131	Disposition	BEHANA GORGE CLAMSHELL FALLS	A Case Completed		7TEGKID
10/04/2021	18:49:26	7131	Response Closed	BEHANA GORGE CLAMSHELL FALLS	Response Disposition: A Case Completed		7TEGKID
10/04/2021	18:49:26		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q21-A017018, Status: Closed		ICEMS
10/04/2021	18:49:26		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A017018, Status: Closed		ICEMS
10/04/2021	18:49:28		Read Comment		Comment for Incident 030 was Marked as Read.		8ROGDAL
10/04/2021	18:49:28		Read Comment		Comment for Incident 030 was Marked as Read.		7ANGTIM
10/04/2021	18:58:11		Read Comment		Comment for Incident 030 was Marked as Read.		3LUKMCC
10/04/2021	19:01:31		UserAction		User clicked Exit/Save		3LUKMCC
10/04/2021	19:10:05		UserAction		User clicked Exit/Save		7ANGTIM
10/04/2021	19:34:36		Read Comment		Comment for Incident 030 was Marked as Read.		7VERBIS
10/04/2021	20:25:38		UserAction		User clicked Exit/Save		8ROGDAL
10/04/2021	20:34:26		UserAction		User clicked Exit/Save		7VERBIS
10/04/2021	23:01:23		UserAction		User clicked Exit/Save		7JAAPAP
11/04/2021	11:42:44		UserAction		User clicked Exit/Save		7BARCAL
15/04/2021	07:10:43		UserAction		User clicked Exit/Save		3LUKMCC
15/04/2021	08:07:31		Read Comment		Comment for Incident 030 was Marked as Read.		3ALACUN
15/04/2021	08:10:34		User Viewed AML Data		User has viewed the AML data for Incident 16981030		3ALACUN
15/04/2021	08:11:30		UserAction		User clicked Exit/Save		3ALACUN

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
10/04/2021	17:00:47	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:00:58	City		NORTH SYDNEY	Updated City	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:00:58	City		NORTH SYDNEY	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:10	City	NORTH SYDNEY	BEHANA GORGE	Updated City	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:10	City	NORTH SYDNEY	BEHANA GORGE	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:19	Address	(Blank)	BEH*	New Entry	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Jurisdiction		7 Cairns and Coastal	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Division		7 Gordonvale	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Battalion		7 Gordonvale	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Response_Area		7 Gordonvale	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Primary_TAC_Channel		VHF Ch 21 LAMBS HEAD	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Address	BEH*	BEHANA GORGE RD	Entry	Response_Master_Incident	PA705	7GRAPUL
					Selected/Returned from GeoLocator			
10/04/2021	17:02:43	City	BEHANA GORGE	ALOOMBA	Updated City	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:43	Latitude	0	72835947	Entry	Response_Master_Incident	PA705	7GRAPUL
					Selected/Returned from GeoLocator			
10/04/2021	17:02:43	Longitude	0	34169007	Entry	Response_Master_Incident	PA705	7GRAPUL
					Selected/Returned from GeoLocator			
10/04/2021	17:02:47	Cross_Street		PROPOSED RD	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:02:59	Call_Back_Phone	Irrelevant	Irrelevant	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:00	ProQaCaseNumber		16981030	(Response Viewer)	Incident	PA705	7GRAPUL
10/04/2021	17:03:58	Problem		DROWN UNDRWTER NON SPECIALISED	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:58	Response_Plan		1A	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:58	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:58	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:58	Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL

10/04/2021	17:03:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:59	Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:59	Determinant		14E02	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:59	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:59	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:03:59	Pickup_Map_Info	(Blank)	8063		Response_Transports	POLCADQASCXA097	7GRAPUL
10/04/2021	17:03:59	Map_Info		8063		Response_Master_Incident	POLCADQASCXA097	7GRAPUL
10/04/2021	17:04:06	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA701	7ANGTIM
10/04/2021	17:04:19	Location_Name		BEHANA GORGE	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:05:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:06:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA304	3CHRJOH
10/04/2021	17:07:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:08:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTH0
10/04/2021	17:09:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTH0
10/04/2021	17:09:52	Field_Data		U	Patient Name:	Response_User_Data_Fields	PA705	7GRAPUL
10/04/2021	17:09:54	Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA705	7GRAPUL
10/04/2021	17:10:08	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:10:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KIRJEF
10/04/2021	17:12:07	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:12:07	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA705	7GRAPUL
10/04/2021	17:12:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:13:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:13:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA541	16SHEEVA
10/04/2021	17:15:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:16:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:16:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:16:50	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:17:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:18:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:20:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:20:48	Caller_Name	VODAFONE, DEFAULT CLI	Irrelevant	(Response Viewer)	Response_Master_Incident	QA541	16SHEEVA
10/04/2021	17:21:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:21:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KIRJEF
10/04/2021	17:22:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTH0
10/04/2021	17:22:14	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA541	16SHEEVA
10/04/2021	17:22:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8KIRJEF
10/04/2021	17:22:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:23:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7GRAPUL
10/04/2021	17:24:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	17:24:19	Location_Name	BEHANA GORGE	BEHANA GORGE CLAMSHELL FALLS	(Response Viewer)	Response_Master_Incident	PA701	7ANGTIM
10/04/2021	17:24:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7JAMROL
10/04/2021	17:31:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:32:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	10CRAEAT
10/04/2021	17:47:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTH0
10/04/2021	17:48:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	17:50:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTH0
10/04/2021	17:51:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7JAMROL
10/04/2021	17:53:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUMCC
10/04/2021	18:25:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	18:48:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7TEGKID
10/04/2021	18:49:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ROGDAL
10/04/2021	18:49:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7ANGTIM
10/04/2021	18:58:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA308	3LUKMCC
10/04/2021	19:34:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA710	7VERBIS
15/04/2021	08:07:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC920022	3ALACUN

Central Queensland Local Ambulance Service Network

Authority:

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

Executive Summary:

Central Queensland (CQ) LASN responded to an incident (case14149658) that occurred on Monday 12 April 2021 at 23:45hrs. The incident was reported as a delayed response at **Irrelevant** Gracemere, to a **Irrelevant** female patient with difficulty breathing. The delayed response was as a result of delayed POST at Rockhampton Hospital (RH) and a surge in operational workload within the Rockhampton response area. Rockhampton Hospital had been escalated to Level 3 at the Rockhampton Hospital with unresolved delayed POST 15:15hrs. There were no adverse patient care outcomes identified.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident14149658. The review will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A LASN clinical review was completed by A/SCE**Irrelevant**No clinical issues or adverse events/outcomes have been identified for this incident.

State OpCen ProQA:

Initial request for service was received via 000 by the Rockhampton Operations Centre. QAS were requested to attend scene which was dispatched as a Code 1C response (36C02S). The dispatch and ongoing management of the case was referred to the Rockhampton Operations Centre. There are no noted delays or concerns on review of the IDR.

Incident Review/Investigation:

Scope:

- This report documents the significant incident review into case 14149658. The review will examine ambulance operations prior to, during and following the response.

Background:

- Initial request for service for Code 1C response (36C02S) for a female patient complaining of breathing difficulty, recent history of flu symptoms.

Queensland Ambulance Service: Operational Incident Reporting

- IDR notes a delay in dispatch – CCP reassigned to higher priority code 1 – incident 14149662.
- CDS review incident with advice to closely monitor symptoms and to contact 000 should her symptoms change.
- Duty OCS notified A/EMO of RH delays.
- Single Officer ACP II dispatched from EA.
- A/EMO contacted RH ED Shift Coordinator to request crew be identified to transfer care (ToC) of patient from RH assist.
- QAS ACP II crew dispatched from RH and stood down prior to arrival by single officer on scene.
- RH had delays in offloading QAS resources coupled with a surge in QAS operational workload.

Timeline:

- 1st Key Stroke: 22:45pm
- In waiting queue: 22:47pm
- First unit dispatched - 22:47pm (Single CCP Diverted to another Code 1)
- Second Unit Dispatched: 22:59pm (Single ACP II)
- First Unit Enroute: 22:49pm
- Second Unit Enroute: 22:59pm
- First Unit on scene: 23:11pm

Time of initial call to first crew on scene was 26 minutes

Review:

- Local resources on shift at time of incident included were located:
 - 1815-0615 - ACPII Crew from South Rockhampton in Unit 2146
 - 1845-0645 - ACPII Crew from South Rockhampton in Unit 2186
 - 1830-0630 - ACPII Crew from Gracemere in Unit 2179
 - 1900-0700 - ACPII Crew from North Rockhampton in Unit 2152
 - 1900-0700 - ACPII Crew from Yeppoon in Unit 2115
 - 1900-0700 – CCP Single Officer Rockhampton in Unit 2509
 - 0700-1700 EA – ACP II Crew from Emu Park Unit 2121
 - 0800-1800 EA – ACPII Crew from Mt Morgan Unit 2102
 - 0700-1900 EA – OS ACP II Single officer Rockhampton Unit 2504
 - 1300-2300 – SOS CCP Single officer Unit 2505
- Workload for the CQ LASN Rockhampton area from 21:00hrs to 12:30hrs on Monday 12 April to Tuesday 13 April 2021 consisted of:
 - 21:04pm - Case 14149362 Code 1C – 24B02 – Rockhampton City
 - North Rockhampton ACP II crew 2152 dispatched
 - Transport to Rockhampton Hospital
 - At destination 21:32hrs
 - 21:17pm – Case 13610199 Code 1B – 36D02S – Rockhampton City
 - North Rockhampton ACP II crew 2152 dispatched 21:48hrs
 - Transport to Rockhampton Hospital
 - At destination 22:06hrs
 - Delayed POST
 - Transfer of care to 2504 – 01:14hrs
 - Case completed at 03:25hrs
 - 21:23pm – Case 14149419 Code 1B —36D02S - Kalapa
 - South Rockhampton ACP II crew 2186 dispatched – 21:32hrs
 - Transport to Rockhampton Hospital
 - At destination 22:19hrs
 - Delayed POST
 - 21:26pm – Case 14149425 Code 2BL – 01A01 – Cawaral

Queensland Ambulance Service: Operational Incident Reporting

- Emu Park ACP II crew dispatched 21:33hrs
 - Transport to Rockhampton Hospital
 - At destination 22:44hrs
 - Delayed POST
 - Transfer of care to 25152 – 00:17hrs
 - Case completed at 01:13hrs
- 22:45pm – Case 14149658 Code 1C —36C02S – Gracemere
 - Rockhampton CCP Single Officer 2509 - dispatched 22:47hrs
 - 2509 Diverted higher priority Code 1 – 22:49hrs
 - Rockhampton OS – 2504 – dispatched 22:59hrs
 - Rockhampton ACP II 2152 – dispatched 23:22hrs
 - Single Officer on scene – Stood down backup
 - NIL Transport
 - 22:45pm – Case 14149662 Code 1C – 36C01S – Berserker
 - Rockhampton CCP Single Officer 2509 - dispatched 22:49hrs
 - Gracemere ACP II 2179 – back up - dispatched 23:26hrs
 - Transport to Rockhampton Hospital
 - At destination 23:56hrs
 - Delayed POST
 - Case completed 00:23hrs
 - 23:05pm – Case 14149688 Code 1B – 10D01 – Frenchville
 - Gracemere OIC – 2506 - dispatched 23:09hrs
 - Rockhampton ACP II 2146 back up – dispatched 23:25hrs
 - Transport to Rockhampton Hospital
 - At destination 00:06hrs
 - Delayed POST
 - Transfer of care to 2506 - 00:15hrs -
 - Case completed 03:39hrs
- **Actions taken to ensure that the incident does not reoccur;**
 - Early identification of QAS resource within ED for allocation to request for service for Code 1 response.

Outcomes

- Delayed Code 1 response with no adverse patient care outcomes

Post OIRR actions

- Continued engagement with Central Queensland Hospital and Health Service (CQ HHS) in relation to the continued delays being experienced by QAS at the Rockhampton Hospital.
- Meeting with CQ HHS CEO Wednesday 14 April 2021.

Review Recommendations:

No recommendations for this case

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Appendix of relevant documents/files:

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

LASN Endorsement

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

Name	Position	Signature	Date
Brooke Rolfe	A/LASN Manager	Irrelevant	14.4.21
Belinda Klerkx	A/EMO	-	

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14149658
 ProQA number: 16991120
 Console name: PA210
 Incident Date: 12/04/2021 22:45:18
 Last Updated:

Incident Information

Incident Type: ACUTE
Priority: 1C
Determinant: 36C02S
Base Response#: 053648
Confirmation#: 00398080
Taken By: Irrelevant
Response Area: 2 Gracemere
Disposition: Advice Only
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 29538444
Patient Name: Irrelevant

Alarm Level:
Problem: ?COVID19 ABN BRTH 2+SYM LVLO
Agency: QAS
Jurisdiction: 2 South East
Division: 2 Gracemere
Battalion: 2 Gracemere
Response Plan: Acute
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 66546918
Patient DOB: Irrelevant

Incident Location

Location Name: Irrelevant
Address: Irrelevant
Apartment:
Building:
City, State, Zip: GRACEMERE QLD 4702

County: ROCKHAMPTON
Location Type: Irrelevant
Cross Street:
Map Reference: QGR1K12

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type:

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

Time Stamps

Description	Date	Time	User
Phone Pickup	12/04/2021	22:45:17	
1st Key Stroke	12/04/2021	22:45:18	
In Waiting Queue	12/04/2021	22:47:27	
Call Taking Complete	12/04/2021	22:48:57	Irrelevant
1st Unit Assigned	12/04/2021	22:47:51	
1st Unit Enroute	12/04/2021	22:59:34	
1st Unit Arrived	12/04/2021	23:11:45	
Closed	12/04/2021	23:25:56	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:02:09
Call Taking	00:03:39
In Queue to 1st Assign	00:00:24
Call Received to 1st Assign	00:02:34
Assigned to 1st Enroute	00:11:43.9
Enroute to 1st Arrived	00:12:10.0
Incident Duration	00:40:39

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
2509	22:47:51	Assistance Only						22:49:06			.Diverted To Higher Priority
2504	22:59:06	Advice Only	22:59:34		23:11:45			23:25:56			
B2146	23:22:15	Cancel En Route	23:22:20					23:25:23			Backup Not Required

Personnel Assigned

Unit: 2146
Name: Irrelevant

Pre-Scheduled Information
No Pre-Scheduled Information

Transports
No Transports

Date	Time	User	Type
12/04/2021	22:45:53	2BELTIB	Response
12/04/2021	22:47:27	2BELTIB	Response
12/04/2021	22:47:27	2BELTIB	Response
12/04/2021	22:47:52	PS	Response
12/04/2021	22:48:08	PS	Response
12/04/2021	22:48:09	PS	Response
12/04/2021	22:48:42	2BELTIB	Response
12/04/2021	22:49:18	PS	Response
12/04/2021	22:49:19	PS	Response
12/04/2021	22:50:43	2BELTIB	Response
12/04/2021	22:50:53	2COUSUL	Response
12/04/2021	22:51:05	2COUSUL	Response
12/04/2021	22:51:56	10CRAEAT	Response
12/04/2021	22:52:46	10CRAEAT	Response
12/04/2021	22:58:36	10CRAEAT	Response
12/04/2021	22:59:00	2KIRBRE	Response
12/04/2021	22:59:07	PS	Response
12/04/2021	22:59:18	PS	Response
12/04/2021	22:59:19	PS	Response
12/04/2021	23:22:15	PS	Response
12/04/2021	23:22:27	PS	Response
12/04/2021	23:22:28	PS	Response
12/04/2021	23:25:08	2KIRBRE	Response
12/04/2021	23:25:38	PS	Response
12/04/2021	23:26:09	PS	Response
12/04/2021	23:26:09	PS	Response

Priority Changes
No Priority Changes

Date	Time	Radio	Activity	Location
12/04/2021	22:45:18		AML Data Received	
12/04/2021	22:47:27		Incident in Waiting Queue	
12/04/2021	22:47:27		ANI/ALI Statistics	
12/04/2021	22:47:27		Read Comment	
12/04/2021	22:47:28		Waiting Pending Incident Time	

Comments	User
CALL STATES HE HAS SPOKEN TO 13HEALTH	
[ProQA Dispatch] Dispatch Level: 36C02 (Abnormal breathing with multiple flu-like symptoms) Suffix: S (Level 0 (COVID-19 surveillance only)) Response Text: 1C Irrelevant Female, Conscious, Breathing. Problem Description: HARD TO BREATHE - HAS HAD FLU A FEW DAYS	
[ProQA: Key Questions] 1. This is a coronavirus (COVID-19) outbreak. 2. The locally designated Triage Level is 0 (surveillance only). 3. The most prominent complaint is difficulty breathing. 4. She does not have any difficulty speaking between breaths. 5. Her breathing is abnormal but effective. 6. She is completely alert (responding appropriately). 7. She is changing colour. 8. Her colour change is pale. 9. She does not have chills or sweats. 10. She has a new cough that recently started. 11. She has a sore throat. 12. She is not a HIGH RISK patient.	
[Page] Dispatch page sent to Unit:2509, Sent From: KEDCADQASPIS01	
[Page] Dispatch page to Unit:2509 complete to PIN Irrelevant	Message sent successfully.
[Page] Dispatch page to Unit:2509 complete to PIN Irrelevant	Message sent successfully.
EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS	
[Page] Page processing complete to PIN Irrelevant	Message sent successfully.
[Page] Page processing complete to PIN Irrelevant	Message sent successfully.
[Notification] [QAS]-Review priority - EMD requested CDS to review	
DELAY IN DISPATCH - CCP REASSIGNED TO HIGHER PRIORITY CODE 1 14149662	
NO CREWS AVAIL DUE TO HOSPITAL RAMPING	
[Notification] [QAS]-CDS reviewing	
[Notification] [QAS]-CDS-WILL CALLBACK FOR FURTHER CLINICAL INFORMATION	
[Notification] [QAS]-CDS performed call back (CDS to document) CDS CALLBACK-SPOKE WITH PATIENT WHO STATES SHE IS FINDING IT DIFFICULT TO BREATHE-PMHX NIL RESPIRATORY HX ADVISED TO CLOSELY MONITOR AND RECALL IF ANY CHANGES IN SYMPTOMS.	
OCS JC - A/EMO BEL CALLED REGARDING DELAYS AT RH	
[Page] Dispatch page sent to Unit:2504, Sent From: KEDCADQASPIS01	
[Page] Dispatch page to Unit:2504 complete to PIN Irrelevant	Message sent successfully.
[Page] Dispatch page to Unit:2504 complete to PIN Irrelevant	Message sent successfully.
[Page] Dispatch page sent to Unit:2146, Sent From: KEDCADQASPIS01	
[Page] Dispatch page to Unit:2146 complete to PIN Irrelevant	Message sent successfully.
[Page] Dispatch page to Unit:2146 complete to PIN Irrelevant	Message sent successfully.
2504 NON TX LEFT WITH ADVICE CLEAR	
[Page] Page processing complete to PIN Irrelevant	Message sent successfully.
[Page] Page processing complete to PIN Irrelevant	Message sent successfully.
[Page] Page processing complete to PIN Irrelevant	Message sent successfully.

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
12/04/2021	22:47:28	Warning						
12/04/2021	22:47:33	ProQA		Irrelevant	ProQA determinant sent			2BELTIB
12/04/2021	22:47:37	Read Incident			Incident 120 was Marked as Read.			2COUSUL
12/04/2021	22:47:37	Remove Waiting Pending Incident			Removing Waiting Pending Incident Time Warning timer expired			
12/04/2021	22:47:38	Warning						
12/04/2021	22:47:38	Incident in Waiting Queue Timer Clear						
12/04/2021	22:47:47	UserAction			User clicked Initial Assign			2COUSUL
12/04/2021	22:47:48	Initial Assignment			The following unit(s) is (are) recommended for assignment: 2509 (00:10:48),2114 (00:27:37)			2COUSUL
12/04/2021	22:47:50	Initial Assignment			The following unit(s) is (are) cleared from assignment: 2114			2COUSUL
12/04/2021	22:47:51	2509 Dispatched		Irrelevant	Response Number (053648)			2COUSUL
12/04/2021	22:48:51	Incident Late			Active incident marked as late			
12/04/2021	22:48:57	UserAction			User clicked Exit/Save			2BELTIB
12/04/2021	22:49:06	2509 Disposition		Irrelevant	Assistance Only			2COUSUL
12/04/2021	22:49:06	2509 Available			Unit Cleared From Incident 14149658			2COUSUL
12/04/2021	22:49:06	2509 Incident Timer Clear			Incident Late Timer cleared for 14149658			2COUSUL
12/04/2021	22:49:06	2509 Reassign Vehicle		2(004) ROCKHAMPTON SOUTH	ReAssign Reason: .Diverted To Higher Priority			2COUSUL
12/04/2021	22:49:06	2509 Reassign Response		2(004) ROCKHAMPTON SOUTH	ReAssign Reason: .Diverted To Higher Priority			2COUSUL
12/04/2021	22:49:06	2509 Reassign Response		2(004) ROCKHAMPTON SOUTH	Clearing Primary Vehicle Flag			2COUSUL
12/04/2021	22:50:04	Read Comment			Comment for Incident 120 was Marked as Read.			2COUSUL
12/04/2021	22:50:46	UserAction			User clicked Exit/Save			2BELTIB
12/04/2021	22:51:06	UserAction			User clicked Exit/Save			2COUSUL
12/04/2021	22:51:12	Read Comment			Comment for Incident 120 was Marked as Read.			10CREAT
12/04/2021	22:52:07	Read Comment			Comment for Incident 120 was Marked as Read.			2COUSUL
12/04/2021	22:52:42	UserAction			User clicked Exit/Save			2COUSUL
12/04/2021	22:52:56	Read Comment			Comment for Incident 120 was Marked as Read.			2COUSUL
12/04/2021	22:53:05	UserAction			User clicked Exit/Save			2COUSUL
12/04/2021	22:58:56	UserAction			User clicked Exit/Save			2BELTIB
12/04/2021	22:59:02	UserAction			User clicked Initial Assign			2COUSUL
12/04/2021	22:59:03	Initial Assignment			The following unit(s) is (are) recommended for assignment: 2504 (00:10:20),2114 (00:38:13)			2COUSUL
12/04/2021	22:59:06	2504 Initial Assignment		Irrelevant	The following unit(s) is (are) cleared from assignment: 2114			2COUSUL
12/04/2021	22:59:06	2504 Dispatched			Response Number (053673)			2COUSUL
12/04/2021	22:59:29	2504 UserAction			User clicked Exit/Save			2COUSUL
12/04/2021	22:59:34	2504 Resp			Responding From = GEORGE ST [GEORGE ST-SPLIT].			2COUSUL
12/04/2021	23:01:33	UserAction			User clicked Exit/Save			10CREAT
12/04/2021	23:01:35	UserAction			User clicked Exit/Save			2KIRBRE
12/04/2021	23:02:07	Read Comment			Comment for Incident 120 was Marked as Read.			10CREAT
12/04/2021	23:02:11	UserAction			User clicked Exit/Save			10CREAT
12/04/2021	23:11:45	2504 At Scene		Irrelevant				2KIRBRE
12/04/2021	23:20:59	2504 UserAction			User clicked Exit/Save			2KIRBRE
12/04/2021	23:22:15	2146 Dispatched			Response Number: 053719;			2KIRBRE
12/04/2021	23:22:20	2146 Resp			Responding From = 2 Canning St [RH (A&E)].			2KIRBRE
12/04/2021	23:25:04	Read Comment			Comment for Incident 120 was Marked as Read.			2JILALL
12/04/2021	23:25:13	UserAction			User clicked Exit/Save			2JILALL
12/04/2021	23:25:23	2146 Disposition		Irrelevant	Cancel En Route			2KIRBRE
12/04/2021	23:25:23	2146 Available			Unit Cleared From Incident 14149658			2KIRBRE
12/04/2021	23:25:23	2146 Reassign Vehicle		2 Canning St [RH (A&E)]	ReAssign Reason: Backup Not Required			2KIRBRE
12/04/2021	23:25:23	2146 Reassign Response		2 Canning St [RH (A&E)]	ReAssign Reason: Backup Not Required			2KIRBRE
12/04/2021	23:25:56	2504 Available		Irrelevant				2KIRBRE
12/04/2021	23:25:56	2504 Disposition			Advice Only			2KIRBRE
12/04/2021	23:25:56	2504 Response Closed			Response Disposition: Advice Only			2KIRBRE
12/04/2021	23:25:56	Read Comment			Comment for Incident 120 was Marked as Read.			2JANCHO
12/04/2021	23:26:59	UserAction			User clicked Exit/Save			2KIRBRE
13/04/2021	00:05:32	UserAction			User clicked Exit/Save			2JANCHO

DOH RTI 3907

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
12/04/2021	22:45:18	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA210	2BELTIB

12/04/2021	22:45:23	City		GRACEMERE	Updated City	Response_Master_Incident	PA210	DOH RTI 287	2BELTIB
12/04/2021	22:45:23	City		GRACEMERE	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:23	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	Jurisdiction		2 South East	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	Division		2 Gracemere	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	Battalion		2 Gracemere	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	Response_Area		2 Gracemere	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:45:26	Address	Irrelevant	Irrelevant	Entry	Response_Master_Incident	PA210		2BELTIB
					Selected/Returned from GeoLocator				
12/04/2021	22:45:26	Latitude	0	66546918	Entry	Response_Master_Incident	PA210		2BELTIB
					Selected/Returned from GeoLocator				
12/04/2021	22:45:26	Longitude	0	29538444	Entry	Response_Master_Incident	PA210		2BELTIB
					Selected/Returned from GeoLocator				
12/04/2021	22:45:31	ProQaCaseNumber		16991120	(Response Viewer)	Incident	PA210		2BELTIB
12/04/2021	22:47:27	Problem		?COVID19 ABN BRTH 2+SYM	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
				LVL0					
12/04/2021	22:47:27	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:27	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:27	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:27	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:28	Priority_Number	0	3	Updated by ProQA	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:28	Determinant		36C02S	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:28	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:28	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:47:28	Pickup_Map_Info	(Blank)	QGR1K12		Response_Transports	KEDCADQASCXA21		2BELTIB
12/04/2021	22:47:28	Map_Info		QGR1K12		Response_Master_Incident	KEDCADQASCXA21		2BELTIB
12/04/2021	22:47:33	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA204		2COUSUL
12/04/2021	22:48:24	Field_Data		Irrelevant	Patient Name:	Response_User_Data_Fields	PA210		2BELTIB
12/04/2021	22:48:35	Field_Data			Patient DOB:	Response_User_Data_Fields	PA210		2BELTIB
12/04/2021	22:48:49	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA210		2BELTIB
12/04/2021	22:48:49	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA210		2BELTIB
12/04/2021	22:50:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204		2COUSUL
12/04/2021	22:51:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504		10CRAEAT
12/04/2021	22:52:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204		2COUSUL
12/04/2021	22:52:54	Field_Data		2252 CDS	Call Back	Response_User_Data_Fields	QA504		10CRAEAT
12/04/2021	22:52:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204		2COUSUL
12/04/2021	23:02:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504		10CRAEAT
12/04/2021	23:25:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205		2JILALL
12/04/2021	23:25:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202		2JANCHO

Significant Incident Review Template

Townsville Local Ambulance Service Network

Authority:

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

Executive Summary:

The Gold Coast Operations Centre (GC OpCen) received a request for service via the 000 system at 0929hrs on 15 April 2021. For the purpose of this review this will be treated as the primary call as there was also two 000 calls received by the Townsville Operations Centre (TSV OpCen).

This request was in relation to a Road Traffic Crash (RTC) that had occurred on the intersection of the Bruce Highway and Greenvale Street in Yabulu, approximately 25kms north of Townsville city. This area of the Bruce Highway is a 100km/h speed zone, outside of a large Caltex service station / truck stop, the incident occurred in the early to mid-morning and the weather was fine and sunny.

The initial information received from the informant was that this was a high-speed incident with a significant impact involving a small hatch back style car being T-boned by a large 4x4 style vehicle. The informant witnessed the incident occur and stated that she had seen the dust and car parts flying, she proceeded back to the incident and provided more accurate information, but the 000 call was terminated when the callers phone dropped out.

The informant called back a short time later and advised that there was one ambulance on scene, but more would be required as there was at least two people trapped in the vehicle that had been T-boned and there were people in the other vehicle.

The TSV OpCen initially dispatched two units to the incident with one unit assigned from Northern Beaches station and the Flight Critical Care Paramedic (FCCP) and Flight Doctor (FD) from the Mundingburra area, as well as advising the duty Senior Operations Supervisor (SOS).

The TSV OpCen assigned an additional unit from the Townsville University Hospital (TUH) as the incident escalated. This was further supplemented with the Officer in Charge (OIC) from Northern Beaches station, an additional Critical Care Paramedic (CCP) and an additional unit from Townsville station.

Retrieval Services Queensland (RSQ) was advised of the incident and the dispatch of the Townsville based rescue helicopter (Rescue 521) was approved.

The first Queensland Ambulance Service (QAS) unit arrived on scene at 0934hrs, 4.48 minutes after the initial 000 call was received.

There was a total of 5 patients transported from this incident to TUH, consisting of two **Irrelevant** males, both passengers in the hatchback, both in serious conditions with multi-system trauma, one transported by road ambulance and the other transferred by Rescue 521, a **Irrelevant** male driver of the 4x4, with moderate injuries, a **Irrelevant** female passenger of the 4x4, with moderate injuries and an **Irrelevant** female driver of the hatchback, with minor injuries.

The first patient arrived at TUH at 1032hrs, 1 hour and 3 minutes after the 000 call was received, with the last patient arriving at TUH at 1132hrs.

All QAS units were cleared from the incident by 1255hrs.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14159519.

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

Queensland Ambulance Service: Operational Incident Reporting

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

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by A/Senior Clinical Educator Brad Garvey, a CCP level clinician. Review 33952, 33953, 33954 and 33955 are attached. The reviews found that;

Review 33952 – Irrelevant PT sitting left front passenger seat (3 persons occupied vehicle) T boned by oncoming vehicle (2 persons occupied) impact LHS extensive damage and 2 x entrapment, 3 x self-extricated. Difficult extrication awaiting QFES. Patient initially GCS 6 (E1V2M3) chest sounds bilaterally equal air entry. Weak radial pulses tachycardic 110. Tachypnoeic 28. R pupil size 5mm L 2mm sluggish. Pt appeared pale and unresponsive. Obvious Head injury redness swelling L maxilla. Bruising to left lower chest wall and left upper Abdo, Pelvic injury/dyscolouration to pelvis. Skin tear L anterior chest and abrasion L pelvis. Oedema R upper leg, no shortening or deformity. Bilaterally Chest decompression by CCP YIN on scene due to patient reported to be gasping for air with oxygen saturation's 70%, subcutaneous emphysema and haemodynamic instability. Following extrication Pt transport GCS 11 (E3V2M6), mildly agitated prior to pain relief, pupils equal and sluggish to light 3mm. Tachypnoea 32 diminished air entry RHS with decrease rise and fall of chest RHS. Patient tachycardic at 140. Temp 37.1 BSL 12.2. ECG narrow complex tachycardia 140. Blood pressure recording continuing to be above 130systolic however radial pulse very weak always with QAS. Fluid therapy administered for? head injury and TXA for? chest, Abdo and pelvic injury in entrapped patient. Patient delivered high flow oxygen and warmed on route with notification to TUH. Patient requiring no further analgesia on route to TUH.

Summary of findings

- High Speed RTC multi-cas.
- Young male with significant head, chest and pelvic injuries suspected.
- Comprehensive assessment and management which was well considered and clinically sequential.
- Excellent documented case sheet.

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

Review 33953 – Irrelevant

Irrelevant

Summary of findings

- High Speed RTC mutli-cas.
- Elderly female patient with chest, abdomen and limb injuries.
- Management compromised of appropriate analgesia and immobilization strategies in keeping with CPPs, CPGs and DTPs.
- Scene times reasonable given nature of case

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

Review 33954 – Irrelevant

Irrelevant

Queensland Ambulance Service: Operational Incident Reporting

Summary of findings

- High Speed RTC multi-cas.
- Elderly male patient driver, patient presented for assessment after 40mins.
- C/o sternum pain exacerbated by movement and palpation.
- Assessment, management and documentation appropriate and patient transported through to TUH.

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

Review 33955 – **Irrelevant**

Irrelevant

Summary of findings

- High Speed RTC multi-cas.
- Teenager patient entrapped, noted to have significant head, chest and limb injuries.
- AME response with RSI undertaken on scene.
- Comprehensive documentation of clinical sequencing and complex management

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

State OpCen ProQA:

An Incident Performance Review was not conducted from this incident. All 000 calls were reviewed locally with no issues identified with the call received by the GC OpCen.

Incident Review/Investigation:

- **Scope:**
This Significant Incident Review is to evaluate the QAS response to an RTC that occurred at the intersection of the Bruce Highway and Greenvale Street in Yabulu at approximately 0929hrs on 15 April 2021.

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

Queensland Ambulance Service: Operational Incident Reporting

- **Background:**

The GC OpCen received a request for service via the 000 system at 0929hrs on 15 April 2021 advising of a two vehicle RTC at the intersection of the Bruce Highway and Greenvale Street in Yabulu, north of Townsville city.

The initial information was that north bound small hatchback car had turned in the path of a south bound 4x4 vehicle in the 100km zone outside of the Caltex service station. The informant advised that there were two persons trapped in one of the vehicles and one person still in the other vehicle and one person had been removed from the other, the informant advised that there was up to four persons involved in the incident.

The incident was assigned Incident Number 14159519, MPDS code 29D07V, RTC Unconscious Multiple Patients a 1A response and placed in the dispatch queue at 0931hrs.

The GC OpCen passed the incident to the TSV OpCen for dispatching.

The TSV OpCen dispatched one Advanced Care Paramedic Unit (ACP) at 0931hrs from Northern Beaches station. Northern Beaches 1130 with ACP Irrelevant and ACP Irrelevant Irrelevant responded to the incident at 0931hrs from the Black River Area.

The TSV OpCen advised duty SOS Tony Kirkham of the incident at 0932hrs, the duty SOS requested that a CCP unit be dispatched and advised the OpCen Supervisor (OCS) that he would be attending the incident as well. Townsville 1522 with CCP Irrelevant was assigned to the incident at 0939hrs, responding from Townsville station.

The TSV OpCen dispatched the CCP unit at 0933hrs from the Townsville Airwing. FCCP Irrelevant Irrelevant responded at 0937hrs from the Mundingburra area, this unit also had the flight doctor on board at the time of the dispatch.

The first QAS unit arrived on scene at 0934hrs and provided a sitrep at 0936hrs advising that there were 4 patients, 2 were trapped, 1 was unconscious and 2 with head injuries. One patient in the vehicle had a GCS of 3, this was added to at 0938hrs advising that both patients in the car were GCS 3.

The TSV OpCen then attached an additional ACP unit to the incident. Townsville 1119 with ACP Irrelevant and ACP Irrelevant where assigned at 0937hrs and responded from TUH.

The TSV OpCen dispatched the OIC from Northern Beaches station, 2.9kms from the incident. Northern Beaches 1435 with A/OIC Irrelevant was assigned at 0938hrs and responded from Northern Beaches station.

The duty SOS contacted the TSV OCS at 0940hrs and discussed the sitrep provided from the scene. There appeared to be confusion regarding the number of unconscious patients, with the SOS and OCS believing that there could be 3 unconscious patients at the scene. The SOS requested that an additional ACP unit be dispatched to the incident.

Townsville 1138 was assigned from Townsville station at 0941hrs. Townsville 1138 with ACP Irrelevant Irrelevant and ACP Irrelevant responded from Townsville station code 2 at 0943hrs.

CCP POD 1506 advised the TSV OpCen at 0942hrs that they were free from the incident they were assigned to and offered to proceed to the RTC incident as there were multiple unconscious patients. This was declined by the EMD.

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The duty SOS overheard the EMD declining the offer and requested that the CCP POD be dispatched to the incident at 0943hrs. The EMD questioned the request, advising that this would leave no CCP coverage in the cluster. The SOS advised the EMD to dispatch the unit, with the EMD asking whether this a code 1 or 2 response, Code 1 was advised by the SOS.

CCP POD 1506 was assigned to the incident at 0944hrs. CCP POD 1506 with CCP Irrelevant responded from the Mundingburra area at 0944hrs.

The TSV OCS contacted the duty SOS at 0944hrs and discussed dispatching Rescue 521, the SOS requested that RSQ be advised of the incident and placed on standby.

The Northern Beaches OIC contacted the TSV OCS at 0948hrs and requested information on the number of resources assigned to the incident. A/OIC Irrelevant provided a sitrep and was advised that Rescue 521 was on standby, OIC Irrelevant requested the helicopter be dispatched.

Rescue 521 was assigned to the incident at 1007hrs, getting airborne at 1013hrs and arriving on scene at 1019hrs.

AVL data shows the first QAS unit to depart the incident was Northern Beaches 1130, departing the scene at 1014hrs proceeding code 1 to TUH with a CCP onboard, arriving at TUH at 1032hrs.

The second QAS unit to depart scene Northern Beaches 1435 departed scene at 1031hrs arriving at TUH at 1055hrs.

The third QAS unit to depart scene, Townsville 1138 departed scene at 1040hrs arriving at TUH at 1059hrs.

Rescue 521 was the last to depart scene, getting airborne at 1056hrs.

- **Timeline:**

0929hrs	000 call received.
0931hrs	Incident placed in dispatch queue.
0931hrs	Assigned to Northern Beaches 1130.
0931hrs	Northern Beaches 1130 mobile to incident.
0932hrs	Duty SOS advised of incident.
0933hrs	Assigned to FCCP 1511.
0934hrs	Northern Beaches 1130 on scene.
0936hrs	ICEMS: Request send to QFES.
0936hrs	ICEMS: Request send to QPS.
0936hrs	Sitrep 1130: 4 patients, 2 trapped, 1 patient unconscious, 2 with head injuries & 1 x GCS15
0937hrs	ICEMS: QFES attached.
0937hrs	FCCP 1511 mobile to incident.
0937hrs	Assigned to Townsville 1119.
0937hrs	Townsville 1119 mobile to incident.
0938hrs	Sitrep 1130: both patients in car GCS 3 with head injuries.
0938hrs	ICEMS: QPS attached.
0938hrs	Assigned to Northern Beaches 1435 (OIC).
0939hrs	Notification 1511: Flight Doctor onboard
0939hrs	Northern Beaches 1435 mobile to incident.
0939hrs	ICEMS: QPS enroute
0939hrs	Assigned to SOS 1522.
0939hrs	ICEMS: QFES enroute.
0939hrs	SOS 1522 mobile to incident.
0941hrs	Sitrep 1130: 2 with serious head injuries.
0941hrs	Assigned to Townsville 1138.

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0942hrs Sitrep 1130: 2 entrapped with severe head injuries, GCS 3, 2 extracted with minor injuries

0943hrs Townsville 1138 mobile to incident.

0943hrs ICEMS: QPS on scene.

0944hrs Notification to QFES: 2 trapped with serious head injuries.

0944hrs Assigned to CCP POD 1506.

0944hrs CCP POD 1506 mobile to incident.

0947hrs Sitrep 1435: 2 Red patients

0949hrs ICEMS: QFES on scene.

0950hrs Sitrep 1435: Request for Rescue 521.

0955hrs NZCC approved helicopter tasking

1007hrs Assigned to Rescue 521.

1008hrs ICEMS: From QPS landing zone grassed area north of service station.

1013hrs Rescue 521 airborne.

1014hrs Northern Beaches 1130 transport 1x Irrelevant male to TUH.

1019hrs Rescue 521 on scene.

1031hrs Northern Beaches 1435 transports 1 x Irrelevant male to TUH.

1032hrs Northern Beaches 1130 arrives TUH.

1040hrs Townsville 1138 transport 1 x Irrelevant female to TUH.

1140hrs PSO advised of incident.

1055hrs Northern Beaches 1435 arrives TUH.

1056hrs Rescue 521 airborne to TUH.

1138hrs Townsville 1138 arrives TUH.

1200hrs CCP POD 1506 cleared from incident.

1212hrs Rescue 521 cleared from incident.

1239hrs Northern Beaches 1130 cleared from incident.

1251hrs Townsville 1138 cleared from incident.

1255hrs Northern Beaches 1435 cleared from incident.

- **Review:**

A review of the iROAM data, CAD data and Mapping data was undertaken as part of this review.

A review of the call taking process was undertaken, with a quality assurance review of the 000 call, and review of the advice provided by QAS call takers to bystanders. All radio transmission were reviewed as were all phone calls to and from the TSV OpCen in relation to this incident.

This review also considered the findings of the ECLIPSE review and the treatment or care received by the patients against QAS clinical practice guidelines, as well as reviewing QAS resources available for deployment and the utilisation of allied emergency services.

There was no Incident Performance Review was conducted from this incident. A review of the 000-call received by the GC OpCen was undertaken locally with no issues identified with the handling of the call by the call taker. The 000 call lasted 6.14 minutes and was terminated when the primary unit arrived on scene.

The informant did have difficulty understanding some of the questions asked by the call taker, but the call taker was able to obtain the number of patients and the severity of the patients and provided these updates on the IDR.

The only recommendation identified by iROAM was Northern Beaches 1130. CAD recommended the following units Northern Beach 1435 (2.48) Kirwan 1124 (13.28), Townsville 1138 (14.28) and Northern Beaches 1130 (14.43), the EMD chose to dispatch Northern Beaches 1130.

The review of AVL data confirmed this selection with Northern Beaches 1130 located at the intersection of the Bruce Highway and Bowden road, 2.4km from the incident as the closest and most appropriate unit for dispatch. The other recommended units Kirwan 1124 was located at

Queensland Ambulance Service: Operational Incident Reporting

Cannon Park, in Kirwan 20.4kms from the incident, and Townsville 1138 was located at Townsville station 21.2km from the incident.

The dispatching of the CCP unit to this incident was an appropriate decision as the incident was a 1A response and this dispatch is consistent with QAS response algorithms and SOP02 - dispatching of ambulance resources and SOP 02.1 – QAS response priorities.

There was a 6.14-minute delay in the dispatch for an additional acute unit by the TSV OpCen. The information provided by the informant, regarding the number of patients and possible severity of their injuries, indicates the dispatching of a second acute transport unit should have been considered earlier.

The CCP POD identified their availability after a sitrep from scene identified the number of patients and the severity, the EMD declined the CCP request to attend. When the SOS intervened and requested they be assigned to the incident, the dispatcher questioned the request as it would leave no CCP coverage. The LASN was able to maintain CCP coverage with the two CCP officers on shift at the Clinical Education Unit.

The 000 call was received by the GC OpCen at 09.29.15hrs and placed in the dispatch queue 1.58 minutes later at 09.31.13hrs.

The primary unit was assigned 32 seconds later at 09.31.45hrs and arrived on scene 2.18 minutes after being dispatched or 4.12 minutes after the 000 call was received at 09.34.08.

The first patient arrived at TUH 1 hour and 3 minutes after the 000 call was received with the last arriving at TUH 1 hour 29 minutes after the 000 call.

Workload prior to this incident was average for the LASN with 6 acute incidents received in the hour prior to this incident and 5 in the hour post the incident. The LASN roster was adequate for that time of the morning. There were 4 vacancies recorded, but these were associated with the Interfacility unit and LAARU, and did not affect normal acute crewing.

The ECLIPSE clinical review found that;

Review 33952 – **Irrelevant** The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

Review 33953 – **Irrelevant** The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

Review 33954 – **Irrelevant** The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

Review 33955 – **Irrelevant** The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

IDR information indicated that the driver of the small hatchback initially declined to be transported for assessment, but later was transferred by QAS to **Irrelevant** ED, this review was unable to locate any patient documentation to support this.

This was a significant RTC, that occurred in a high speed 100km zone, with a high mechanism of impact that resulted in two patients having significant multiple system trauma injuries, one with moderate injuries and two with minor injuries.

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Allied emergency services were advised and attached to the incident 7 minutes after the 000 call was received.

- **Outcomes:**
 - Two **Irrelevant** transported to TUH with Multi-system trauma.
 - One female transported to TUH with moderate injuries
 - One male transported to TUH with minor injuries
 - One female minor injuries
- **Post OIRR Actions:**
 - Incident debrief undertaken
 - ECLIPSE review undertaken.
 - SIR completed.
 - Priority One support offered

Review Recommendations:

Nil recommendations

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Appendix of relevant documents/files:

- IDR 14159519
- DARF 503318967 – Irrelevant
- Corplus Summary
- ECLIPSE Review 33952 -Irrelevant
- DARF 51319060 – Irrelevant
- Corplus Summary
- ECLIPSE Review 33953
- DARF 503319075 –Irrelevant
- Corplus Summary
- ECLIPSE Review 33954
- DARF 503319088 – Irrelevant
- Corplus Summary
- ECLIPSE Review 33955
- iROAM Data
- CAD Data
- AVL Data Northern Beaches 1130
- AVL Data Townsville 1119
- AVL Data Townsville 1138
- AVL Data CCP 1506
- Mapping Information - Northern Beaches station to Incident
- Mapping Information – Townsville station to Incident
- Mapping Information – TUH to Incident
- Roster Information – Cluster
- Flash Brief Information

LASN Endorsement

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

Role	Name	Position	Signature / Irrelevant	Date
Reviewer	Robbie Medlin	Assistant Commissioner		14/05/21
Endorsed	Dee Taylor Dutton	Deputy Commissioner		

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 14159519
 ProQA number: 17001630
 Console name: PA611
 Incident Date: 15/04/2021 09:29:15
 Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	RTC UNCON MULTI PATIENTS
Priority:	1A	Problem:	QAS
Determinant:	29D07V	Agency:	1 Townsville Coastal
Base Response#:	064383	Jurisdiction:	1 Northern Beaches
Confirmation#:	00007017	Division:	1 Northern Beaches
Taken By:	Irrelevant	Battalion:	1A
Response Area:	1 Northern Beaches	Response Plan:	
Disposition:	A Case Completed	Command Ch:	VOTING GRP 223
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	33398928	Latitude:	70783262
Patient Name:	U	Patient DOB:	U

Incident Location

Location Name:	SERVO	County:	TOWNSVILLE
Address:	Greenvale St & Bruce Hwy	Location Type:	
Apartment:		Cross Street:	
Building:		Map Reference:	TVL20J13
City, State, Zip:	YABULU QLD 4818		

Call Receipt

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

Time Stamps

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	15/04/2021	09:29:15			
1st Key Stroke	15/04/2021	09:29:15			00:01:58
In Waiting Queue	15/04/2021	09:31:13			00:08:36
Call Taking Complete	15/04/2021	09:37:50	Irrelevant	Received to In Queue	00:00:32
1st Unit Assigned	15/04/2021	09:31:45		Call Taking	00:02:30
1st Unit Enroute	15/04/2021	09:31:50		In Queue to 1st Assign	00:00:05.2
1st Unit Arrived	15/04/2021	09:34:03		Call Received to 1st Assign	00:02:13.7
Closed	15/04/2021	13:12:56	Irrelevant	Assigned to 1st Enroute	03:43:41
				Enroute to 1st Arrived	
				Incident Duration	

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1130	09:31:45	A Case Completed	09:31:50		09:34:03		11:13:04	12:39:41			
A1511	09:33:39	Treated Other	09:37:09		09:54:40			10:50:41			
B1119	09:37:01	Treated Other	09:37:04		09:51:24			11:05:02			
B1435	09:38:19	A Case Completed	09:39:05		09:44:39		11:38:04	12:55:26			
A1522	09:39:46	A Case Completed	09:39:49		09:59:57			13:12:56			
B1138	09:41:37	A Case Completed	09:43:08		10:04:08		11:35:47	12:51:35			
A1506	09:44:45	Treated Other	09:44:52		10:00:49			11:02:57			
R8521	10:07:17	A Case Completed	10:13:35		10:19:21		12:12:08	12:12:25			
A1506	11:09:32	A Case Completed	11:09:37		11:09:37			12:00:42			

Personnel Assigned

Unit	Name
1119	Irrelevant
1130	Irrelevant
1138	Irrelevant
1435	Irrelevant
1506	Irrelevant
1511	Irrelevant
1522	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
1435	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0/	10:31:13	10:55:14	12:55:26
1138	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	10:40:15	10:59:02	12:51:35
1130	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Hot	Pre Hosp - patient condition	0.0/	10:18:12	10:32:36	12:39:41
8521	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0/	10:56:04	11:32:52	12:12:25
1506	TUH (EMERGENCY DEPARTMENT) 100 Angus Smith Dr		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	11:10:33	11:31:01	12:00:42

Comments

Date	Time	User	Type	Comments
15/04/2021	09:30:57	1KRIBOA	Response	
15/04/2021	09:31:12	6SALPOL	Response	
15/04/2021	09:31:12	6SALPOL	Response	[Appended, 09:32:48] HIGH SPEED T-BONE [ProQA Dispatch] Dispatch Level: 29D05 (Trapped victim) Suffix: V (Multiple patients) Response Text: 1B QFES QPS MED QASPAGE Age unknown, Gender unknown. Consciousness unknown, Breathing status unknown. Multiple patients involved: 4. Problem Description: RTC - 2 CARS INVOLVED - TBONE [ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is not required. 3. Chemicals or other hazards are not involved. 4. The number of people pinned is: 2

Date	Time	Agency	Response	Message
15/04/2021	09:31:45	PS	Response	[Page] Dispatch page sent to Unit:1130, Sent From: KEDCADQASPI01
15/04/2021	09:31:49	6SALPOL	Response	[ProQA Reconfigure] Reconfigure Level: 29D09 (Not alert with normal breathing) Suffix: V (Multiple patients) Response Text: 1B QPS
15/04/2021	09:31:49	6SALPOL	Response	[ProQA Key Questions] 5. No one was thrown from the vehicle. 6. Everyone is not completely awake (alert). 7. They are breathing now. 8. Their breathing is not noisy (normal)
15/04/2021	09:31:57	PS	Response	[Page] Dispatch page to Unit:1130 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:31:59	PS	Response	[Page] Dispatch page to Unit:1130 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:32:11	6SALPOL	Response	[ProQA Key Questions] 9. Their injuries are described as other than to a NOT DANGEROUS area. 10. There is SERIOUS bleeding.
15/04/2021	09:32:22	1KRIBOA	Response	[Appended, 09:32:48] TOYOTA HATCH T-BONED QUITE ALOT OF DAMAGE
15/04/2021	09:32:29	1SHABUR	Response	TVL SOS TK ADVISED
15/04/2021	09:32:34	1KRIBOA	Response	[Appended, 09:32:48] [ProQA Dispatch] Dispatch Level: 29B05 (Unknown status/Other codes not applicable) Suffix: U (Unknown number of patients) Response Text: 1C QPS QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Unknown number of patients involved. Problem Description: 2 VEH RTG IN FRONT OF THE CALTEX ON THE HWY
15/04/2021	09:32:34	1KRIBOA	Response	[Appended, 09:32:48] [ProQA Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is not required. 3. It's not known if chemicals or other hazards are involved. 4. It's not known if anyone is trapped. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. The type and nature of their injuries are not known. 8. It's not known if there is SERIOUS bleeding.
15/04/2021	09:32:45	1KRIBOA	Response	Duplicate call appended to incident at 09:32:45
15/04/2021	09:32:56	6SALPOL	Response	[ProQA Reconfigure] Reconfigure Level: 29D07 (Unconscious) Suffix: V (Multiple patients) Response Text: 1A QPS
15/04/2021	09:32:58	6SALPOL	Response	[ProQA Key Questions] 6. Someone is unconscious.
15/04/2021	09:33:40	PS	Response	[Page] Dispatch page sent to Unit:1511, Sent From: KEDCADQASPI01
15/04/2021	09:33:51	PS	Response	[Page] Dispatch page to Unit:1511 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:34:05	1STEBOL	Response	Duplicate call appended to incident at 09:34:06
15/04/2021	09:34:10	1TINCAN	Response	1130 LOT OF PEOPLE ON SCENE
15/04/2021	09:34:11	1SHABUR	Response	RSQ ADVISED UTILISATION OF FLIGHT PARA FOR THIS CASE
15/04/2021	09:34:35	1KRIBOA	Response	511 ADV VIA PHONE
15/04/2021	09:34:55	1STEBOL	Response	[Notification] [QAS]-CALL BACK - 2 PT IN TBONE - ? BOTH TRAPPED AND WILL NEED TO BE CUT OUT
15/04/2021	09:35:02	6SALPOL	Response	[Notification] [QAS]-1 PT - 1ST PT - UNCONSCIOUS - 2ND PT MALE UNCONSCIOUS 3RD PT MALE UNCONSCIOUS - 4TH PT UNCONSCIOUS
15/04/2021	09:35:34	6SALPOL	Response	TOYOTA YARIS INVOLVED & TOYOTA HILUX - STATE GAS ON SCENE
15/04/2021	09:36:22	1TINCAN	Response	1130 4 PATIENTS 2 X TRAPPED QFES CODE 1 1 PT UNCONSCIOUS 2 WITH HEAD INJURIES 1 X GCS 15
15/04/2021	09:36:32	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-A017733
15/04/2021	09:36:35	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q21-A017733
15/04/2021	09:37:01	PS	Response	[Page] Dispatch page sent to Unit:1119, Sent From: KEDCADQASPI01
15/04/2021	09:37:14	PS	Response	[Page] Dispatch page to Unit:1119 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:37:21	ICEMS	Response	>FIRE-Q- FIRE-Q has been attached to the incident
15/04/2021	09:38:19	PS	Response	[Page] Dispatch page sent to Unit:1435, Sent From: KEDCADQASPI01
15/04/2021	09:38:20	ICEMS	Response	>POL-Q- POL-Q has been attached to the incident
15/04/2021	09:38:30	PS	Response	[Page] Dispatch page to Unit:1435 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:38:32	PS	Response	[Page] Dispatch page to Unit:1435 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:38:54	1TINCAN	Response	1130 BOTH PTS IN CAR ARE GCS 3 WITH HEAD INJURYS
15/04/2021	09:39:02	1TINCAN	Response	1511 HAVE FLIGHT DR ON BOARD
15/04/2021	09:39:42	ICEMS	Response	POL-Q EnRoute
15/04/2021	09:39:46	PS	Response	[Page] Dispatch page sent to Unit:1522, Sent From: KEDCADQASPI01
15/04/2021	09:39:54	ICEMS	Response	FIRE-Q EnRoute
15/04/2021	09:39:57	PS	Response	[Page] Dispatch page to Unit:1522 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:41:01	1TINCAN	Response	1130 2 WITH SERIOUS HEAD INJURIES
15/04/2021	09:41:36	PS	Response	[Page] Dispatch page sent to Unit:1138, Sent From: KEDCADQASPI01
15/04/2021	09:41:48	PS	Response	[Page] Dispatch page to Unit:1138 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:41:49	PS	Response	[Page] Dispatch page to Unit:1138 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:42:44	1TINCAN	Response	1130 2 X ENTRAPPED WITH SEVERE HEADS INJURYS GCS 3 2 EXTRACATED WITH MINOR INJURIES
15/04/2021	09:43:33	ICEMS	Response	<POL-Q< QAS DO YOU HAVE ANY FURTHER INFO
15/04/2021	09:43:42	ICEMS	Response	POL-Q OnScene
15/04/2021	09:44:05	1TINCAN	Response	>FIRE-Q, POL-Q> 2 X TRAPPED WITH SERIOUS HEAD INJURIES
15/04/2021	09:44:45	PS	Response	[Page] Dispatch page sent to Unit:1506, Sent From: KEDCADQASPI01
15/04/2021	09:44:59	PS	Response	[Page] Dispatch page to Unit:1506 complete to PIN Irrelevant Message sent successfully.
15/04/2021	09:45:51	1TINCAN	Response	Boyle, Belinda 19755 was added to the incident 15/04/2021 09:45:51.
15/04/2021	09:47:51	1TINCAN	Response	1435 2 RED PT
15/04/2021	09:48:19	1TINCAN	Response	AS PER SOS 2ND CCP SENT WITH FLIGHT CCP AND FLIGHT DR
15/04/2021	09:48:48	ICEMS	Response	FIRE-Q OnScene
15/04/2021	09:50:50	1SHABUR	Response	NB OIC REQUESTING HELD - 1 X ENTRAPPED PT WITH CHEST AND HEAD INJURIES - RSQ ADVISED
15/04/2021	09:55:54	8ROGDAL	Response	[Notification] [QAS]- CONFERENCED WITH RSQ NZCC - APPROVED TASKING - R521 ACCEPTED 30 MIN DELAY USM
15/04/2021	09:57:12	8ROGDAL	Response	[Notification] [QAS]-<< CORRECTION >> R521 NORMAL RESPONSE TIME - NIL DELAY
15/04/2021	10:05:55	1SHABUR	Response	[Notification] [QAS]-LANDING ZONE - NE OF CALTEX SERV IN GRASS AREA - BEING CONTROLLED BY QPS
15/04/2021	10:07:17	PS	Response	[Page] Dispatch page sent to Unit:8521, Sent From: KEDCADQASPI01
15/04/2021	10:07:31	PS	Response	[Page] Dispatch page to Unit:8521 complete to PIN Irrelevant Message sent successfully.
15/04/2021	10:08:54	ICEMS	Response	<POL-Q< CLEARING GRASS AREA NORTH OF SERVO FOR MEDIVAC HELO TO FLUT DOWN
15/04/2021	10:09:19	8ROGDAL	Response	8521 ETA 5MIN POB3
15/04/2021	10:09:21	1TINCAN	Response	>POL-Q> THANK YOU
15/04/2021	10:09:27	8ROGDAL	Response	[Notification] [QAS]-8521 ETA 5MIN POB3
15/04/2021	10:17:21	ICEMS	Response	<POL-Q< LANDING AREA IS CLEAR
15/04/2021	10:18:17	1TINCAN	Response	>POL-Q> THANK YOU
15/04/2021	10:19:27	8JACBOW	Response	R521 LANDED
15/04/2021	10:22:26	1SHABUR	Response	TRIED TO CALL TUE ED TO ADVISE - PHONE ENGAGED
15/04/2021	10:24:57	1SHABUR	Response	SOS HAS ADVISED ED ON ALL DETAILS OF CASE
15/04/2021	10:31:02	1TINCAN	Response	Irrelevant was removed from the incident 15/04/2021 10:31:02.
15/04/2021	10:31:02	1TINCAN	Response	Irrelevant was added to the incident 15/04/2021 10:31:02.
15/04/2021	10:31:16	1TINCAN	Response	1435 QPS DRIVING
15/04/2021	10:31:42	1TINCAN	Response	1435 GCS 15 MALE CENTRAL CHEST PAIN
15/04/2021	10:32:00	1TINCAN	Response	Irrelevant was removed from the incident 15/04/2021 10:32:00.
15/04/2021	10:32:00	1TINCAN	Response	Irrelevant was added to the incident 15/04/2021 10:32:00.
15/04/2021	10:34:57	1TINCAN	Response	1138 1 FEMALE PT GCS 15 #LEG AND WRIST MID STERNAM PAIN C SPINE PRECAUTIONS WILL TX SHROCLTY
15/04/2021	10:35:00	1SHABUR	Response	LATE ENTRY - GROUP NOTIFICATION PAGE SENT
15/04/2021	10:43:07	1TINCAN	Response	1138 70YOF QFES DRIVING

15/04/2021	10:45:51	1TINCAN	Response	1136 JUST HITTING RING ROAD NOW TIB FIB RIGHT LEG RIGHT WRIST # MULTIPLE RIB FRACTURES WITH BRUISING TO CHEST AND STERNAM
15/04/2021	10:48:04	PS	Response	[Page] Page processing complete to PIN successfully. Irrelevant Message sent
15/04/2021	10:48:06	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:50:58	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:51:57	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:51:58	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:52:02	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:55:35	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	10:56:50	BROGDAL	Response	Flight Following for 8521: [LAT]19° 13'00.26"S [LON]146°36'11.06"E [ALT][HDG][SPD][ETA] 1104[FUEL][SOB][CMT]HOSP ADV
15/04/2021	10:58:12	PS	Response	[Page] Page processing complete to PIN successfully. Irrelevant Message sent
15/04/2021	10:58:13	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	11:02:51	1TINCAN	Response	Irrelevant was removed from the incident 15/04/2021 11:02:51.
15/04/2021	11:02:51	1TINCAN	Response	was added to the incident 15/04/2021 11:02:51.
15/04/2021	11:03:24	1TINCAN	Response	was removed from the incident 15/04/2021 11:03:24.
15/04/2021	11:03:24	1TINCAN	Response	was added to the incident 15/04/2021 11:03:24.
15/04/2021	11:04:04	1SHABUR	Response	LATE SITREP FOR U1130 - CCP OUT OF 1506 IN THIS UNIT - PT - ^{irrelevant} M - GCS 11 ORIGINALY GCS 4 - TX WITH HEAD, CHEST, ABDO AND PELVIC INJURIES - QFES DRIVER
15/04/2021	11:05:16	PS	Response	[Page] Page processing complete to PIN successfully. Irrelevant Message sent
15/04/2021	11:05:19	PS	Response	[Page] Page processing complete to PIN successfully. Message sent
15/04/2021	11:08:16	1TINCAN	Response	[Page] Units: 1130, Sent From: PA107, You have been a) hospital for 30 minutes. Your Unit will be made Partially Available, unless advised of delays via radio.
15/04/2021	11:09:32	PS	Response	[Page] Dispatch page sent to Unit: 1506, Sent From: KEDCADQASPID01
15/04/2021	11:09:45	PS	Response	[Page] Dispatch page to Unit: 1506 complete to PIN Irrelevant Message sent
15/04/2021	11:10:18	1BETGAL	Response	1506 HELO PT MULTIPLE INJURIES CHEST NECK HEAD GCS 3 ^{irrelevant} M
15/04/2021	11:10:29	1BETGAL	Response	1506 NOW TX ANOTHER PT TO HOSPITAL AS A DELTA OFFICER
15/04/2021	11:15:35	ICEMS	Response	FIRE-Q has updated their incident status to Closed
15/04/2021	11:18:20	1BETGAL	Response	1506 18YOF MINOR ABRASIONS GCS 15
15/04/2021	11:25:28	BG	Response	[Page]Response Times Sent To Units: 10612, Sent From: PA102, You have been at hospital for 30 minutes. Your Unit will be made Partially Available, unless advised of delays via radio.
15/04/2021	11:30:30	BG	Response	[Page]Response Times Sent To Units: 10576, Sent From: PA102, You have been at hospital for 30 minutes. Your Unit will be made Partially Available, unless advised of delays via radio.
15/04/2021	11:31:18	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent
15/04/2021	11:33:04	PS	Response	[Page] Page processing complete to PIN Message sent
15/04/2021	11:40:10	1SHABUR	Response	[Page]Paging Group Notified: OpCen1 - TSV PSO, Sent From: PA105, Comment: COULD YOU PLEASE CHECK YOUR EMAILS FOR A PSO ACTIVATION IN YABULU. THANKS. SHARON.
15/04/2021	11:58:09	8SHAFAR	Response	8521 BACK TO BASE FLT TASK COMPLETE MED TEAM RETURNING VIA ROAD SO UNABLE TO TASK 8521 UNTIL MED TEAM BACK TO BASE
15/04/2021	12:00:27	1TINCAN	Response	Irrelevant was removed from the incident 15/04/2021 12:00:27.
15/04/2021	12:00:35	1TINCAN	Response	was added to the incident 15/04/2021 12:00:35.
15/04/2021	12:00:54	PS	Response	[Page] Page processing complete to PIN 0427177539: 41050351 Message sent
15/04/2021	12:33:40	1STEBOL	Response	Irrelevant FROM QPS COMMS - TRAFFIC BACKED UP 1 KMS - QAS TO ADVISED WHEN AT SCENE - SO DRONE CAN PAUSE AND LET CREW THROUGH
15/04/2021	12:39:51	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent
15/04/2021	12:39:52	PS	Response	[Page] Page processing complete to PIN Message sent
15/04/2021	12:51:52	PS	Response	[Page] Page processing complete to PIN Message sent
15/04/2021	12:51:54	1DAVBEI	Response	[Page] Page processing complete to PIN Message sent
15/04/2021	12:51:54	1DAVBEI	Response	>POL-Q> QAS JUST HIT TRAFFIC NORTH OF INC - WE WILL AWAIT YOUR ADVICE THAT DRONE IS DOWN AND WE CAN PROCEED THROUGH WITH LIGHTS - IT WILL BE INGHAM QAS UNIT IDENT 1123
15/04/2021	12:52:31	1DAVBEI	Response	TRIED TO CALL QPS IN REGARDS TO QAS UNIT JUST NORTH OF INC - WENT TO MESSAGE BANK THUS ICEMS MESSAGE - INGHAM UNIT ON IHT TO TSV
15/04/2021	12:55:39	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent
15/04/2021	12:55:40	PS	Response	[Page] Page processing complete to PIN Message sent
15/04/2021	12:56:55	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
15/04/2021	13:03:48	1DAVBEI	Response	FROM ^{irrelevant} IN 1436 - Tx 18 ^{irrelevant} TO TUH - SHE INITIALLY REFUSED tx BUT THEN WENT (QAS ASSESSED ON SCENE BY QAS BUT DELCINED - WAS DRIVER OF VEH WITH 2 ENTRAPPED) MINOR BRASIONS TO R) ARM AND PAIN TO R) SHOULDER - PT WENT IN 1506 TO TUH
15/04/2021	13:06:50	1DAVBEI	Response	>POL-Q> HI QPS - ANY UPDATE ON WHEN QAS CAN PROCEED THROUGH WITH LIGHTS FROM NORTH TO SOUTH TO GET OUR PT THROUGH TO WATER ED?
15/04/2021	13:11:51	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency.
15/04/2021	10:41:25	1DAVBEI	Response	[Private] OPENING CASE FOR OCM / SIR REQUEST

Priority Changes	Date	Time	Changed from Priority	Reason	User
	15/04/2021	09:32:58	1B	Patient Condition	Pollard, Sally-Jane

Call Activities	Date	Time	Radio	Activity	Location	Comments	User
	15/04/2021	09:29:13		AML Data Received	Greenvale St & Bruce Hwy	AML data appended from duplicate call (Incident #14159524): Center of caller area HELI: -19 12.932400, 146 36.065800 ESCAD: #-19.21554/146.60143	SDSIAML
	15/04/2021	09:29:15		AML Data Received		Center of caller area HELI: -19 13.003800, 146 36.200400 ESCAD: #-19.21673/146.60334	SDSIAML
	15/04/2021	09:31:13		Incident in Waiting Queue		INT (Insert: Apr 15 2021 09:29:14 / INT SendNP: Apr 15 2021 09:29:14 / WS RecvNP: Apr 15 2021 09:29:14 / WS Process: Apr 15 2021 09:31:13	6SALPOL
	15/04/2021	09:31:13		Read Comment		Comment for Incident 530 was Marked as Read.	6SALPOL
	15/04/2021	09:31:13		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	6SALPOL
	15/04/2021	09:31:13		ProQA	Greenvale St & Bruce Hwy	ProQA determinant sent	6SALPOL
	15/04/2021	09:31:23		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	6SALPOL

15/04/2021	09:31:23		Incident in Waiting Queue Timer Clear			
15/04/2021	09:31:27		Read Incident		Incident 530 was Marked as Read.	1SHABUR
15/04/2021	09:31:36		UserAction		User clicked Exit/Save	1STEBOL
15/04/2021	09:31:36		UserAction		User clicked Initial Assign	1TINCAN
15/04/2021	09:31:36		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1435 (00:02:48)	1TINCAN
15/04/2021	09:31:39		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1435	1TINCAN
15/04/2021	09:31:43		VisiCAD Recommendation		1435: 00:02:48, 1124: 00:13:28, 1138: 00:14:26, 1130: 00:14:43, 1329: 00:44:39,	1TINCAN
15/04/2021	09:31:44		UserAction		User Accepted 1329	
15/04/2021	09:31:44		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1130 (00:14:43)	1TINCAN
15/04/2021	09:31:45	1130	Dispatched	Greenvale St & Bruce Hwy [SERVO]	Response Number (064383)	1TINCAN
15/04/2021	09:31:49		ProQA	Greenvale St & Bruce Hwy	ProQA determinant sent	6SALPOL
15/04/2021	09:31:50	1130	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1TINCAN
15/04/2021	09:32:08		UserAction		User clicked Exit/Save	1TINCAN
15/04/2021	09:32:41		Read Comment		Comment for Incident 530 was Marked as Read.	1DANRYL
15/04/2021	09:32:48		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1KRIBOA
15/04/2021	09:32:50		Read Comment		Comment for Incident 530 was Marked as Read.	1KRIBOA
15/04/2021	09:32:57		UserAction		User clicked Exit/Save	1DANRYL
15/04/2021	09:32:58		Incident Priority Change		Incident priority changed from 1B to 1A due to Patient Condition	6SALPOL
15/04/2021	09:32:58	1130	Change Unit Priority		Change Unit Priority from 1B to 1A	6SALPOL
15/04/2021	09:32:59		ProQA	Greenvale St & Bruce Hwy	ProQA determinant sent	6SALPOL
15/04/2021	09:33:09		Read Comment		Comment for Incident 530 was Marked as Read.	1PAUAND
15/04/2021	09:33:19		UserAction		User clicked Exit/Save	1KRIBOA
15/04/2021	09:33:27		UserAction		User clicked Exit/Save	1PAUAND
15/04/2021	09:33:35		AML Data Received	Greenvale St & Bruce Hwy	AML data appended from duplicate call (Incident #14159534): Center of caller area HELI: -19 13,000800, 146 36.197400 ESCAD: #-19.21668/146.60329	SDSIAML
15/04/2021	09:33:39	1511	Dispatched	Greenvale St & Bruce Hwy	Response Number: 064393;	1TINCAN
15/04/2021	09:33:40		Read Comment		Comment for Incident 530 was Marked as Read.	1PAUAND
15/04/2021	09:33:59		Read Comment		Comment for Incident 530 was Marked as Read.	1KRIBOA
15/04/2021	09:34:03		UserAction		User clicked Exit/Save	1PAUAND
15/04/2021	09:34:03	1130	At Scene	Greenvale St & Bruce Hwy [SERVO]	User clicked Exit/Save	1TINCAN
15/04/2021	09:34:06		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1STEBOL
15/04/2021	09:34:07		Read Comment		Comment for Incident 530 was Marked as Read.	1STEBOL
15/04/2021	09:34:14		Read Comment		Comment for Incident 530 was Marked as Read.	8ROGDAL
15/04/2021	09:34:40		Incident Late		Active incident marked as late	
15/04/2021	09:34:42		UserAction		User clicked Exit/Save	1KRIBOA
15/04/2021	09:34:47		Read Comment		Comment for Incident 530 was Marked as Read.	8ROGDAL
15/04/2021	09:36:26		Read Comment		Comment for Incident 530 was Marked as Read.	1KRIBOA
15/04/2021	09:36:32		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:36:33		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:36:53		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:36:53		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:36:54		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:37:01		UserAction		User clicked Exit/Save	1STEBOL
15/04/2021	09:37:01		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A017733, Status: OnScene	ICEMS
15/04/2021	09:37:01		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A017733, Status: OnScene	ICEMS
15/04/2021	09:37:01	1119	Dispatched	Greenvale St & Bruce Hwy	Response Number: 064414;	1TINCAN
15/04/2021	09:37:01		Incident Late		Active incident marked as late	
15/04/2021	09:37:04	1119	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1TINCAN
15/04/2021	09:37:05		Incident Late		Active incident marked as late	
15/04/2021	09:37:09	1511	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = 1(03) TOWNSVILLE AIRPORT FCCP.	1TINCAN
15/04/2021	09:37:21		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:37:22		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017733, Resource Status: WillAttend	ICEMS
15/04/2021	09:37:30		Read Comment		Comment for Incident 530 was Marked as Read.	1JEMHOD
15/04/2021	09:37:49		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:37:50		UserAction		User clicked Exit/Save	6SALPOL
15/04/2021	09:38:19	1435	Dispatched	Greenvale St & Bruce Hwy	Response Number: 064419;	1TINCAN
15/04/2021	09:38:20		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:38:22		UserAction		User clicked Exit/Save	1PAUAND
15/04/2021	09:38:26		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:38:33		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017733, Resource Status: WillAttend	ICEMS
15/04/2021	09:38:39		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:38:49		Read Comment		Comment for Incident 530 was Marked as Read.	1STEBOL
15/04/2021	09:38:55		Read Comment		Comment for Incident 530 was Marked as Read.	6SALPOL
15/04/2021	09:39:02		UserAction		User clicked Exit/Save	6SALPOL
15/04/2021	09:39:02		UserAction		User clicked Exit/Save	1STEBOL
15/04/2021	09:39:05	1435	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = 1(05) NORTHERN BEACHES.	1TINCAN
15/04/2021	09:39:42		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017733, Resource Status: EnRoute	ICEMS
15/04/2021	09:39:46	1522	Dispatched	Greenvale St & Bruce Hwy	Response Number: 064424;	1TINCAN
15/04/2021	09:39:49	1522	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = 1(03) TSV LASN HEADQUARTERS.	1TINCAN
15/04/2021	09:39:54		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017733, Resource Status: EnRoute	ICEMS
15/04/2021	09:40:09		Read Comment		Comment for Incident 530 was Marked as Read.	1BETGAL
15/04/2021	09:41:04		UserAction		User clicked Exit/Save	1BETGAL
15/04/2021	09:41:29		UserAction		User clicked Exit/Save	1DANRYL
15/04/2021	09:41:37	1138	Dispatched	Greenvale St & Bruce Hwy	Response Number: 064432;	1SHABUR

15/04/2021	09:42:17	Read Comment			Comment for Incident 530 was Marked as Read.	1DANRYL
15/04/2021	09:42:37	Incident Late			Active incident marked as late	
15/04/2021	09:42:51	Read Comment			Comment for Incident 530 was Marked as Read.	1TINCAN
15/04/2021	09:43:08	Resp	1138	Greenvale St & Bruce Hwy [SERVO]	Responding From = 1(04) KIRWAN	1TINCAN
15/04/2021	09:43:19	UserAction			User clicked Exit/Save	1PAUAND
15/04/2021	09:43:33	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:43:42	[ICEMS]			[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A017733, Resource Status: OnScene	ICEMS
15/04/2021	09:44:05	[ICEMS]			[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:44:05	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:44:23	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:44:39	At Scene	1435	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	09:44:40	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	09:44:41	Read Comment			Comment for Incident 530 was Marked as Read.	1STEBOL
15/04/2021	09:44:45	Dispatched	1506	Greenvale St & Bruce Hwy	Response Number: 064446;	1TINCAN
15/04/2021	09:44:52	Resp	1506	Greenvale St & Bruce Hwy [SERVO]	Responding From = 26 MARRON CRES.	1TINCAN
15/04/2021	09:44:53	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	09:45:23	[ICEMS]			[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A017733	ICEMS
15/04/2021	09:45:39	UserAction			User clicked Exit/Save	1STEBOL
15/04/2021	09:46:05	Read Comment			Comment for Incident 530 was Marked as Read.	6EMMWAG
15/04/2021	09:46:36	UserAction			User clicked Exit/Save	1PAUAND
15/04/2021	09:48:09	Read Comment			Comment for Incident 530 was Marked as Read.	6SALPOL
15/04/2021	09:49:40	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	09:49:48	[ICEMS]			[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A017733, Resource Status: OnScene	ICEMS
15/04/2021	09:49:51	UserAction			User clicked Exit/Save	6SALPOL
15/04/2021	09:50:52	Read Incident			Incident 530 was Marked as Read.	6SALPOL
15/04/2021	09:50:52	Read Comment			Comment for Incident 530 was Marked as Read.	6SALPOL
15/04/2021	09:51:24	At Scene	1119	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	09:54:40	At Scene	1511	Greenvale St & Bruce Hwy		1TINCAN
15/04/2021	09:56:12	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	09:57:21	Read Comment			Comment for Incident 530 was Marked as Read.	1STEBOL
15/04/2021	09:57:52	Read Incident			Incident 530 was Marked as Read.	6SALPOL
15/04/2021	09:58:22	UserAction			User clicked Exit/Save	1STEBOL
15/04/2021	09:58:26	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	09:59:57	At Scene	1522	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	10:00:49	At Scene	1506	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	10:04:08	At Scene	1138	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	10:07:17	Dispatched	8521	Greenvale St & Bruce Hwy	Response Number: 064544;	8ROGDAL
15/04/2021	10:07:55	Read Comment			Comment for Incident 530 was Marked as Read.	6EMMWAG
15/04/2021	10:08:17	Incident Late			Active incident marked as late	
15/04/2021	10:08:54	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	10:08:59	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	10:09:00	Read Comment			Comment for Incident 530 was Marked as Read.	1TINCAN
15/04/2021	10:09:20	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	10:09:27	Notify Comment			(Response Viewer)	
15/04/2021	10:09:42	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	10:10:18	Emergency	1130	Greenvale St & Bruce Hwy [SERVO]	EMERGENCY DURESS	ACOM3
15/04/2021	10:13:20	Read Incident			Incident 530 was Marked as Read.	6SALPOL
15/04/2021	10:13:20	Read Comment			Comment for Incident 530 was Marked as Read.	6SALPOL
15/04/2021	10:13:35	Resp	8521	Greenvale St & Bruce Hwy [SERVO]	Responding From = 1(02) TOWNSVILLE AIRPORT RTY	8ROGDAL
15/04/2021	10:14:10	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	10:17:21	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	10:17:24	UserAction			User clicked Exit/Save	8JACBOW
15/04/2021	10:17:34	[ICEMS]			[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	10:17:36	Read Comment			Comment for Incident 530 was Marked as Read.	1TINCAN
15/04/2021	10:18:16	[ICEMS]			[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	10:18:19	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	10:19:21	At Scene	8521	Greenvale St & Bruce Hwy		8JACBOW
15/04/2021	10:19:23	Read Comment			Comment for Incident 530 was Marked as Read.	8JACBOW
15/04/2021	10:19:28	[ICEMS]			[ICEMS] Incident Update Read by POL-Q for Incident Q21-A017733	ICEMS
15/04/2021	10:19:36	UserAction			User clicked Exit/Save	8JACBOW
15/04/2021	10:19:36	Read Comment			Comment for Incident 530 was Marked as Read.	1PAUAND
15/04/2021	10:20:06	UserAction			User clicked Exit/Save	1PAUAND
15/04/2021	10:31:09	Read Comment			Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	10:31:13	Dep	1435	TUH (EMERGENCY DEPARTMENT)		1TINCAN
15/04/2021	10:34:24	UserAction			User clicked Exit/Save	1DANRYL
15/04/2021	10:37:00	UserAction			User clicked Exit/Save	1DAVBEI
15/04/2021	10:37:08	Read Comment			Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	10:37:48	UserAction			User clicked Exit/Save	1DAVBEI
15/04/2021	10:38:41	Read Incident			Incident 530 was Marked as Read.	6SALPOL
15/04/2021	10:40:15	Dep	1138	TUH (EMERGENCY DEPARTMENT)		1TINCAN
15/04/2021	10:40:31	UserAction			User clicked Exit/Save	1TINCAN
15/04/2021	10:44:12	Read Comment			Comment for Incident 530 was Marked as Read.	8ROGDAL
15/04/2021	10:46:03	UserAction			User clicked Exit/Save	1DAVBEI
15/04/2021	10:47:22	Dep	1130	TUH (EMERGENCY DEPARTMENT)		1TINCAN
15/04/2021	10:47:50	Dest	1130	100 Angus Smith Dr (TUH (EMERGENCY DEPARTMENT))		1SHABUR
15/04/2021	10:47:50	Transport Time	1130		Depart Scene Time: 10:47:22, Arrive Destination Time: 10:47:50	1SHABUR

15/04/2021	10:50:41	1511	Available	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	10:50:41	1511	Disposition	SERVO	Treated Other Unit Transport	1TINCAN
15/04/2021	10:50:50		Read Comment		Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	10:51:42		UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	10:51:48		Read Comment		Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	10:52:11		Read Comment		Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	10:52:16		UserAction		User clicked Exit/Save	1SHABUR
15/04/2021	10:52:25		UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	10:52:50		UserAction		User clicked Exit/Save	6EMMWAG
15/04/2021	10:54:10		UserAction		User clicked Exit/Save	1JEMHOD
15/04/2021	10:55:14	1435	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	10:55:14	1435	Transport Time		Depart Scene Time: 10:31:13, Arrive Destination Time: 10:55:14	1TINCAN
15/04/2021	10:56:04	8521	Dep	TUH (EMERGENCY DEPARTMENT)		8ROGDAL
15/04/2021	10:56:50	8521	Reset Flight Timer		[LAT]19°13'00.26"S[LO]146°36'11.06"E[ALT][HDG][SPD][ETA]1104[FUEL][SOB][CMT]HOSP ADV	8ROGDAL
15/04/2021	10:58:20		Read Comment		Comment for Incident 530 was Marked as Read.	8ROGDAL
15/04/2021	10:59:02	1138	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	10:59:02	1138	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 15/04/2021 10:40:15, Arrive Destination Time: 15/04/2021 10:59:02	1TINCAN
15/04/2021	11:01:49		Read Comment		Comment for Incident 530 was Marked as Read.	1DAVBEI
15/04/2021	11:02:23	1130	User Timer		Unit marked as late	
15/04/2021	11:02:57	1506	Available	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	11:02:57	1506	Disposition	SERVO	Treated Other Unit Transport	1TINCAN
15/04/2021	11:05:02	1119	Available	Greenvale St & Bruce Hwy [SERVO]		1TINCAN
15/04/2021	11:05:02	1119	Disposition	SERVO	Treated Other Unit Transport	1TINCAN
15/04/2021	11:05:36		Read Comment		Comment for Incident 530 was Marked as Read.	1TINCAN
15/04/2021	11:09:32	1506	Dispatched	Greenvale St & Bruce Hwy [SERVO]	Response Number (064849)	1BETGAL
15/04/2021	11:09:37	1506	Resp	Greenvale St & Bruce Hwy [SERVO]	Status bypassed by user due to allowable status change	1BETGAL
15/04/2021	11:09:37	1506	Resp	Greenvale St & Bruce Hwy [SERVO]	Responding From = Greenvale St & Bruce Hwy [SERVO].	1BETGAL
15/04/2021	11:09:37	1506	At Scene	Greenvale St & Bruce Hwy [SERVO]		1BETGAL
15/04/2021	11:10:33	1506	Dep	TUH (EMERGENCY DEPARTMENT)		1BETGAL
15/04/2021	11:13:04	1130	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1BETGAL
15/04/2021	11:15:35		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-A017733, Incident Status: Closed	ICEMS
15/04/2021	11:25:14		Incident Late		Active incident marked as late	
15/04/2021	11:26:51	8521	Flight Following		Flight Following Needed	
15/04/2021	11:29:05		UserAction		User clicked Exit/Save	1KRIBOA
15/04/2021	11:29:51		Read Comment		Comment for Incident 530 was Marked as Read.	1BETGAL
15/04/2021	11:30:12		UserAction		User clicked Exit/Save	1BETGAL
15/04/2021	11:31:01	1506	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1BETGAL
15/04/2021	11:31:01	1506	Transport Time	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 15/04/2021 11:10:33, Arrive Destination Time: 15/04/2021 11:31:01	1BETGAL
15/04/2021	11:32:52	8521	Dest	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		8ROGDAL
15/04/2021	11:32:52	8521	Transport Time		Depart Scene Time: 10:56:04, Arrive Destination Time: 11:32:52	8ROGDAL
15/04/2021	11:35:18		UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	11:35:47	1138	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1BETGAL
15/04/2021	11:36:04	1435	Partially Av	UNNAMED DOUGLAS RD/ANGUS SMITH DR		1BETGAL
15/04/2021	11:40:21		UserAction		User clicked Exit/Save	1SHABUR
15/04/2021	11:49:08		UserAction		User clicked Exit/Save	1TINCAN
15/04/2021	11:55:09		Read Comment		Comment for Incident 530 was Marked as Read.	1BETGAL
15/04/2021	11:55:54		UserAction		User clicked Exit/Save	1BETGAL
15/04/2021	12:00:42	1506	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	12:00:42	1506	Disposition	SERVO	A Case Completed	1TINCAN
15/04/2021	12:02:52		Incident Late		Active incident marked as late	
15/04/2021	12:08:01		Read Comment		Comment for Incident 530 was Marked as Read.	1SHABUR
15/04/2021	12:09:22		UserAction		User clicked Exit/Save	1TINCAN
15/04/2021	12:12:01		UserAction		User clicked Exit/Save	8SHAFAR
15/04/2021	12:12:08	8521	Partially Av	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		8SHAFAR
15/04/2021	12:12:21		UserAction		User clicked Exit/Save	8SHAFAR
15/04/2021	12:12:25	8521	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		8SHAFAR
15/04/2021	12:12:25	8521	Disposition	SERVO	A Case Completed	8SHAFAR
15/04/2021	12:30:18		UserAction		User clicked Exit/Save	1SHABUR
15/04/2021	12:33:25		UserAction		User clicked Exit/Save	6EMMWAG
15/04/2021	12:34:08		Read Comment		Comment for Incident 530 was Marked as Read.	1SHABUR
15/04/2021	12:35:16		UserAction		User clicked Exit/Save	1SHABUR
15/04/2021	12:36:44		UserAction		User clicked Exit/Save	1STEBOL
15/04/2021	12:39:41	1130	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	12:39:41	1130	Disposition	SERVO	A Case Completed	1TINCAN
15/04/2021	12:51:35	1138	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	12:51:35	1138	Disposition	SERVO	A Case Completed	1TINCAN
15/04/2021	12:51:54		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-A017733	ICEMS
15/04/2021	12:55:11		UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	12:55:26	1435	Available	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]		1TINCAN
15/04/2021	12:55:26	1435	Disposition	SERVO	A Case Completed	1TINCAN
15/04/2021	12:56:55		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
15/04/2021	12:59:14		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	TC
15/04/2021	13:01:10		Read Comment		Comment for Incident 530 was Marked as Read.	6EMMWAG
15/04/2021	13:03:12		UserAction		User clicked Exit/Save	6EMMWAG
15/04/2021	13:03:53		UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	13:05:14		Read Comment		Comment for Incident 530 was Marked as Read.	1DAVBEI

15/04/2021	13:05:26	UserAction		User clicked Exit/Save	1DAVBEI
15/04/2021	13:06:09	UserAction		User clicked Exit/Save	8ROGDAL
15/04/2021	13:06:50	[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q :	ICEMS
15/04/2021	13:06:53	UserAction		Incident Q21-A017733	1DAVBEI
15/04/2021	13:11:51	[ICEMS]		User clicked Exit/Save	1DAVBEI
				The 'Incident Update' has not been actioned by POL-Q.	ICEMS
15/04/2021	13:12:56	1522	Available	Greenvale St & Bruce Hwy	1DAVBEI
				[SERVO]	
15/04/2021	13:12:56	1522	Disposition		1DAVBEI
15/04/2021	13:12:56	1522	Response Closed	SERVO	1DAVBEI
15/04/2021	13:12:59		[ICEMS]		ICEMS
16/04/2021	10:41:07	Read Comment		A Case Completed	1DAVBEI
16/04/2021	10:42:12	UserAction		Response Disposition: A Case Completed	1DAVBEI
				[ICEMS] Sent Incident Status Update to POL-Q for	ICEMS
				Incident Q21-A017733, Status: Closed	
				Comment for Incident 530 was Marked as Read.	1DAVBEI
				User clicked Exit/Save	1DAVBEI

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
15/04/2021	09:29:15	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:29	City	Irrelevant	YABULU	Updated City (Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:40	Address	(Blank)	GREENVALE&BRUCE	New Entry	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:49	Address	GREENVALE&BRUCE	GREENVALE ST & BRUCE HWY	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:49	Latitude	0	70783262	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:49	Longitude	0	33396928	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	Division		1 Northern Beaches	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	Battalion		1 Northern Beaches	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	Response_Area		1 Northern Beaches	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:50	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:29:58	Location_Name		SERVO	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:30:12	ProQaCaseNumber		17001530	(Response Viewer)	Incident	PA611	6SALPOL
15/04/2021	09:31:12	Problem		RTC ENTRAP MULTI PATIENTS	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:12	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:12	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:12	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:12	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:13	Priority_Number	0	2	Updated by ProQA	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:13	Determinant		29D05V	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:13	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:13	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:14	Pickup_Map_Info	(Blank)	TVL20J13	(Response Viewer)	Response_Transports	POLCADOASCXA186	6SALPOL
15/04/2021	09:31:14	Map_Info		TVL20J13	(Response Viewer)	Response_Master_Incident	POLCADOASCXA186	6SALPOL
15/04/2021	09:31:27	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
15/04/2021	09:31:49	Problem	RTC ENTRAP MULTI PATIENTS	RTC NOT ALERT MULTI PT	Updated by ProQA	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:49	Determinant	29D05V	29D09V	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:31:49	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA111	1DANRYL
15/04/2021	09:32:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA109	1KRIBOA
15/04/2021	09:32:58	Priority_Description	1B	1A	Patient Condition	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:58	Priority_Number	2	1	Patient Condition	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:58	Current_UnfilRespPriorityDesc1	130: 1B	1A	Patient Condition	Response_Vehicles_Assigned	PA611	6SALPOL
15/04/2021	09:32:58	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:58	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:58	Problem	RTC NOT ALERT MULTI PT	RTC UNCON MULTI PATIENTS	Updated by ProQA	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:58	Determinant	29D09V	29D07V	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:32:59	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/2021	09:33:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
15/04/2021	09:33:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
15/04/2021	09:33:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA109	1KRIBOA
15/04/2021	09:34:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA113	1STEBOL
15/04/2021	09:34:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA553	8ROGDAL
15/04/2021	09:34:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA583	8ROGDAL

15/04/202109:35:20CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/202109:35:20ProQA TerminationStateCode		C	(Response Viewer)	Incident	PA611	6SALPOL
15/04/202109:36:26Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA109	1KRIBOA
15/04/202109:37:00Field_Data		U	Patient Name:	Response_User_Data_Fields	PA113	1STEBOL
15/04/202109:37:01Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA113	1STEBOL
15/04/202109:37:30Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1JEMHOD
15/04/202109:38:49Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA113	1STEBOL
15/04/202109:38:55Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/202109:40:09Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1BETGAL
15/04/202109:42:17Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA111	1DANRYL
15/04/202109:42:51Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1TINCAN
15/04/202109:44:41Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA113	1STEBOL
15/04/202109:46:05Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	6EMMWAG
15/04/202109:48:09Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA611	6SALPOL
15/04/202109:50:52Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA611	6SALPOL
15/04/202109:57:21Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA113	1STEBOL
15/04/202110:07:55Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	6EMMWAG
15/04/202110:09:00Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1TINCAN
15/04/202110:13:20Read Comment	False	True	(Recall Window)	Response_Master_Incident	PA611	6SALPOL
15/04/202110:17:36Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1TINCAN
15/04/202110:19:23Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8JACBOW
15/04/202110:19:36Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1PAUAND
15/04/202110:31:09Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202110:31:13Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA31	1TINCAN
15/04/202110:37:08Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202110:40:20Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA31	1TINCAN
15/04/202110:44:12Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ROGDAL
15/04/202110:47:22Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA31	1TINCAN
15/04/202110:50:50Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202110:51:14Time_Depart_Scene	Apr 15 2021 10:47:22	Apr 15 2021 10:18:12	ASPER AVL	Response_Transports	PA114	1DAVBEI
15/04/202110:51:35Time_Arrive_Destination	Apr 15 2021 10:47:50	Apr 15 2021 10:32:36	AS PER AVL	Response_Transports	PA114	1DAVBEI
15/04/202110:51:46Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202110:52:09Transport_Mode	Cold	Hot	Additional Information	Response_Transports	PA114	1DAVBEI
15/04/202110:52:11Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202110:56:23Map_Info	(Blank)	TVL44L19		Response_Transports	POLCADQASCXA298	8ROGDAL
15/04/202110:58:20Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ROGDAL
15/04/202111:01:49Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA114	1DAVBEI
15/04/202111:05:36Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1TINCAN
15/04/202111:10:34Map_Info	(Blank)	TVL44L19		Response_Transports	KEDCADQASCXA201	1BETGAL
15/04/202111:29:51Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1BETGAL
15/04/202111:55:09Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1BETGAL
15/04/202112:08:01Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
15/04/202112:34:08Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
15/04/202113:01:10Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	6EMMWAG
15/04/202113:05:14Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1DAVBEI
16/04/202110:41:07Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA109	1DAVBEI

DOH DISCLOSURE LOG

Significant Incident Review Template

Central Queensland Local Ambulance Service Network

Authority:

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

Executive Summary:

Central Queensland (CQ) LASN responded to incident 14254974 that occurred on **Irrelevant** EMERALD, at 17:46 pm Friday the 7 May 2021. Incident address was later confirmed as a dirt track named **Irrelevant** EMERALD approx. 1 km from initial incident location given. QAS received a 000 request for service from a private mobile to attend this location for an RTC with multiple patients.

One **Irrelevant** male was declared life extinct at 18:32 after traumatic cardiac arrest protocol completion and one **Irrelevant** male was transported to Emerald Hospital with minor musculoskeletal injuries.

Delayed response time of 21 minutes 43 secs for first unit to arrive on scene at 18:11pm. Nil available response with closest unit responding from Emerald Hospital at completion of incident 14254599 at 18:04pm.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14254974. The review will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A LASN clinical review was undertaken by SCE **Irrelevant**. A review of the eARF and discussions with officers involved it was determined that the treatment and interventions were in line with QAS policy and procedure. No clinical issues or adverse events/outcomes have been identified at this point for this incident.

State OpCen ProQA:

Initial 000 request for service was received by the Townsville Operations Centre. QAS were dispatched as a Code 1A response and it was noted there was a "delay in dispatch due to workload NIL available units." The dispatch and ongoing management of the case was referred to the Rockhampton Operations Centre.

Queensland Ambulance Service: Operational Incident Reporting

Incident Review/Investigation:**Scope**

- This report documents the significant incident review into case 14254974. The review will examine ambulance operations prior to, during and following the response.

Background

- On Friday the 7 May 2021 QAS were requested to attend incident 14254974 that occurred on **Irrelevant** EMERALD, at 17:46pm.
- Initial unavoidable delay due to Emerald day crew and SOS/CCP already on case 14254599 with **Irrelevant**
- At 17:51pm CQ LASN West Duty SOS/CCP received a call from the OCS notifying of the incident and NIL available crews.
- SOS/CCP advised unable to divert and recommended to OCS to call Emerald unit 2292 to ascertain if they could clear from incident 14254911 and attend and to also dispatch nearest available unit being either Capella or Gemfields station.
- SOS/CCP and ACP crew liaised with Emerald Hospital and completed an immediate hot transfer of care.
- Incident location was approx. 2-3 kms from the Emerald Hospital on a 1km long dirt track named **Irrelevant** accessed via original incident location given as **Irrelevant** Emerald.
- QPS arrived on scene with first QAS Unit 2209 at 18:11pm. QFES arrived on scene at 18:13pm
- Bystander CPR was commenced approx. 5 minutes prior to QAS arrival at 18:11pm on the ejected **Irrelevant** male patient.
- Resuscitation attempt commenced at 18:12pm lasting for 20 minutes ceasing after QAS consult line consultation at 18:32pm.
- Emerald Unit 2292 on scene at 18:23pm managed a **Irrelevant** male patient later transported to Emerald Hospital with minor musculoskeletal injuries arriving at 19:11pm.
- **Irrelevant**
- ROLE form completed and provided to QPS who remained in attendance.
- QAS services cleared at 20:00pm Friday the 7 May 2021.
- SOS completed Operational Debrief with all staff associated at Emerald Station after incident completion.

Timeline

- 1st Key Stroke: 17:46pm
- In waiting queue: 17:49pm
- First unit dispatched: 17:53pm Gemfields Unit 2111
- Second Unit dispatched: 18:04pm Emerald Unit 2209 (post case 14254974)
- Enroute: 17:55pm Gemfields Unit 2111 & 18:04pm Emerald Unit 2209
- First unit on scene: 18:11pm Emerald Unit 2209

Male declared life extinct on scene by QAS 18:32pm

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Review

- Response time 21 minutes
- The incident was dispatched as a Code 1A response
- Unavoidable delay secondary to Emerald area workload and inability to divert local units due to case specifics.
- Emerald QAS operational resources at the time of the incident were as follows:
 - Emerald Unit 2209: 0700 – 1900: ACP II's Irrelevant
Irrelevant
 - Emerald Unit 2292: 0700 – 1700: ACP II Irrelevant
 - Emerald Unit 2292: 0900 – 1700: ACP II Irrelevant
 - Emerald Unit 2536: 0700 – 1700: SOS/CCP Irrelevant
- At 17:46pm Emerald unit workload was as follows:
 - Unit 2209 – Incident 14254599. Transporting to Emerald Hospital at 17:38 at destination at 17:53pm. Cleared, available and on case for Incident 14254974 at 18:04pm and arrived on scene at 18:11pm.
 - Unit 2292 – Cleared from assisting Incident 14254599 (multiple patients) at 17:37pm and then arriving on scene at Incident 14254911 at 17:47pm. Transported patient to Emerald Hospital arriving at destination at 18:09pm. Cleared, available and on case for Incident 14254974 at 18:11pm and arrived on scene at 18:23pm.
 - Unit 2536 – Backed up Unit 2209 Incident 14254599 with unit remaining on scene. CCP/SOS located in 2209 as above for response to Incident 14254974.
- At 17:46pm nearest next available response was as follows:
 - Gemfields Unit 2111: 0800 – 1800 EA: ACP II Irrelevant
approx. 54 km's from scene of Incident 14254974. Available and dispatched at 17:53pm and arrived on scene at 18:23.
 - Capella Unit 2145: 0700 – 1700 EA: ACP II Irrelevant approx. 53
km's from scene of Incident 14254974. Available and dispatched at 17:53pm
- There was no senior management notification that occurred via the OPCEN however the operational SOS was attached to the incident.

Outcomes

- One Irrelevant male pronounced deceased at scene and left with QPS for forensic investigation.
- One Irrelevant male transported to Emerald Hospital.

Post OIRR actions

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

Review Recommendations:

- Nil

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Consultation with Rockhampton OpCen Manager;
- Daily OpCen report;

Queensland Ambulance Service: Operational Incident Reporting

- Incident Detail Report (IDR);
- iROAM screen captures;
- Notification of the Priority One Counsellor;
- Details of active incidents from prior to the SIR and while SIR was active; and
- Workforce planning rosters for the Western area

LASN Endorsement

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

Name	Position	Signature	Date
Brooke Rolfe	A/LASN Director	Irrelevant	10.05.2021
Al Vagg	A/Executive Manager Operations		10.05.2021
Myles White	SOS		09.05.2021

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: **Closed**
 Incident number: **14254974**
 ProQA number: **17104434**
 Console name: **PA103**
 Incident Date: **07/05/2021 17:46:29**
 Last Updated:

Incident Information

Incident Type: ACUTE AND CCP IF AVAILABLE
Priority: 1A
Determinant: 29D06V
Base Response#: 031580
Confirmation#: 00493405
Taken By: Irrelevant
Response Area: 2 Emerald
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 31846829
Patient Name: Irrelevant

Alarm Level:
Problem: RTC ARREST MULTI PATIENTS
Agency: QAS
Jurisdiction: 2 North West
Division: 2 Emerald
Battalion: 2 Emerald
Response Plan: 1A
Command Ch:
Primary TAC: VHF Ch 72/UHF Ch 12 EMERALD
Secondary TAC:
Delay Reason (if any):
Latitude: 66491370
Patient DOB: Irrelevant

Incident Location

Location Name: Irrelevant
Address:
Apartment:
Building:
City, State, Zip: EMERALD QLD 4720

County: CENTRAL HIGHLANDS
Location Type:
Cross Street: Irrelevant
Map Reference:

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type:

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

Time Stamps

Description	Date	Time	User
Phone Pickup	07/05/2021	17:46:29	
1st Key Stroke	07/05/2021	17:46:29	
In Waiting Queue	07/05/2021	17:49:33	
Call Taking Complete	07/05/2021	18:25:07	Irrelevant
1st Unit Assigned	07/05/2021	17:53:56	
1st Unit Enroute	07/05/2021	17:55:33	
1st Unit Arrived	07/05/2021	18:11:16	
Closed	07/05/2021	20:00:34	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:03:04
Call Taking	00:38:38
In Queue to 1st Assign	00:04:23
Call Received to 1st Assign	00:07:27
Assigned to 1st Enroute	00:01:37.8
Enroute to 1st Arrived	00:15:42.7
Incident Duration	02:14:05

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
2111	17:53:56	A Case Completed	17:55:33		18:23:38			18:52:53			Patient Deceased
A2502	17:53:56	Cancel Prior To En Route						17:55:21			Assigned In Error
B2145	17:53:56	Cancel Prior To En Route						17:54:39			Assigned In Error
B2209	18:04:13	A Case Completed	18:04:50		18:11:16			19:09:38			Patient Deceased
B2292	18:11:58	A Case Completed	18:12:23		18:23:27		19:36:31	20:00:34			

Personnel Assigned

Unit	Name
2111	
2145	
2209	
2292	
2502	

Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2292	QH EMH (A&E OP) 69 Hospital Rd		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	19:04:31	19:11:18	20:00:34

Comments

Date	Time	User	Type	Comments
07/05/2021	17:49:33	1BERMAR	Response	[ProQA Dispatch] Dispatch Level: 29D02 (HIGH MECHANISM (k through t)) Suffix: p (Rollovers) Response Text: 1B QFES QPS QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: RTC - ROLLOVER
07/05/2021	17:49:33	1BERMAR	Response	[ProQA: Key Questions] 1. The incident involves a rollover.
07/05/2021	17:50:26	2NATSHE	Response	Delay in dispatch due to workload Nil available units.
07/05/2021	17:50:30	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q21-A021336
07/05/2021	17:50:31	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q21-A021336
07/05/2021	17:50:32	1BERMAR	Response	[ProQA Reconfigure] Reconfigure Level: 29D06 (Arrest) Suffix: V (Multiple patients) Response Text: 1A QPS
07/05/2021	17:50:32	1BERMAR	Response	[ProQA: Key Questions] 2. Chemicals or other hazards are not involved. 3. There is no one trapped. 4. It's not known if anyone was thrown from the vehicle. 5. Everyone is not completely awake (alert). 6. They are not breathing now.
07/05/2021	17:50:43	1BERMAR	Response	PT BLEEDING FROM THE EARS
07/05/2021	17:50:58	1BERMAR	Response	? HOLE IN HIS STOMACH
07/05/2021	17:51:04	1BERMAR	Response	[ProQA: Key Questions] 7. Their injuries are described as other than to a NOT DANGEROUS area. 8. There is SERIOUS bleeding.
07/05/2021	17:51:54	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
07/05/2021	17:52:05	1BERMAR	Response	[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: 8 or older
07/05/2021	17:53:23	1BERMAR	Response	CPR NOT IN PROGRESS - BYSTANDER NOT WILLING TO DO IT
07/05/2021	17:53:50	2NATSHE	Response	Unable to contact 2292 at scene.
07/05/2021	17:53:57	PS	Response	[Page] Dispatch page sent to Unit:2111, Sent From: KEDCADQASPIS01
07/05/2021	17:53:57	PS	Response	[Page] Dispatch page sent to Unit:2502, Sent From: KEDCADQASPIS01
07/05/2021	17:53:58	PS	Response	[Page] Dispatch page sent to Unit:2145, Sent From: KEDCADQASPIS01
07/05/2021	17:54:12	PS	Response	[Page] Dispatch page to Unit:2111 complete to PIN Irrelevant Message sent successfully.
07/05/2021	17:54:13	PS	Response	[Page] Dispatch page to Unit:2111 complete to PIN Irrelevant Message sent successfully.
07/05/2021	17:54:19	PS	Response	[Page] Dispatch page to Unit:2145 complete to PIN Irrelevant Message sent successfully.
07/05/2021	17:54:45	1BERMAR	Response	1 PT HAS LEFT THE SCENE - NO OBVIOUS INJURIES TO THE OTHER PT
07/05/2021	17:54:50	PS	Response	[Page] Page processing complete to PIN 0457412836: 41352701 Message sent successfully.
07/05/2021	17:54:55	1BERMAR	Response	1 PT ON SCENE SEVERE BLEEDING - ? UNCONCIOUS NOT BREATHING
07/05/2021	17:55:18	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
07/05/2021	17:55:34	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
07/05/2021	17:56:13	ICEMS	Response	POL-Q EnRoute
07/05/2021	17:59:07	1BERMAR	Response	[Notification] [QAS]-CPR in progress
07/05/2021	18:00:36	ICEMS	Response	FIRE-Q EnRoute
07/05/2021	18:04:13	PS	Response	[Page] Dispatch page sent to Unit:2209, Sent From: KEDCADQASPIS01
07/05/2021	18:04:25	PS	Response	[Page] Dispatch page to Unit:2209 complete to PIN Irrelevant Message sent successfully.
07/05/2021	18:04:25	PS	Response	[Page] Dispatch page to Unit:2209 complete to PIN Irrelevant Message sent successfully.
07/05/2021	18:04:26	PS	Response	[Page] Dispatch page to Unit:2209 complete to PIN Irrelevant Message sent successfully.
07/05/2021	18:04:26	PS	Response	[Page] Dispatch page to Unit:2209 complete to PIN Irrelevant Message sent successfully.
07/05/2021	18:05:02	2ANNKER	Response	>FIRE-Q.POL-Q> (Urgent) HI QPS - BE ADVISED 1 PT IS UNCONSCIOUS REPORTEDLY NOT BREATHING

07/05/2021	18:07:29	1BERMAR	Response
07/05/2021	18:08:33	1BERMAR	Response
07/05/2021	18:11:03	ICEMS	Response
07/05/2021	18:11:59	PS	Response
07/05/2021	18:12:12	PS	Response
07/05/2021	18:12:13	PS	Response
07/05/2021	18:13:18	ICEMS	Response
07/05/2021	18:14:21	2ANNKER	Response
07/05/2021	18:20:16	2ANNKER	Response
07/05/2021	18:34:55	2ANNKER	Response
07/05/2021	18:35:40	2ANNKER	Response
07/05/2021	18:36:40	2BELTIB	Response
07/05/2021	18:53:04	PS	Response
07/05/2021	18:53:06	PS	Response
07/05/2021	19:04:24	2BELTIB	Response
07/05/2021	19:09:50	PS	Response
07/05/2021	19:09:51	PS	Response
07/05/2021	19:11:30	PS	Response
07/05/2021	19:11:32	PS	Response
07/05/2021	19:18:03	ICEMS	Response
07/05/2021	20:00:48	PS	Response
09/05/2021	03:28:55	2COLGRA	Response

PT IS LOCATED ON A DIRT TRACK IN VICINITY OF **Irrelevant** DOH RTI 3907
[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: 8 or older
POL-Q OnScene
[Page] Dispatch page sent to Unit:2292, Sent From: KEDCADQASPI01
[Page] Dispatch page to Unit:2292 complete to PIN **Irrelevant** Message sent successfully.
[Page] Dispatch page to Unit:2292 complete to PIN **Irrelevant** Message sent successfully.
FIRE-Q OnScene
2111 14KMS FROM EMERALD - WILL CONTINUE OFFICER ON UNTIL SITREP PROVIDED
2292 SOMEONE WILL SHOW THE CREW WHERE TO GO
2111 SIGNAL 4 CALLED @ 1831 - 2111 IS PARTIAL
2111 QPS HAVING A LOOK AROUND IN AREA
2209 CONFIRMED SIGNAL 4
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
2292 2ND PT **Irrelevant** M CONS BREATHING WITH MUSCULAR SKELETAL INJ TO R SHOULDER /ONWL
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
FIRE-Q has updated their incident status to Closed
[Page] Page processing complete to PIN **Irrelevant** Message sent successfully.
EXCEPTION REPORTING

Priority Changes

Date	Time	Changed from Priority	Reason	User
07/05/2021	17:50:32	1B	Patient Condition	Irrelevant

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
07/05/2021	17:46:29		No AML Data Received		No AML data received with this call	SDSIAML
07/05/2021	17:49:33		Incident in Waiting Queue			
07/05/2021	17:49:33		ANI/ALI Statistics		INT Insert:May 07 2021 17:46:28 / INT SendNP:May 07 2021 17:46:27 / WS RecvNP:May 07 2021 17:46:27 / WS Process:May 07 2021 17:49:33	1BERMAR
07/05/2021	17:49:33		Read Comment		Comment for Incident 434 was Marked as Read.	1BERMAR
07/05/2021	17:49:33		Incident in Waiting Queue			
07/05/2021	17:49:33		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
07/05/2021	17:49:33		ProQA	Irrelevant	ProQA determinant sent	1BERMAR
07/05/2021	17:49:43		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
07/05/2021	17:49:43		Incident in Waiting Queue Timer Clear			
07/05/2021	17:49:51		Read Incident		Incident 434 was Marked as Read.	2JODODE
07/05/2021	17:50:30		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q21-A021336	ICEMS
07/05/2021	17:50:31		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q21-A021336	ICEMS
07/05/2021	17:50:32		Incident Priority Change		Incident priority changed from 1B to 1A due to Patient Condition	1BERMAR
07/05/2021	17:50:33		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
07/05/2021	17:50:33		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
07/05/2021	17:50:33		Incident Late			
07/05/2021	17:50:33		Incident Late			
07/05/2021	17:50:33		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
07/05/2021	17:50:33		ProQA	Irrelevant	ProQA determinant sent	1BERMAR
07/05/2021	17:50:43		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
07/05/2021	17:51:54		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q :ICEMS Incident Q21-A021336	

07/05/2021	17:51:55		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A021336, Resource Status: WillAttend	DOH RTI 8927 ICEMS
07/05/2021	17:52:05		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 8 or older	1BERMAR
07/05/2021	17:53:15		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q21-A021336	ICEMS
07/05/2021	17:53:38		UserAction		User clicked Initial Assign	2JODODE
07/05/2021	17:53:40		Initial Assignmen		The following unit(s) is (are) recommended for assignment: 2111 (00:36:18),2502 (02:45:24),2145 (00:36:15)	2JODODE
07/05/2021	17:53:56	2111	Dispatched		Response Number (031580)	2JODODE
07/05/2021	17:53:56	2502	Dispatched		Response Number (031581)	2JODODE
07/05/2021	17:53:56	2145	Dispatched		Response Number (031582)	2JODODE
07/05/2021	17:53:57		Incident Timer Clea		Incident Timer Cleared	
07/05/2021	17:53:57		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A021336, Status: WillAttend	ICEMS
07/05/2021	17:53:57		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A021336, Status: WillAttend	ICEMS
07/05/2021	17:54:39	2145	Disposition		Cancel Prior To En Route	2JODODE
07/05/2021	17:54:39	2145	Available		Unit Cleared From Incident 14254974	2JODODE
07/05/2021	17:54:39	2145	Reassign Vehicle	2RES WEISE AMY	ReAssign Reason: Assigned In Error	2JODODE
07/05/2021	17:54:39	2145	Reassign Response	2RES WEISE AMY	ReAssign Reason: Assigned In Error	2JODODE
07/05/2021	17:54:49		Read Comment		Comment for Incident 434 was Marked as Read.	2JODODE
07/05/2021	17:54:56		Incident Late		Active incident marked as late	
07/05/2021	17:54:57		UserAction		User clicked Exit/Save	2NATSHE
07/05/2021	17:55:12		Read Comment		Comment for Incident 434 was Marked as Read.	2NATSHE
07/05/2021	17:55:18		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q21-A021336	ICEMS
07/05/2021	17:55:21	2502	Disposition		Cancel Prior To En Route	2JODODE
07/05/2021	17:55:21	2502	Available		Unit Cleared From Incident 14254974	2JODODE
07/05/2021	17:55:21	2502	Reassign Vehicle	2(004) ROCKHAMPTON SOUTH	ReAssign Reason: Assigned In Error	2JODODE
07/05/2021	17:55:21	2502	Reassign Response	2(004) ROCKHAMPTON SOUTH	ReAssign Reason: Assigned In Error	2JODODE
07/05/2021	17:55:24		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A021336	ICEMS
07/05/2021	17:55:31		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A021336, Resource Status: WillAttend	ICEMS
07/05/2021	17:55:33	2111	Resp		Responding From = RUBYVALE RD\FREEDOM RD.	2JODODE
07/05/2021	17:55:34		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A021336, Status: EnRoute	ICEMS
07/05/2021	17:55:34		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A021336, Status: EnRoute	ICEMS
07/05/2021	17:55:37		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q21-A021336	ICEMS
07/05/2021	17:56:11		Read Comment		Comment for Incident 434 was Marked as Read.	2JODODE
07/05/2021	17:56:13		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A021336, Resource Status: EnRoute	ICEMS
07/05/2021	17:56:20		UserAction		User clicked Exit/Save	2JODODE
07/05/2021	17:57:30		UserAction		User clicked Exit/Save	2NATSHE
07/05/2021	17:59:20		Read Comment		Comment for Incident 434 was Marked as Read.	2NATSHE
07/05/2021	18:00:30		UserAction		User clicked Exit/Save	5BENWIL
07/05/2021	18:00:36		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A021336, Resource Status: EnRoute	ICEMS
07/05/2021	18:00:45		UserAction		User clicked Exit/Save	2KARDUN
07/05/2021	18:00:48		UserAction		User clicked Exit/Save	2ANNKER
07/05/2021	18:00:55		Read Comment		Comment for Incident 434 was Marked as Read.	1BERMAR

Irrelevant

Irrelevant

Irrelevant

Irrelevant

07/05/2021	18:02:39		UserAction		User clicked Exit/Save	1BAMBEI
07/05/2021	18:02:53		UserAction		User clicked Exit/Save	2NATSHE
07/05/2021	18:03:32		UserAction		User clicked Exit/Save	5BENWIL
07/05/2021	18:04:13	2209	Dispatched	Irrelevant	Response Number (031622)	2NATSHE
07/05/2021	18:04:16		Read Comment		Comment for Incident 434 was Marked as Read.	2NATSHE
07/05/2021	18:04:29		Read Comment		Comment for Incident 434 was Marked as Read.	2ANNKER
07/05/2021	18:04:50	2209	Resp	Irrelevant	Responding From = 69 Hospital Rd [QH EMH (A&E OP)]	2NATSHE
07/05/2021	18:04:57		UserAction		User clicked Exit/Save	2NATSHE
07/05/2021	18:05:03		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to FIRE-Q : Incident Q21-A021336	ICEMS
07/05/2021	18:05:04		UserAction		User clicked Exit/Save	2ANNKER
07/05/2021	18:05:04		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q21-A021336	ICEMS
07/05/2021	18:05:11		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-A021336	ICEMS
07/05/2021	18:05:14		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q21-A021336	ICEMS
07/05/2021	18:05:24		Read Comment		Comment for Incident 434 was Marked as Read.	1BERMAR
07/05/2021	18:08:33		ProQA Notify Comment		PROQA URGENT MESSAGE: Age-range update: 8 or older	1BERMAR
07/05/2021	18:08:39		Read Comment		Comment for Incident 434 was Marked as Read.	2COLGRA
07/05/2021	18:11:03		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-A021336, Resource Status: OnScene	ICEMS
07/05/2021	18:11:16	2209	At Scene	Irrelevant		2ANNKER
07/05/2021	18:11:17		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-A021336, Status: OnScene	ICEMS
07/05/2021	18:11:17		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-A021336, Status: OnScene	ICEMS
07/05/2021	18:11:58	2292	Dispatched	Irrelevant	Response Number: 031655;	2ANNKER
07/05/2021	18:12:01		Read Comment		Comment for Incident 434 was Marked as Read.	2ANNKER
07/05/2021	18:12:19		UserAction		User clicked Exit/Save	2ANNKER
07/05/2021	18:12:23	2292	Resp	Irrelevant	Responding From = HOSPITAL RD\EGAN ST.	2ANNKER
07/05/2021	18:12:53		Read Comment		Comment for Incident 434 was Marked as Read.	2COLGRA
07/05/2021	18:13:18		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q21-A021336, Resource Status: OnScene	ICEMS
07/05/2021	18:13:19		Read Comment		Comment for Incident 434 was Marked as Read.	5BENWIL
07/05/2021	18:14:56		Read Comment		Comment for Incident 434 was Marked as Read.	1BERMAR
07/05/2021	18:18:31		UserAction		User clicked Exit/Save	2ANNKER
07/05/2021	18:21:20		UserAction		User clicked Exit/Save	5BENWIL
07/05/2021	18:22:31		Read Comment		Comment for Incident 434 was Marked as Read.	5BENWIL
07/05/2021	18:22:35		UserAction		User clicked Exit/Save	5BENWIL
07/05/2021	18:23:27	2292	At Scene	Irrelevant		2BELTIB
07/05/2021	18:23:38	2111	At Scene			2BELTIB
07/05/2021	18:25:07		UserAction		User clicked Exit/Save	1BERMAR
07/05/2021	18:47:05		Read Comment		Comment for Incident 434 was Marked as Read.	2COLGRA
07/05/2021	18:52:43	2111	Available	Irrelevant	Unit Cleared From Incident 14254974	2BELTIB
07/05/2021	18:52:53	2111	Cancel Vehicle Assig		Unit Cleared From Incident 14254974	2BELTIB
07/05/2021	18:58:07		Read Comment		Comment for Incident 434 was Marked as Read.	2COLGRA
07/05/2021	19:04:22		UserAction		User clicked Exit/Save	2CARJAM
07/05/2021	19:04:31	2292	Dep	QH EMH (A&E OP)		2BELTIB
07/05/2021	19:09:31	2209	Available	Irrelevant	Unit Cleared From Incident 14254974	2BELTIB
07/05/2021	19:09:38	2209	Cancel Vehicle Assig		Unit Cleared From Incident 14254974	2BELTIB
07/05/2021	19:09:38		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q21-	ICEMS

07/05/2021	19:09:38		[ICEMS]		A021336, Status: LeftScene [ICEMS] Sent Resource Status Update to POL-Q for Incident Q21- ICEMS	ICEMS
07/05/2021	19:10:48		Read Comment		A021336, Status: LeftScene	
07/05/2021	19:11:07		UserAction		Comment for Incident 434 was Marked as Read.	2CARJAM
07/05/2021	19:11:18	2292	Dest	69 Hospital Rd [QH EMH (A&E OP)]	User clicked Exit/Save	2CARJAM
07/05/2021	19:11:18	2292	Transport Time	69 Hospital Rd [QH EMH (A&E OP)]	Depart Scene Time: 07/05/2021 19:04:31, Arrive Destination Time: 07/05/2021 19:11:18	2BELTIB
07/05/2021	19:18:03		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q21-A021336, Incident Status: Closed	ICEMS
07/05/2021	19:28:42		Read Comment		Comment for Incident 434 was Marked as Read.	2COLGRA
07/05/2021	19:36:31	2292	Partially Av	HOSPITAL RD/EGAN ST		2BELTIB
07/05/2021	19:44:20		UserAction		User clicked Exit/Save	2COLGRA
07/05/2021	20:00:34	2292	Available	69 Hospital Rd [QH EMH (A&E OP)]		2BELTIB
07/05/2021	20:00:34	2292	Disposition	RESURRECTION WRECKERS	A Case Completed	2BELTIB
07/05/2021	20:00:34	2292	Response Closed	RESURRECTION WRECKERS	Response Disposition: A Case Completed	2BELTIB
07/05/2021	20:00:35		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-A021336, Status: Closed	ICEMS
07/05/2021	20:34:47		Read Comment		Comment for Incident 434 was Marked as Read.	8JACBOW
07/05/2021	20:35:09		UserAction		User clicked Exit/Save	8JACBOW
07/05/2021	20:52:51		UserAction		User clicked Exit/Save	2COLGRA
07/05/2021	21:14:41		UserAction		User clicked Exit/Save	2COLGRA
07/05/2021	22:09:13		UserAction		User clicked Exit/Save	2COLGRA
08/05/2021	05:44:41		UserAction		User clicked Exit/Save	2COLGRA
09/05/2021	03:28:56		UserAction		User clicked Exit/Save	2COLGRA

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
07/05/2021	17:46:29	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:46:55	City		Irrelevant	Updated City	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:46:55	City		Irrelevant	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:33	Address		Irrelevant	New Entry	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	Jurisdiction		2 North West	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	Division		2 Emerald	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	Battalion		2 Emerald	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	Response_Area		2 Emerald	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:48:46	Primary_TAC_Channel		VHF Ch 72/UHF Ch 12	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
				EMERALD				
07/05/2021	17:48:46	Address		Irrelevant	Entry	Response_Master_Incident	PA103	1BERMAR
				Irrelevant	Selected/Returned from GeoLocator			
07/05/2021	17:48:46	Latitude	0	66491370	Entry	Response_Master_Incident	PA103	1BERMAR
				Irrelevant	Selected/Returned from GeoLocator			
07/05/2021	17:48:46	Longitude	0	31846829	Entry	Response_Master_Incident	PA103	1BERMAR
				Irrelevant	Selected/Returned from GeoLocator			
07/05/2021	17:48:57	ProQaCaseNumber		17104434	(Response Viewer)	Incident	PA103	1BERMAR
07/05/2021	17:49:33	Problem		RTC HIGH MECH ROLLOVER	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	Priority_Number	0	2	Updated by ProQA	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	Determinant		29D02p	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:49:33	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR

07/05/2021	17:49:33	Pickup_Map_Info	(Blank)	EMD1D8		Response_Transports	POLCADQASCXA0738E	1BERMAR
07/05/2021	17:49:34	Map_Info		EMD1D8		Response_Master_Incident	POLCADQASCXA071B	1BERMAR
07/05/2021	17:49:51	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA202	2JODODE
07/05/2021	17:50:32	Priority_Description	1B	1A	Patient Condition	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:32	Priority_Number	2	1	Patient Condition	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:33	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:33	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:33	Problem	RTC HIGH MECH ROLLOVER	RTC ARREST MULTI PATIENTS	Updated by ProQA	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:33	Determinant	29D02p	29D06V	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:50:33	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	17:53:15	Location_Name			(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
				Irrelevant				
07/05/2021	17:54:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2JODODE
07/05/2021	17:55:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2NATSHE
07/05/2021	17:56:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2JODODE
07/05/2021	17:59:04	Field_Data		17YOM	Patient DOB:	Response_User_Data_Fields	PA103	1BERMAR
07/05/2021	17:59:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2NATSHE
07/05/2021	18:00:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	18:01:40	Field_Data	Irrelevant		Patient DOB:	Response_User_Data_Fields	PA103	1BERMAR
07/05/2021	18:01:55	Field_Data			Patient Name:	Response_User_Data_Fields	PA103	1BERMAR
07/05/2021	18:04:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA206	2NATSHE
07/05/2021	18:04:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2ANNKER
07/05/2021	18:05:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	18:08:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2COLGRA
07/05/2021	18:11:45	Field_Data		Irrelevant	Patient DOB:	Response_User_Data_Fields	PA103	1BERMAR
07/05/2021	18:12:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2ANNKER
07/05/2021	18:12:17	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	18:12:17	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA103	1BERMAR
07/05/2021	18:12:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2COLGRA
07/05/2021	18:13:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5BENWIL
07/05/2021	18:14:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1BERMAR
07/05/2021	18:22:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA504	5BENWIL
07/05/2021	18:47:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2COLGRA
07/05/2021	18:58:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2COLGRA
07/05/2021	19:04:31	Map_Info	(Blank)	EMD1E12		Response_Transports	KEDCADQASCXA312	BELTIB
07/05/2021	19:10:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA207	2CARJAM
07/05/2021	19:28:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA202	2COLGRA
07/05/2021	20:34:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8JACBOW

Significant Incident Review Template

Central Queensland Local Ambulance Service Network

Authority:

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

Executive Summary:

Central Queensland (CQ) LASN responded to an incident (Case 14278453) that occurred on Wednesday 12 May 2021 which was received at 21:58pm for Irrelevant GRACEMERE 4702. The incident was reported as a Irrelevant male patient not breathing and coded as a 09E01. QPS on scene and advised CPR in progress at 22:09pm with QAS responding crews confirming nature of case on arrival at 22:14pm. Irrelevant transported code one to Rockhampton Hospital in asystolic arrest with no ROSC at 22:43pm.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 14278453. The review will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A LASN clinical review was undertaken by A/CSO Irrelevant. A review of the eARF determined that the treatment and interventions were in line with QAS policy and procedure. No clinical issues or adverse events/outcomes have been identified at this point for this incident.

State OpCen ProQA:

Initial request for service was received via 000 by LASN 16 (PTS). QAS were requested to attend scene which was dispatched as a Code 1A response. The dispatch and ongoing management of the case was referred to the Rockhampton Operations Centre. There are no noted delays or concerns on review of the IDR.

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Incident Review/Investigation:

Scope

- This report documents the significant incident review into case 14278453. The review will examine ambulance operations prior to, during and following the response.

Background

- On Wednesday 12 May 2021 at 21:58pm the QAS received a 000 call to attend a **Irrelevant** **Irrelevant** GRACEMERE 4702 for a **Irrelevant** male patient reported to be in cardiac arrest
- The incident was dispatched as a Code 1A response
- 2 ACP II crews were dispatched from Rockhampton response area
- CCP available and dispatched
- QAS units arrived on scene at 22:14pm and confirmed nature of case
- QPS were on scene with the IDR indicating **Irrelevant**
- No officer safety concerns noted and Duty OS aware of case
- **Irrelevant** as transported to Rockhampton Hospital with CCP on board in asystolic arrest
- Rockhampton Hospital provided early notification of case
- QAS services completed at 23:59pm

Timeline

- 1st Key Stroke: 21:56pm
- In waiting queue: 21:58pm
- First unit dispatched - 21:58pm
- Second Unit Dispatched: 22:01pm
- First Unit Enroute: 21:59pm
- Second Unit Enroute: 22:02pm
- First unit on scene: 22:14pm

Dispatched to on scene 16 minutes

Review

- There are no identified concerns with the dispatch or response for this case
- Incident was appropriately resourced for the nature of the case
- CCP available and dispatched
- Duty OS advised of case

Outcomes

- One **Irrelevant** male patient transported Code One to Rockhampton Hospital in cardiac arrest

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Post OIRR actions

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

Review Recommendations:

No recommendations for this case

Appendix of relevant documents/files:

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

LASN Endorsement

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

Name	Position	Signature	Date
Brooke Rolfe	A/LASN Director	Irrelevant	13.05.2021
Alistair Vagg	A/Executive Manager Operations		13.05.2021

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: **QACIR**
 Incident Status: **Closed**
 Incident number: **14278453**
 ProQA number: **17129332**
 Console name: **QA523**
 Incident Date: **12/05/2021 21:56:38**
 Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	
Priority:	1A	Problem:	NIL BREATHING
Determinant:	09E01	Agency:	QAS
Base Response#:	056280	Jurisdiction:	2 South East
Confirmation#:	00513713	Division:	2 Gracemere
Taken By:	Irrelevant	Battalion:	2 Gracemere
Response Area:	2 Gracemere	Response Plan:	1A
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	29538186	Latitude:	66541169
Patient Name:		Patient DOB:	16/10/2020

Incident Location

Location Name:	Irrelevant	County:	ROCKHAMPTON
Address:		Location Type:	Irrelevant
Apartment:		Cross Street:	
Building:		Map Reference:	
City, State, Zip:	GRACEMERE QLD 4702		

Call Receipt

Caller Name:	DEFAULT CLI: TelstraMobile Net	Original CLI Phone	Irrelevant
Method Received:		Call Back Phone:	
Caller Type:		Caller Location:	

Time Stamps

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	12/05/2021	21:56:30			
1st Key Stroke	12/05/2021	21:56:30		Received to In Queue	00:01:35
In Waiting Queue	12/05/2021	21:58:13		Call Taking	00:19:12
Call Taking Complete	12/05/2021	22:15:50	Irrelevant	In Queue to 1st Assign	00:00:39
1st Unit Assigned	12/05/2021	21:58:52		Call Received to 1st Assign	00:02:22
1st Unit Enroute	12/05/2021	22:02:24		Assigned to 1st Enroute	00:03:32.1
1st Unit Arrived	12/05/2021	22:14:15		Enroute to 1st Arrived	00:11:51.5
Closed	12/05/2021	23:59:25	Irrelevant	Incident Duration	02:02:55

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
A2509	21:58:52	A Case Completed					22:01:44			Assigned In Error
B2229	22:01:58	A Case Completed	22:02:24		22:14:15		23:59:25			
B2132	22:04:22	A Case Completed	22:04:29		22:16:35		23:51:07			

Personnel Assigned

Unit	Name
2132	Irrelevant
2229	
2509	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2229	RH (A&E) 2 CANNING ST		Hot	Pre Hosp - patient condition	0.0/0.0/0.0	22:43:22	22:59:31	23:59:25

Comments

Date	Time	User	Type	Comments
12/05/2021	21:58:13	16LINBOU	Response	[ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Irrelevant Male, Not Conscious, Not Breathing. Problem Description: NOT BREATHING
12/05/2021	21:58:22	16LINBOU	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred.
12/05/2021	21:58:52	PS	Response	[Page] Dispatch page sent to Unit:2509, Sent From: KEDCADQASPIS01
12/05/2021	21:59:03	PS	Response	[Page] Dispatch page to Unit:2509 complete to PIN Irrelevant Message sent successfully.
12/05/2021	21:59:04	PS	Response	[Page] Dispatch page to Unit:2509 complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:01:55	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:01:55	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:01:59	PS	Response	[Page] Dispatch page sent to Unit:2229, Sent From: KFDCADQASPIS01
12/05/2021	22:02:12	PS	Response	[Page] Dispatch page to Unit:2229 complete to PIN Irrelevant Message sent successfully.

12/05/2021	22:02:13	PS	Response	[Page] Dispatch page to Unit:2229 complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:03:07	2LORFAU	Response	OS B. Irrelevant ADVISED OF CASE
12/05/2021	22:03:24	16LINBOU	Response	CPR in progress
12/05/2021	22:03:49	16LINBOU	Response	LIQUID COMING OUT OF MOUTH AND NOSE
12/05/2021	22:04:23	PS	Response	[Page] Dispatch page sent to Unit:2132, Sent From: KEDCADQASPIS01
12/05/2021	22:04:35	PS	Response	[Page] Dispatch page to Unit:2132 complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:04:35	PS	Response	[Page] Dispatch page to Unit:2132 complete to PIN Irrelevant Message sent successfully.
12/05/2021	22:09:34	ICEMS	Response	[Appended, 22:10:39] [POL-Q] Exact Lat/Lon=D23.45904/D150.46194
12/05/2021	22:09:34	ICEMS	Response	[Appended, 22:10:39] [POL-Q] Contact at scene: 0427332043 MR RANDALLLIONEL DAU
12/05/2021	22:09:34	ICEMS	Response	[Appended, 22:10:39] [POL-Q] INFANT NOT BREASTFEEDING AT THE II TUNE
Irrelevant				
Irrelevant				
12/05/2021	22:09:34	ICEMS	Response	[Appended, 22:10:39] [POL-Q] Initial Incident Address information: Irrelevant Irrelevant SRACEMERE, ROCKHAMPTON, QLD 4702
12/05/2021	22:09:57	ICEMS	Response	[Appended, 22:10:39] <POL-Q> QAS REQUESTED URGENTLY AT THE JOB ADDRESS Irrelevant NOT BREATHING
12/05/2021	22:09:59	16LINBOU	Response	QPS ON SCENE DOING CPR
12/05/2021	22:10:06	16LINBOU	Response	[Notification] [QAS]-QPS ON SCENE DOING CPR
12/05/2021	22:10:39	2JILALL	Response	Duplicate call appended to incident at 22:10:39
12/05/2021	22:11:30	ICEMS	Response	<POL-Q> QAS CAN WE PLEASE HAVE AN ETA TO THE JOB ADDRESS. Irrelevant IS NOT RESPONSIVE
12/05/2021	22:11:59	2JILALL	Response	[Notification] [QAS]-IS THERE AN EMD STILL ON LINE WITH SCENE???
12/05/2021	22:12:34	2LORFAU	Response	>POL-Q> QAS SENDING 2 UNITS UNDER LIGHTS FROM ROCKY INCLUDING CRITICAL CARE PARAMEDIC ETA 5MIN
12/05/2021	22:12:50	2LORFAU	Response	>POL-Q> (Urgent) ETA 5MIN
12/05/2021	22:13:02	2JILALL	Response	NIL ANSWER ON QPS INFORMANT NUMBER Irrelevant
12/05/2021	22:13:06	ICEMS	Response	<POL-Q> THANKYOU CREWS ADVISED
12/05/2021	22:13:27	ICEMS	Response	POL-Q OnScene
12/05/2021	22:35:29	8ROGDAL	Response	[Private] CASE OPENED AT REQ OF RSQ CC RJ
12/05/2021	22:42:30	2LORFAU	Response	2229 ALL QAS OFFICERS IN UNIT TX HOT
12/05/2021	22:42:35	2JILALL	Response	Irrelevant was removed from the incident 12/05/2021 22:42:35.
12/05/2021	22:42:35	2JILALL	Response	Irrelevant was removed from the incident 12/05/2021 22:42:35.
12/05/2021	22:42:53	2LORFAU	Response	2229 CPR STILL IN PROGRESS
12/05/2021	22:44:55	2LORFAU	Response	2229 Irrelevant M DOB ASYTOLIC ARREST ADRENALIN GIVEN NIL SHOCKS FROM QAS AND NIL ROSC 15MIN MAX FROM RH
12/05/2021	22:59:42	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully.
12/05/2021	23:51:06	2LORFAU	Response	Kittle, Caleb 36659 was added to the incident 12/05/2021 23:51:06.
12/05/2021	23:51:23	PS	Response	[Page] Page processing complete to PIN Irrelevant message sent successfully.
12/05/2021	23:59:39	PS	Response	[Page] Page processing complete to PIN message sent successfully.
12/05/2021	23:59:39	PS	Response	[Page] Page processing complete to PIN message sent successfully.

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
12/05/2021	21:56:31		No AML Data Received		No AML data received with this call	SDSIAML
12/05/2021	21:58:13		Incident in Waiting Queue			
12/05/2021	21:58:13		ANI/ALI Statistics		INT Insert:May 12 2021 21:56:28 / INT SendNP:May 12 2021 21:56:28 / WS RecvNP:May 12 2021 21:56:28 / WS Process:May 12 2021 21:58:13	16LINBOU
12/05/2021	21:58:13		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU
12/05/2021	21:58:13		ProQA	Irrelevant	ProQA determinant sent	16LINBOU
12/05/2021	21:58:13		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
12/05/2021	21:58:22		Read Incident		Incident 332 was Marked as Read.	2REBBUS
12/05/2021	21:58:23		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
12/05/2021	21:58:24		Incident in Waiting Queue Timer Clear			
12/05/2021	21:58:25		Read Comment		Comment for Incident 332 was Marked as Read.	2LORFAU
12/05/2021	21:58:52	2509	Dispatched	Irrelevant	Response Number (056271)	2REBBUS
12/05/2021	22:00:03		Read Comment		Comment for Incident 332 was Marked as Read.	2LORFAU
12/05/2021	22:00:15		Premise History Access		Premise History Viewed	2LORFAU
12/05/2021	22:01:44	2509	Disposition	Irrelevant	A Case Completed	2REBBUS
12/05/2021	22:01:44	2509	Multi-Assign		Unit Cleared From Incident 14278453	2REBBUS
12/05/2021	22:01:44	2509	Reassign Vehicle	CANOONA RD	ReAssign Reason: Assigned In Error	2REBBUS
12/05/2021	22:01:44	2509	Reassign Response	CANOONA RD	ReAssign Reason: Assigned In Error	2REBBUS
12/05/2021	22:01:44	2509	Reassign Response	CANOONA RD	Clearing Primary Vehicle Flag	2REBBUS
12/05/2021	22:01:58	2229	Dispatched	Irrelevant	Response Number: 056280;	2REBBUS
12/05/2021	22:02:21		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	22:02:24	2229	Resp		Responding From = 2 Canning St [RH (A&E)].	2REBBUS
12/05/2021	22:04:22	2132	Dispatched		Response Number (056287)	2REBBUS
12/05/2021	22:04:29	2132	Resp		Responding From = 2 Canning St [RH (A&E)].	2REBBUS
12/05/2021	22:06:03		Read Comment		Comment for Incident 332 was Marked as Read.	2REBBUS
12/05/2021	22:06:25	2229	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	ETA to Scene Address Irrelevant	12BENTOD

12/05/2021	22:06:25	2132	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	GRACEMERE is 00:10:10 ETA to Scene Address Irrelevant	12BENTOD
12/05/2021	22:06:49		UserAction		GRACEMERE is 00:10:10 User clicked Exit/Save	2REBBUS
12/05/2021	22:07:32	2229	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	ETA to Scene Address Irrelevant	16LINBOU
12/05/2021	22:07:32	2132	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	GRACEMERE is 00:10:10 ETA to Scene Address Irrelevant	16LINBOU
12/05/2021	22:08:27		UserAction		GRACEMERE is 00:10:10 User clicked Exit/Save	2REBBUS
12/05/2021	22:10:01		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU
12/05/2021	22:10:06		Notify Comment		(Response Viewer) Duplicate Call Warning - New call appended to incident	2JILALL
12/05/2021	22:10:40		[ICEMS]		[ICEMS] Incident 14278576 has been merged with 14278453	
12/05/2021	22:10:42		Read Comment		Comment for Incident 332 was Marked as Read.	2JILALL
12/05/2021	22:11:29		[ICEMS]		[ICEMS] Received Incident Update from POL-ICEMS Q for Incident Q21-P033631	
12/05/2021	22:11:50		Read Comment		Comment for Incident 332 was Marked as Read.	2JILALL
12/05/2021	22:11:50	2229	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	ETA to Scene Address Irrelevant	2LORFAU
12/05/2021	22:11:50	2132	Calculate Vehicle ETA	2 Canning St [RH (A&E)]	GRACEMERE is 00:10:10 ETA to Scene Address Irrelevant	2LORFAU
12/05/2021	22:12:19		Premise History Access		GRACEMERE is 00:10:10 Premise History Viewed	16LINBOU
12/05/2021	22:12:22		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	22:12:34		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P033631	ICEMS
12/05/2021	22:12:50		[ICEMS]		[ICEMS] Sent Urgent Incident Update Message to POL-Q : Incident Q21-P033631	ICEMS
12/05/2021	22:13:06		[ICEMS]		[ICEMS] Received Incident Update from POL-ICEMS Q for Incident Q21-P033631	
12/05/2021	22:13:13		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P033631	ICEMS
12/05/2021	22:13:20		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q21-P033631	ICEMS
12/05/2021	22:13:27		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P033631, Resource Status: OnScene	ICEMS
12/05/2021	22:13:39		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU
12/05/2021	22:14:15	2229	At Scene	Irrelevant	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P033631, Status: OnScene	2REBBUS
12/05/2021	22:14:16		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P033631	ICEMS
12/05/2021	22:14:18		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P033631	ICEMS
12/05/2021	22:14:19		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P033631	ICEMS
12/05/2021	22:14:38		UserAction		User clicked Exit/Save	2JILALL
12/05/2021	22:14:38		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
12/05/2021	22:15:37		UserAction		User clicked Exit/Save	2JILALL
12/05/2021	22:15:50		UserAction		User clicked Exit/Save	16LINBOU
12/05/2021	22:16:09		UserAction		User clicked Exit/Save	2LORFAU
12/05/2021	22:16:35	2132	At Scene	Irrelevant	User clicked Exit/Save	2REBBUS
12/05/2021	22:20:34		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	22:20:40		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	22:28:48		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	22:30:37		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	22:30:52		UserAction		User clicked Exit/Save	2LORFAU
12/05/2021	22:33:13		UserAction		User clicked Exit/Save	2JILALL
12/05/2021	22:34:27		Premise History Access		Premise History Viewed	2JILALL
12/05/2021	22:34:28		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	22:34:40		UserAction		User clicked Exit/Save	2JILALL
12/05/2021	22:35:27		Premise History Access		Premise History Viewed	5STEMCR
12/05/2021	22:39:04		Read Comment		Comment for Incident 332 was Marked as Read.	5STEMCR
12/05/2021	22:42:45		Read Comment		Comment for Incident 332 was Marked as Read.	2JILALL
12/05/2021	22:43:11		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU
12/05/2021	22:43:22	2229	Dep	RH (A&E)		2LORFAU
12/05/2021	22:43:27	2229	Change Transport Destination	2 CANNING ST		2LORFAU
12/05/2021	22:43:27	2229	Change Transport Priority	Irrelevant	Transport Priority Changed from: Cold to Hot.	2LORFAU
12/05/2021	22:43:44		UserAction		User clicked Exit/Save	16LINBOU
12/05/2021	22:46:04		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	22:46:14		UserAction		User clicked Exit/Save	2JILALL
12/05/2021	22:50:29		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU
12/05/2021	22:50:48		UserAction		User clicked Exit/Save	16LINBOU
12/05/2021	22:51:26		Premise History Access		Premise History Viewed	2LORFAU
12/05/2021	22:51:43		UserAction		User clicked Exit/Save	2LORFAU
12/05/2021	22:58:34		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	22:59:31	2229	Dest	2 CANNING ST [RH (A&E)]		2LORFAU
12/05/2021	22:59:31	2229	Transport Time	2 CANNING ST [RH (A&E)]	Depart Scene Time: 12/05/2021 22:43:22, Arrive Destination Time: 12/05/2021 22:59:31	2LORFAU
12/05/2021	23:01:28		Read Comment		Comment for Incident 332 was Marked as Read.	16LINBOU

12/05/2021	23:03:19		UserAction		User clicked Exit/Save	16LINBOU
12/05/2021	23:03:52		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	23:25:24		UserAction		User clicked Exit/Save	5STEMCR
12/05/2021	23:33:02		UserAction		User clicked Exit/Save	16LINBOU
12/05/2021	23:37:55		UserAction		User clicked Exit/Save	2EDWMOO
12/05/2021	23:47:31		UserAction		User clicked Exit/Save	2REBBUS
12/05/2021	23:49:55		UserAction		User clicked Exit/Save	2LORFAU
12/05/2021	23:51:07	2132	Available	Irrelevant		2REBBUS
12/05/2021	23:51:07	2132	Disposition		A Case Completed	2REBBUS
12/05/2021	23:51:07		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P033631, Status: LeftScene	ICEMS
12/05/2021	23:52:38		Read Comment		Comment for Incident 332 was Marked as Read.	8ROGDAL
12/05/2021	23:56:46		UserAction		User clicked Exit/Save	2LORFAU
12/05/2021	23:58:17		UserAction		User clicked Exit/Save	8SHAFAR
12/05/2021	23:59:25	2229	Available	2 CANNING ST [RH (A&E)]		2EDWMOO
12/05/2021	23:59:25	2229	Disposition	Irrelevant	A Case Completed	2EDWMOO
12/05/2021	23:59:25	2229	Response Closed		Response Disposition: A Case Completed	2EDWMOO
12/05/2021	23:59:28		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q21-P033631, Status: Closed	ICEMS
13/05/2021	00:23:24		Read Comment		Comment for Incident 332 was Marked as Read.	8SHAFAR
13/05/2021	00:30:09		UserAction		User clicked Exit/Save	8SHAFAR
13/05/2021	00:54:09		UserAction		User clicked Exit/Save	8ROGDAL
14/05/2021	07:19:01		UserAction		User clicked Exit/Save	16LINBOU
14/05/2021	17:32:31		Premise History Access		Premise History Viewed	16LINBOU
14/05/2021	17:33:49		UserAction		User clicked Exit/Save	16LINBOU

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
12/05/2021	12:56:30	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:40	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Jurisdiction		2 South East	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Division		2 Gracemere	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Battalion		2 Gracemere	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Response_Area		2 Gracemere	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Address		Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	City		GRACEMERE	Updated City	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Latitude	0	66541169	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:56:57	Longitude	0	29538186	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:57:35	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:57:37	ProQaCaseNumber		17129332	(Response Viewer)	Incident	QA523	16LINBOU
12/05/2021	12:58:13	Problem		NIL BREATHING 1A	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	Response_Plan		1A	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	Priority_Number	0	1	Updated by ProQA	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	Determinant		09E01	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:13	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:58:14	Pickup_Map_Info	(Blank)	QGR1K14		Response_Transports	POLCADQASCXA06	16LINBOU
12/05/2021	12:58:14	Map_Info		QGR1K14		Response_Master_Incident	POLCADQASCXA06	16LINBOU
12/05/2021	12:58:22	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA203	2REBBUS
12/05/2021	12:58:25	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2LORFAU
12/05/2021	12:00:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA204	2LORFAU
12/05/2021	12:06:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA203	2REBBUS
12/05/2021	12:10:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/2021	12:10:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2JILALL

12/05/202122:11:50	Read Comment	False	True	Viewer) (Response Viewer)	Response_Master_Incident	PA205	2JILALL
12/05/202122:13:36	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/202122:13:36	ProQATerminationStateCode		C	(Response Viewer)	Incident	QA523	16LINBOU
12/05/202122:13:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/202122:39:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA524	5STEMCR
12/05/202122:42:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA205	2JILALL
12/05/202122:43:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/202122:43:23	Map_Info	(Blank)	ROCK8N1		Response_Transports	KEDCADQASCXA102	2LORFAU
12/05/202122:43:36	Address	2	2 CANNING CANNING ST		IncidentTransport	PA204	2LORFAU
12/05/202122:43:36	LocationName	RH (A&E)	RH (A&E)	(Depart Scene)	IncidentTransport	PA204	2LORFAU
12/05/202122:43:36	Transport_Priority	Cold	Hot	Patient Condition	IncidentTransport	PA204	2LORFAU
12/05/202122:43:36	Map_Info	QGR1K14	ROCK8N1	Polygon Lookup		PA204	2LORFAU
12/05/202122:45:20	Field_Data		Irrelevant	Patient DOB:	Response_User_Data_Fields	PA204	2LORFAU
12/05/202122:50:29	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/202123:01:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA523	16LINBOU
12/05/202123:52:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8ROGDAL
13/05/202100:23:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8SHAFAR

RTI Release

DOH DISCLOSURE LOG