

Information current as at 7 Mar 2022

QAS-IN-CONFIDENCE

## Minister/DG meeting

Topic: QAS Performance Update

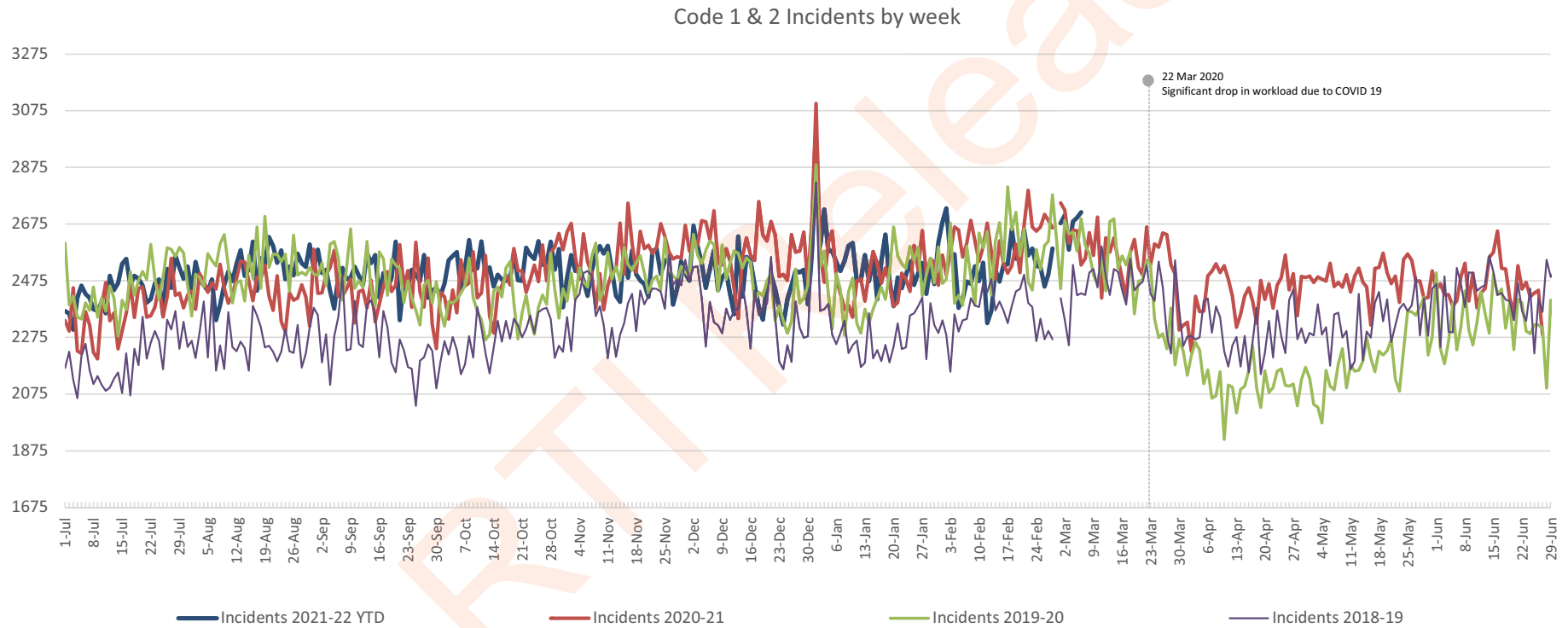
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 6 Mar 2022
- \* Week Comparison - represents the reporting period 28 Feb 2020 to 6 Mar 2021 vs 28 Feb 2021 to 6 Mar 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 6 Mar 2021
- \* Month to Date represents month ending 6 Mar 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.4% ↓	-3,431 Incidents
Code 1	18.1% ↑	50,880 Incidents
Code 1 and 2	0.1% ↑	647 Incidents
Code 3 and 4	-2.0% ↓	-4,069 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	8,850	9,861	1,011	11.4%
		B	92,332	103,340	11,008	11.9%
		C	179,982	218,843	38,861	21.6%
		<b>Total</b>	<b>281,164</b>	<b>332,044</b>	<b>50,880</b>	<b>18.1%</b>
	2	A	238,714	201,294	-37,420	-15.7%
		B	38,220	32,321	-5,899	-15.4%
		C	65,404	58,490	-6,914	-10.6%
		<b>Total</b>	<b>342,338</b>	<b>292,105</b>	<b>-50,233</b>	<b>-14.7%</b>
	1 and 2	<b>Total</b>	<b>623,502</b>	<b>624,149</b>	<b>647</b>	<b>0.1%</b>
	3	A	33,785	34,325	540	1.6%
		B	66,123	63,887	-2,236	-3.4%
		<b>Total</b>	<b>99,908</b>	<b>98,212</b>	<b>-1,696</b>	<b>-1.7%</b>
	4	A	3,267	4,332	1,065	32.6%
		B	98,809	95,371	-3,438	-3.5%
		<b>Total</b>	<b>102,076</b>	<b>99,703</b>	<b>-2,373</b>	<b>-2.3%</b>
	3 and 4	<b>Total</b>	<b>201,984</b>	<b>197,915</b>	<b>-4,069</b>	<b>-2.0%</b>
	CAS	-	172	163	-9	-5.2%
	ALL		<b>825,658</b>	<b>822,227</b>	<b>-3,431</b>	<b>-0.4%</b>

State - Percentage of Incidents by MPDS Determinant type

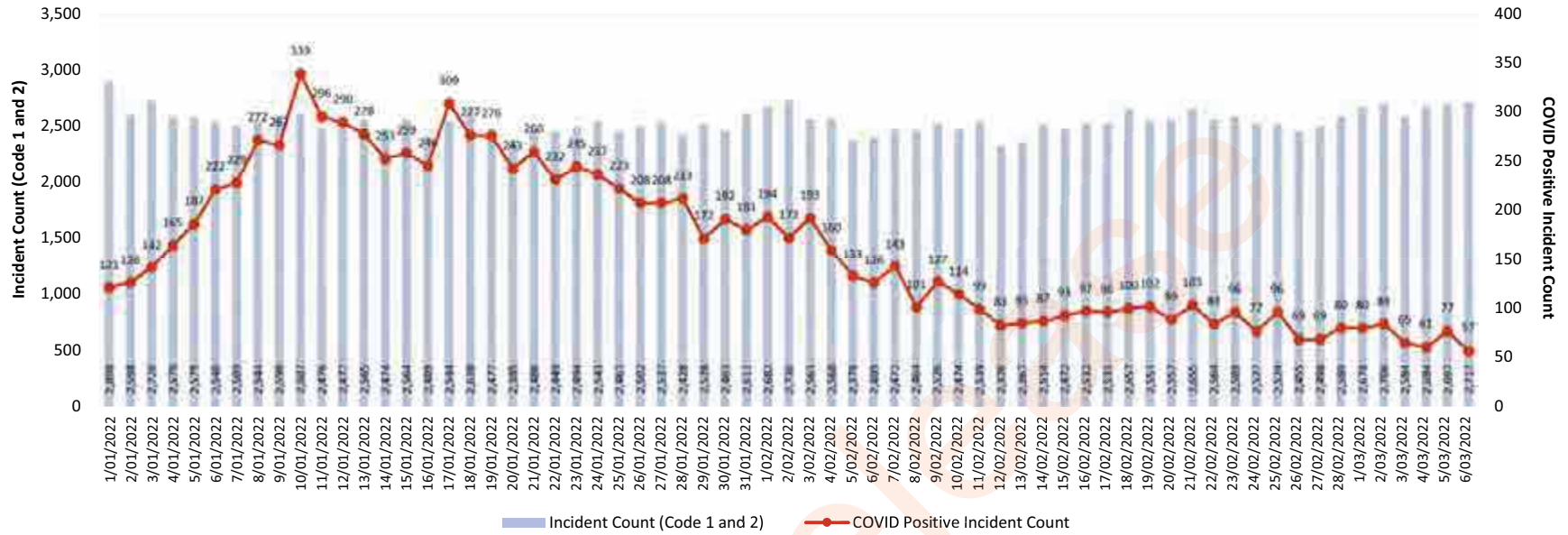
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	136,295	16.6%	-23.2%	-15.0%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Pandemic	70,667	11.3%	-28.1%	N/A
Falls	66,612	10.7%	12.7%	38.7%
Chest Pain	57,228	9.2%	52.1%	14.4%
Psychiatric / Abnormal Behaviour / Suicide Attempt	38,556	6.2%	-5.9%	66.5%
Breathing Problems	36,806	5.9%	63.0%	-7.3%
Sick Person (Specific Diagnosis)	36,079	5.8%	134.8%	-42.0%
Unconscious / Fainting (Near)	30,666	4.9%	10.2%	26.2%
Abdominal Pain/Problems	29,482	4.7%	-2.0%	28.5%
Traumatic Injuries (Specific)	24,826	4.0%	-10.6%	10.0%

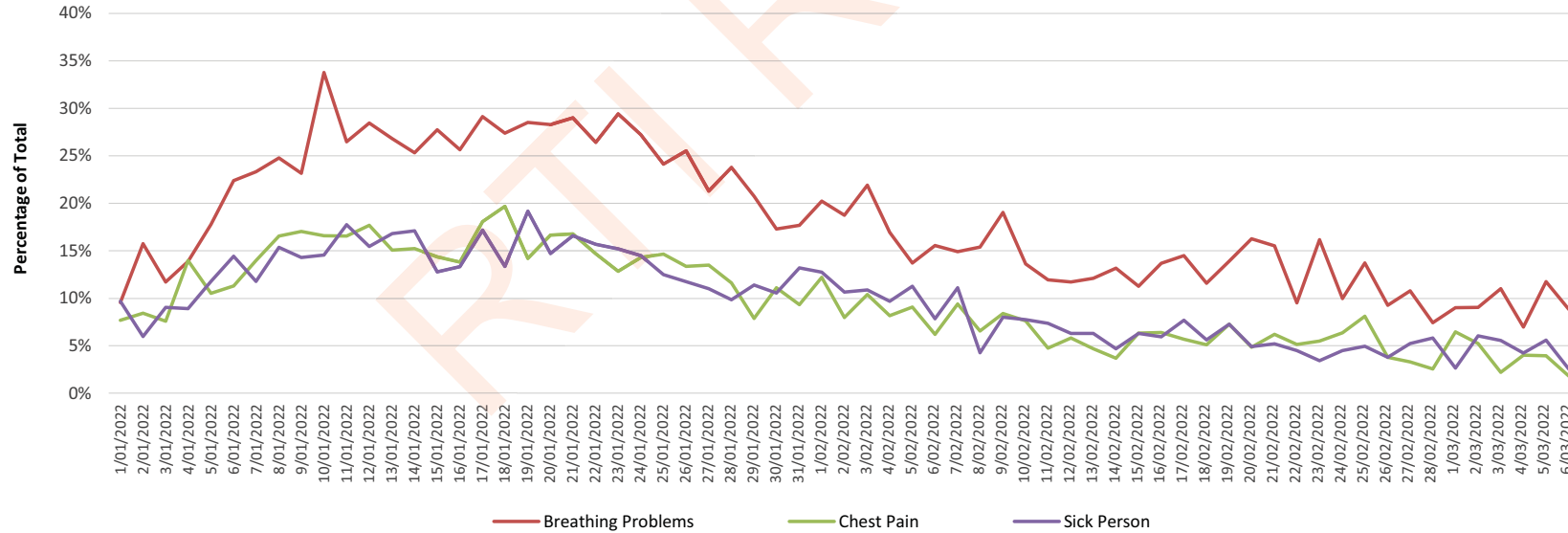
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Top 20 busiest days on QAS record to date

Incident Date	Day of the week	Code 1 & 2	Code 3 & 4	CAS	Total Incidents
28/02/2020	Friday	2,779	1,098	1	3,878
22/02/2021	Monday	2,794	1,072	0	3,866
17/02/2020	Monday	2,807	1,027	0	3,834
10/03/2021	Wednesday	2,699	1,117	0	3,816
18/12/2020	Friday	2,754	1,055	1	3,810
16/11/2020	Monday	2,748	1,052	0	3,800
12/02/2021	Friday	2,678	1,115	2	3,795
1/03/2021	Monday	2,750	1,041	2	3,793
26/02/2021	Friday	2,709	1,077	1	3,787
13/03/2020	Friday	2,684	1,101	1	3,786
6/03/2020	Friday	2,694	1,091	0	3,785
24/02/2021	Wednesday	2,650	1,128	0	3,778
19/02/2020	Wednesday	2,717	1,054	1	3,772
2/03/2020	Monday	2,688	1,078	1	3,767
20/01/2020	Monday	2,665	1,093	1	3,759
2/03/2021	Tuesday	2,724	1,030	4	3,758
23/02/2021	Tuesday	2,664	1,089	1	3,754
9/08/2019	Friday	2,638	1,114	1	3,753
30/11/2020	Monday	2,670	1,082	1	3,753
25/02/2021	Thursday	2,664	1,084	0	3,748

Nine of the busiest days on record occurred in the 2021 calendar year.

## Triple Zero Calls

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

↑ 11.2%

75,936 more calls when comparing the previous financial year

677,070 2020/21 FYTD

753,006 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	83.6%
Average Daily Call Volume		2,806	3,024

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 211,079 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,540 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	94,331	78,242
No. of Code One Incidents attended ≤16.5min	220,619	211,079

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Mar-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.6
	90% responded to within (mins)	16.5	15.8	17.3	19.3
1B	50% responded to within (mins)	8.2	9.9	11.2	11.8
	90% responded to within (mins)	16.5	19.8	22.6	23.9
1C	50% responded to within (mins)	8.2	11.0	12.6	13.2
	90% responded to within (mins)	16.5	22.1	25.1	26.0
2A	50% responded to within (mins)		20.5	23.9	25.5
	90% responded to within (mins)		53.5	60.4	62.6
2B	90% to arrive on scene within 30 mins	>90%	63.7%	60.1%	60.6%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.2%	89.1%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	68.2%	63.7%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.7%	87.5%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Mar-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.2	73.5%	70,876	37.1	57.4%	4,345
Caboolture Hospital	31.6	67.9%	230,451	34.7	63.1%	187,711	43.1	48.6%	6,475
Cairns Base Hospital	27.6	74.4%	208,226	28.3	72.5%	146,345	25.4	73.9%	2,282
Gladstone Hospital	20.2	85.8%	34,143	18.6	89.3%	15,023	19.7	85.2%	284
Gold Coast Hospital - Robina	33.4	61.6%	271,765	35.2	56.6%	180,320	36.8	52.8%	4,126
Gold Coast University Hospital	40.6	53.9%	647,453	38.8	53.6%	370,132	38.0	53.6%	8,225
Gympie Hospital	28.1	71.9%	59,409	28.6	72.1%	40,754	24.7	78.9%	764
Hervey Bay Hospital	25.0	77.4%	76,476	30.8	68.1%	84,899	37.4	58.0%	3,068
Ipswich Hospital	48.3	56.2%	755,803	53.7	50.0%	612,634	44.3	51.8%	9,826
Logan Hospital	45.8	50.2%	685,469	52.7	42.2%	647,308	48.3	39.6%	12,713
Mackay Base Hospital	25.6	76.4%	76,943	30.5	67.7%	95,883	41.6	49.2%	4,246
Maryborough Hospital	16.3	92.6%	10,963	20.0	87.4%	14,564	25.9	77.5%	668
Mater Public Hospital - Brisbane	35.4	67.9%	318,615	46.5	54.7%	260,991	51.2	40.0%	6,339
Mount Isa Base Hospital	8.8	96.9%	6,231	10.5	96.7%	5,052	15.5	89.4%	399
Nambour Hospital	33.1	62.7%	162,873	34.7	58.4%	105,544	34.7	55.8%	2,558
Prince Charles Hospital	38.7	56.2%	414,219	37.6	54.8%	245,059	40.7	49.1%	6,970
Princess Alexandra Hospital	35.9	63.0%	369,637	44.4	51.4%	377,384	61.0	28.3%	14,793
Queen Elizabeth Hospital	41.8	56.0%	368,412	45.7	48.7%	255,052	42.5	49.5%	5,557
Queensland Children'S Hospital	20.2	88.4%	21,121	22.3	83.6%	17,058	21.6	82.2%	231
Redcliffe Hospital	36.9	58.5%	286,532	34.7	57.0%	158,023	40.1	47.9%	5,293
Redlands Hospital	39.6	57.6%	251,662	48.1	46.3%	210,835	52.0	40.5%	6,020
Rockhampton Base Hospital	37.4	59.1%	259,760	40.3	55.2%	202,645	41.0	56.1%	5,461
Royal Brisbane Hospital	36.2	55.9%	404,814	36.2	52.8%	239,940	32.8	57.5%	4,638
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.7	55.8%	262,430	31.5	67.4%	4,628
Toowoomba Base Hospital	25.7	76.8%	139,993	29.4	71.1%	132,239	27.8	74.3%	2,590
Townsville University Hospital	18.9	89.5%	80,787	20.8	85.8%	82,396	24.5	78.5%	3,255
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,015</b>	<b>36.5</b>	<b>60.6%</b>	<b>5,021,097</b>	<b>37.6</b>	<b>56.8%</b>	<b>125,754</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>336</b>			<b>349</b>

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

Princess Alexandra Hospital has the largest decline in Off Stretcher performance reducing by 34.7% when comparing last year's performance, followed by Mater Public Hospital - Brisbane's performance reducing by 27.9%.

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

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	350.56	1.73	0.29	0.00	352.58	19.22	374	15
Northern Region	370.64	383.21	0.27	0.00	0.00	383.48	12.84	394	18
Central Region	500.95	516.13	3.13	0.00	0.00	519.26	18.31	545	14
NQ Rural & Remote Total	1,204.95	1,249.90	5.13	0.29	0.00	1,255.32	50.37	1,313	47
Sunshine Coast and Wide Bay Region	655.47	679.42	27.98	1.71	0.76	709.87	54.40	778	46
Darling Downs and South West Region	395.20	391.27	1.37	1.27	0.00	393.91	-1.29	413	27
Metro North Region	663.34	605.05	29.00	3.90	0.00	637.95	-25.39	711	32
Metro South Region	1,027.82	1,003.29	27.98	1.58	2.13	1,034.98	7.16	1,115	64
Gold Coast Region	475.93	501.89	15.84	0.34	0.64	518.71	42.78	574	26
South East Operations Centre Region	214.24	232.26	0.00	0.00	3.85	236.11	21.87	247	18
South Queensland Total	3,432.00	3,413.18	102.17	8.80	7.38	3,531.53	99.53	3,838	213
Head Office	402.70	413.45	0.00	0.00	0.10	413.55	10.85	440	14
<b>TOTAL</b>	<b>5,039.65</b>	<b>5,076.53</b>	<b>107.30</b>	<b>9.09</b>	<b>7.48</b>	<b>5,200.40</b>	<b>160.75</b>	<b>5,591</b>	<b>274</b>

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-21
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	TBA	



Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	TBA	
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	TBA	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	TBA	
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	Officers in place but undertaking call taking function due to increased demand on Triple Zero. *
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total** 115.00  
**Ambulance Operatives Commissioned to date** 62.93

\* Total excludes Brisbane OpCen enhancements x 6

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 69.43

## Approved Capital Works

## March 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	An initial project team meeting was held with the Principal Consultant last week for the schematic design work to commence. Ministerial Infrastructure Designation (MID) approval is awaiting Deputy Premier's endorsement.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender through QBuild Procurement closed on 22 February 2022 and the evaluation process is expected to progress further this week.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction onsite is ongoing with wall frames to the ground floor and window installation first floor underway. Acoustic works to Operations Centre (OpCen) are being reworked following inspections by the acoustic engineer to ensure an optimal outcome. The consultant's recommendation for additional works to optimise vibration control in the raised floor of the OpCen have been received and are being implemented through installation of specialist anti-vibration pads under the raised floor. Approval to proceed with the removal of external asbestos has been received from the Project Board, with the builder to program the works accordingly. Approval has been provided to install the GWN radio network equipment at this site, timely procurement is critical in terms of delivery of the OpCen in line with Practical Completion of the building. Inspection, testing and final sign-off of the OpCen prototype console design by Queensland Police Service and Queensland Ambulance Service staff is scheduled for Wednesday 9 March 2022. Planning for transition back to site continues, with workshops with key stakeholders scheduled for late March. At this stage, the project remains on track for Practical Completion by 31 August 2022, however ongoing issues with material delays and latent site conditions may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	The QAS formal MID consultation will commence as soon as the Department of State Development, Infrastructure, Local Government and Planning team launch their formal consultation publicly on the MID portal. The Business Case was approved by the QAS Governance Committee on Friday, 4 March 2022. QBuild will now be engaged. The initial room data sheets have been submitted to QPS ICT services to support the concept design and project initiation of the ICT and communication services document previously submitted.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	The second schematic design meeting with the Principal Consultant was completed last week and the design intent is in line with EDQ and Stockland requirements. The MID requirement for the site will be a development approval through EDQ without requiring Minister approval. The formal land allocation is progressing separately as planned with EDQ and Stockland.

Information current as at 14 Mar 2022

QAS-IN-CONFIDENCE

## Minister/DG meeting

Topic: QAS Performance Update

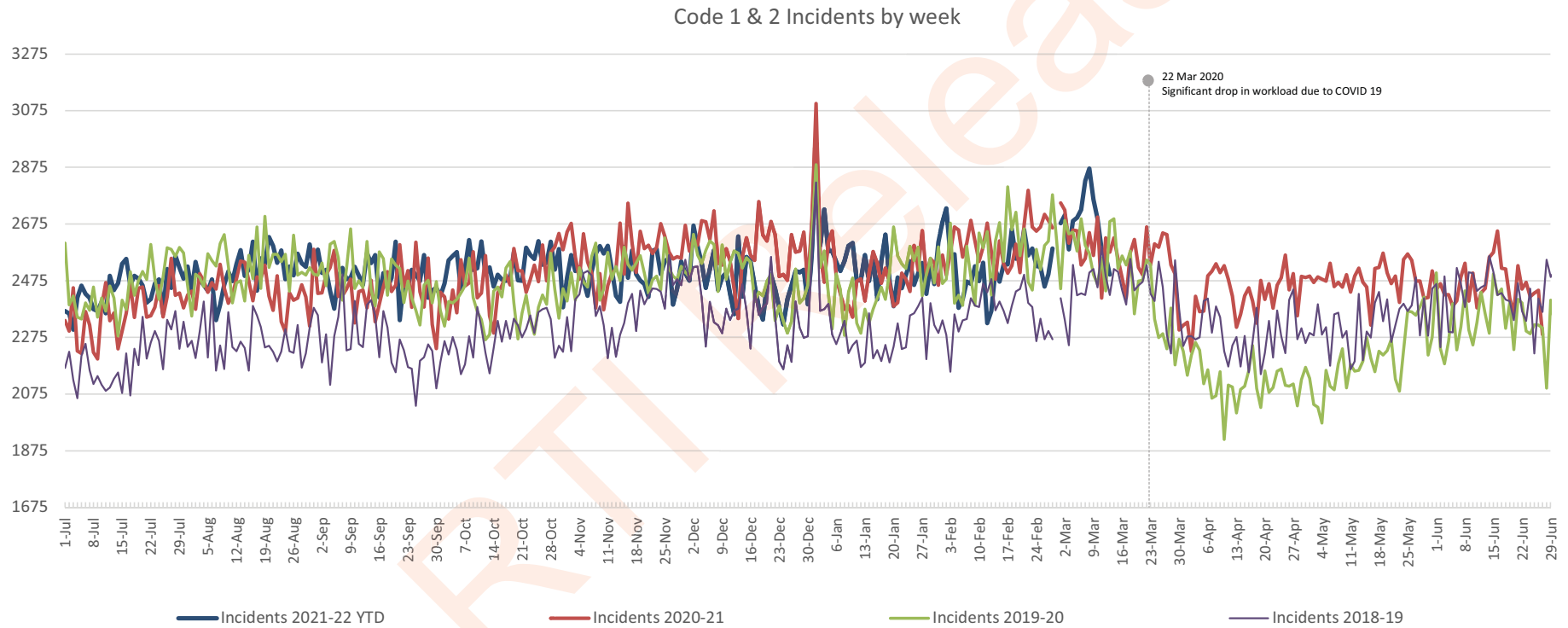
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 13 Mar 2022
- \* Week Comparison - represents the reporting period 7 Mar 2020 to 13 Mar 2021 vs 7 Mar 2021 to 13 Mar 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 13 Mar 2021
- \* Month to Date represents month ending 13 Mar 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.4% ↓	-3,169 Incidents
Code 1	18.4% ↑	53,268 Incidents
Code 1 and 2	0.2% ↑	1,377 Incidents
Code 3 and 4	-2.2% ↓	-4,535 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	9,086	10,143	1,057	11.6%
		B	95,299	106,572	11,273	11.8%
		C	185,409	226,347	40,938	22.1%
		<b>Total</b>	<b>289,794</b>	<b>343,062</b>	<b>53,268</b>	<b>18.4%</b>
	2	A	245,443	206,444	-38,999	-15.9%
		B	39,219	33,188	-6,031	-15.4%
		C	67,124	60,263	-6,861	-10.2%
		<b>Total</b>	<b>351,786</b>	<b>299,895</b>	<b>-51,891</b>	<b>-14.8%</b>
	1 and 2	<b>Total</b>	<b>641,580</b>	<b>642,957</b>	<b>1,377</b>	<b>0.2%</b>
	3	A	34,807	35,266	459	1.3%
		B	68,139	65,762	-2,377	-3.5%
		<b>Total</b>	<b>102,946</b>	<b>101,028</b>	<b>-1,918</b>	<b>-1.9%</b>
	4	A	3,362	4,404	1,042	31.0%
		B	101,776	98,117	-3,659	-3.6%
		<b>Total</b>	<b>105,138</b>	<b>102,521</b>	<b>-2,617</b>	<b>-2.5%</b>
	3 and 4	<b>Total</b>	<b>208,084</b>	<b>203,549</b>	<b>-4,535</b>	<b>-2.2%</b>
	CAS	-	177	166	-11	-6.2%
	ALL		<b>849,841</b>	<b>846,672</b>	<b>-3,169</b>	<b>-0.4%</b>

State - Percentage of Incidents by MPDS Determinant type

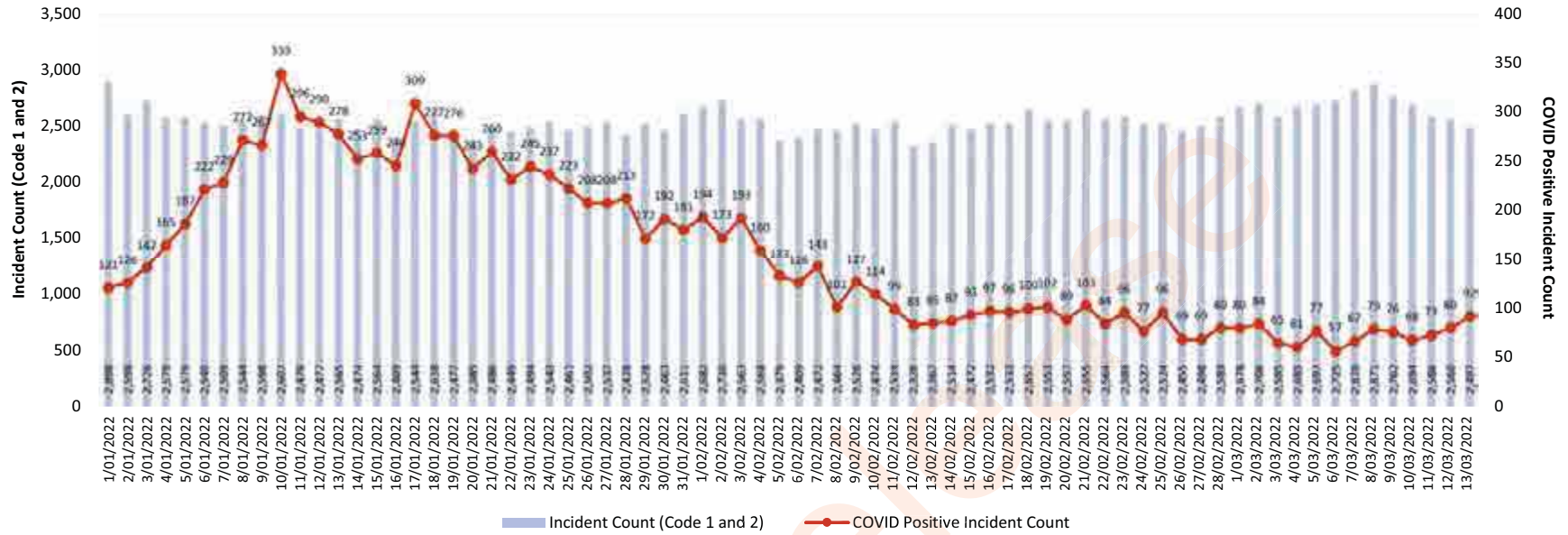
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	140,023	16.5%	-23.4%	-15.2%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Pandemic	70,667	11.0%	-30.2%	N/A
Falls	68,513	10.7%	12.7%	38.8%
Chest Pain	59,971	9.3%	54.6%	16.5%
Psychiatric / Abnormal Behaviour / Suicide Attempt	39,720	6.2%	-5.7%	66.7%
Breathing Problems	38,408	6.0%	65.1%	-5.7%
Sick Person (Specific Diagnosis)	38,285	6.0%	143.6%	-40.1%
Unconscious / Fainting (Near)	31,601	4.9%	10.4%	26.4%
Abdominal Pain/Problems	30,292	4.7%	-2.1%	28.4%
Traumatic Injuries (Specific)	25,521	4.0%	-10.7%	9.7%

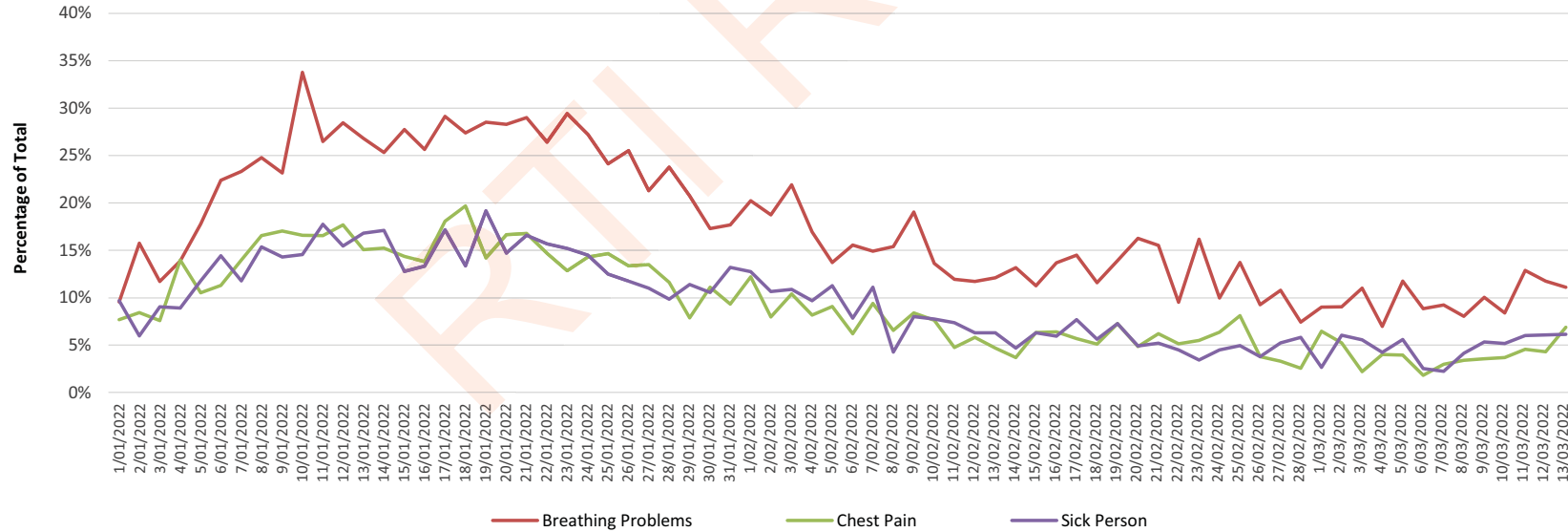
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type





## Top 20 busiest days on QAS record to date

Incident Date	Day of the week	Code 1 & 2	Code 3 & 4	CAS	Total Incidents
8/03/2022	Tuesday	2,871	1,012	1	3,884
28/02/2020	Friday	2,779	1,098	1	3,878
22/02/2021	Monday	2,794	1,072	0	3,866
17/02/2020	Monday	2,807	1,027	0	3,834
10/03/2021	Wednesday	2,699	1,117	0	3,816
18/12/2020	Friday	2,754	1,055	1	3,810
16/11/2020	Monday	2,748	1,052	0	3,800
12/02/2021	Friday	2,678	1,115	2	3,795
1/03/2021	Monday	2,750	1,041	2	3,793
26/02/2021	Friday	2,709	1,077	1	3,787
13/03/2020	Friday	2,684	1,101	1	3,786
6/03/2020	Friday	2,694	1,091	0	3,785
7/03/2022	Monday	2,828	955	0	3,783
24/02/2021	Wednesday	2,650	1,128	0	3,778
9/03/2022	Wednesday	2,762	1,013	0	3,775
19/02/2020	Wednesday	2,717	1,054	1	3,772
2/03/2020	Monday	2,688	1,078	1	3,767
20/01/2020	Monday	2,665	1,093	1	3,759
2/03/2021	Tuesday	2,724	1,030	4	3,758
23/02/2021	Tuesday	2,664	1,089	1	3,754

Note: Dates highlighted represent the current month

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

## Triple Zero Calls

Note: Updated Triple Zero data is unavailable this week due to issues impacting Genesys and telephony system reporting. The figures below represent data to 6 Mar 2022.

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

↑ 11.2%

75,936 more calls when comparing the previous financial year

677,070 2020/21 FYTD

753,006 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	83.6%
Average Daily Call Volume		2,806	2,941

\* Data updated at the end of the month

### Response Time Performance

At State level, QAS attended 217,173 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,555 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	96,729	80,263
No. of Code One Incidents attended ≤16.5min	226,728	217,173

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Mar-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.7
	90% responded to within (mins)	16.5	15.8	17.2	17.6
1B	50% responded to within (mins)	8.2	9.9	11.2	12.2
	90% responded to within (mins)	16.5	19.8	22.7	24.4
1C	50% responded to within (mins)	8.2	11.0	12.6	13.4
	90% responded to within (mins)	16.5	22.1	25.2	26.6
2A	50% responded to within (mins)		20.5	23.9	25.3
	90% responded to within (mins)		53.5	60.4	62.8
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	57.6%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	87.4%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	68.1%	63.1%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.6%	85.3%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Mar-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.4	73.2%	75,398	35.7	61.4%	8,868
Caboolture Hospital	31.6	67.9%	230,451	35.0	62.7%	196,609	43.7	49.0%	15,285
Cairns Base Hospital	27.6	74.4%	208,235	28.3	72.4%	152,194	28.7	72.7%	8,105
Gladstone Hospital	20.2	85.8%	34,143	18.6	89.2%	15,660	20.1	86.4%	921
Gold Coast Hospital - Robina	33.4	61.6%	271,783	35.2	56.6%	184,694	34.3	55.0%	8,158
Gold Coast University Hospital	40.6	53.9%	647,459	38.7	53.5%	379,226	36.9	51.8%	17,033
Gympie Hospital	28.1	71.9%	59,409	28.7	71.9%	42,482	28.6	70.7%	2,491
Hervey Bay Hospital	25.0	77.4%	76,476	31.0	67.7%	89,210	38.2	56.1%	7,261
Ipswich Hospital	48.3	56.2%	755,803	53.6	49.8%	628,675	47.6	47.7%	25,550
Logan Hospital	45.8	50.2%	685,469	52.7	42.0%	668,331	51.7	38.5%	33,163
Mackay Base Hospital	25.6	76.4%	76,943	30.5	67.6%	98,398	35.4	56.6%	6,726
Maryborough Hospital	16.3	92.6%	10,971	20.3	87.1%	15,565	27.2	77.0%	1,669
Mater Public Hospital - Brisbane	35.4	67.9%	318,615	46.9	54.2%	272,008	56.6	37.3%	16,682
Mount Isa Base Hospital	8.8	96.9%	6,231	10.5	96.6%	5,248	14.0	92.7%	595
Nambour Hospital	33.1	62.7%	162,873	34.6	58.5%	107,579	32.7	59.5%	4,590
Prince Charles Hospital	38.7	56.2%	414,219	37.9	54.4%	257,905	45.5	44.4%	19,715
Princess Alexandra Hospital	35.9	63.0%	369,637	44.6	50.8%	392,711	57.5	30.3%	29,867
Queen Elizabeth Hospital	41.8	56.0%	368,412	45.9	48.3%	264,943	49.0	42.7%	15,172
Queensland Children'S Hospital	20.2	88.4%	21,121	22.3	83.7%	17,699	21.9	85.1%	869
Redcliffe Hospital	36.9	58.5%	286,532	35.1	56.6%	166,989	44.0	45.5%	14,019
Redlands Hospital	39.6	57.6%	251,701	48.5	45.8%	220,521	57.3	33.2%	15,101
Rockhampton Base Hospital	37.4	59.1%	259,760	40.6	54.8%	212,177	47.8	47.7%	14,938
Royal Brisbane Hospital	36.2	55.9%	404,814	36.3	52.5%	249,597	37.6	50.5%	14,107
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.5	56.0%	267,069	30.5	66.3%	9,208
Toowoomba Base Hospital	25.7	76.8%	139,993	29.5	70.9%	136,849	30.2	68.8%	7,199
Townsville University Hospital	18.9	89.5%	80,788	20.9	85.6%	86,556	24.1	80.2%	7,387
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,096</b>	<b>36.6</b>	<b>60.4%</b>	<b>5,204,293</b>	<b>39.1</b>	<b>55.2%</b>	<b>304,679</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>339</b>			<b>391</b>

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

Princess Alexandra Hospital has the largest decline in Off Stretcher performance reducing by 32.7% when comparing last year's performance, followed by Mater Public Hospital - Brisbane's performance reducing by 30.6%.

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

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	350.56	1.73	0.29	0.00	352.58	19.22	374	15
Northern Region	370.64	383.21	0.27	0.00	0.00	383.48	12.84	394	18
Central Region	500.95	516.13	3.13	0.00	0.00	519.26	18.31	545	14
NQ Rural & Remote Total	1,204.95	1,249.90	5.13	0.29	0.00	1,255.32	50.37	1,313	47
Sunshine Coast and Wide Bay Region	655.47	679.42	27.98	1.71	0.76	709.87	54.40	778	46
Darling Downs and South West Region	395.20	391.27	1.37	1.27	0.00	393.91	-1.29	413	27
Metro North Region	663.34	605.05	29.00	3.90	0.00	637.95	-25.39	711	32
Metro South Region	1,027.82	1,003.29	27.98	1.58	2.13	1,034.98	7.16	1,115	64
Gold Coast Region	475.93	501.89	15.84	0.34	0.64	518.71	42.78	574	26
South East Operations Centre Region	214.24	232.26	0.00	0.00	3.85	236.11	21.87	247	18
South Queensland Total	3,432.00	3,413.18	102.17	8.80	7.38	3,531.53	99.53	3,838	213
Head Office	402.70	413.45	0.00	0.00	0.10	413.55	10.85	440	14
<b>TOTAL</b>	<b>5,039.65</b>	<b>5,076.53</b>	<b>107.30</b>	<b>9.09</b>	<b>7.48</b>	<b>5,200.40</b>	<b>160.75</b>	<b>5,591</b>	<b>274</b>

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-21
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	TBA	

Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	TBA	
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	TBA	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	TBA	
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	Officers in place but undertaking call taking function due to increased demand on Triple Zero. *
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total** 115.00  
**Ambulance Operatives Commissioned to date** 62.93

\* Total excludes Brisbane OpCen enhancements x 6

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 69.43

## Approved Capital Works

## March 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team schematic design work is underway. Ministerial Infrastructure Designation (MID) approval is awaiting Deputy Premier's endorsement.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender through QBuild Procurement closed on 22 February 2022. The non-price evaluation component of the tender process is expected to be finalised this week. On schedule for award of tender in April 2022.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction is ongoing with ground floor lead in work for mechanical, electrical, and hydraulic services as well as framing of internal walls underway. Installation of the Operations Centre raised floor system has commenced and includes installation of the specialist anti-vibration pads. QAS ICT has received approval to proceed with the installation of GWN radio network and is working with Telstra to identify dates for upgrades at the Rockhampton site. Inspection and testing by Queensland Police Service staff of the prototype console for the Operations Centre, which has been built by the builder's sub-contractors, has identified various issues and defects which the builder is to address. A revised inspection date is to be scheduled late March. It is not known if the delay in finalising the prototype console will impact the current date (mid-April) for delivery of Separable Portion One being the Operations Centre. The Program Board has approved the facade design provided by the architect for minor upgrades to the exterior of the building. The Project Sponsor has also approved the removal of all external asbestos. Planning for transition back to site with key stakeholders continues with workshops programmed for late March 2022. At this stage, the project remains on track for Practical Completion by 31 August 2022, however issues with the console design and lead time and availability of materials due to COVID-19 and the flood event in South East Queensland may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	The QAS formal MID consultation is ready to commence as soon as the Department of State Development, Infrastructure, Local Government and Planning team launch their formal consultation publicly on the MID portal. The Business Case is endorsed. QBuild will be engaged to progress project to tender this week. The initial room data sheets have been submitted to QPS ICT services to support the concept design and project initiation of the ICT and communication services document previously submitted.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	The Principal Consultant is progressing with the Schematic Design work and ensuring the design intent is in line with EDQ and Stockland requirements. The formal land allocation is progressing separately as planned with EDQ and Stockland. The design consultation meeting with the QAS Sunshine Coast Region is scheduled for end-March.



Information current as at 21 Mar 2022

QAS-IN-CONFIDENCE

## Minister/DG meeting

Topic: QAS Performance Update

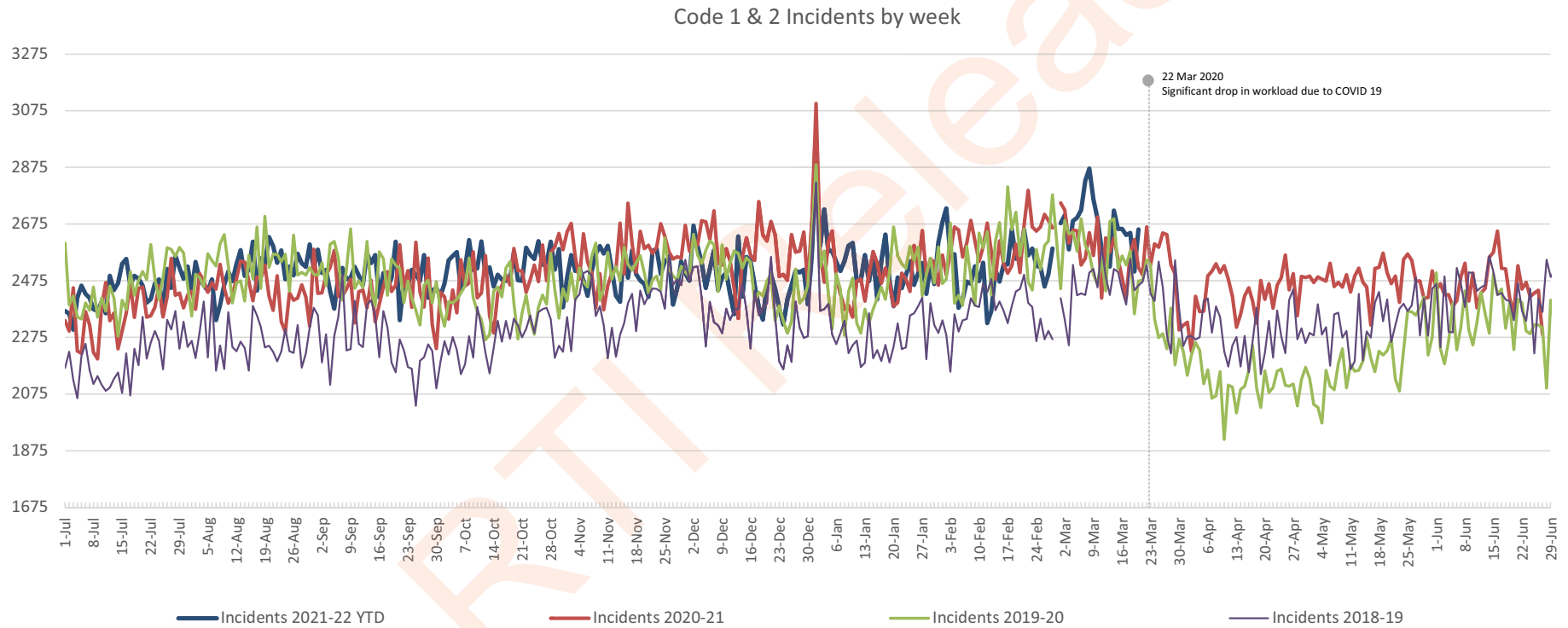
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 20 Mar 2022
- \* Week Comparison - represents the reporting period 14 Mar 2020 to 20 Mar 2021 vs 14 Mar 2021 to 20 Mar 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 20 Mar 2021
- \* Month to Date represents month ending 20 Mar 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.3% ↓	-2,817 Incidents
Code 1	18.5% ↑	55,138 Incidents
Code 1 and 2	0.3% ↑	2,091 Incidents
Code 3 and 4	-2.3% ↓	-4,895 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	9,332	10,432	1,100	11.8%
		B	98,311	109,593	11,282	11.5%
		C	190,797	233,553	42,756	22.4%
		<b>Total</b>	<b>298,440</b>	<b>353,578</b>	<b>55,138</b>	<b>18.5%</b>
	2	A	251,984	211,794	-40,190	-15.9%
		B	40,186	34,054	-6,132	-15.3%
		C	68,763	62,038	-6,725	-9.8%
		<b>Total</b>	<b>360,933</b>	<b>307,886</b>	<b>-53,047</b>	<b>-14.7%</b>
	1 and 2	<b>Total</b>	<b>659,373</b>	<b>661,464</b>	<b>2,091</b>	<b>0.3%</b>
	3	A	35,808	36,110	302	0.8%
		B	70,021	67,598	-2,423	-3.5%
		<b>Total</b>	<b>105,829</b>	<b>103,708</b>	<b>-2,121</b>	<b>-2.0%</b>
	4	A	3,452	4,497	1,045	30.3%
		B	104,637	100,818	-3,819	-3.6%
		<b>Total</b>	<b>108,089</b>	<b>105,315</b>	<b>-2,774</b>	<b>-2.6%</b>
	3 and 4	<b>Total</b>	<b>213,918</b>	<b>209,023</b>	<b>-4,895</b>	<b>-2.3%</b>
	CAS	-	182	169	-13	-7.1%
	ALL		<b>873,473</b>	<b>870,656</b>	<b>-2,817</b>	<b>-0.3%</b>

State - Percentage of Incidents by MPDS Determinant type

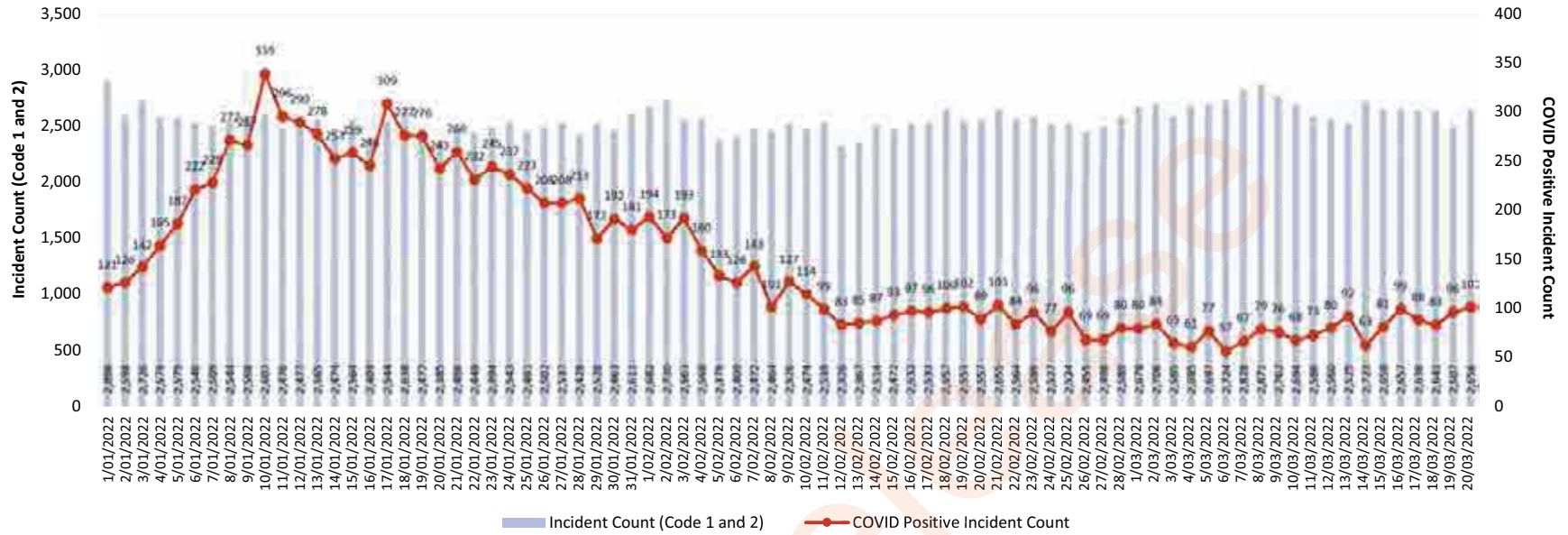
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	143,683	16.5%	-23.6%	-15.6%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Pandemic	70,667	10.7%	-32.1%	N/A
Falls	70,359	10.6%	12.6%	38.6%
Chest Pain	62,542	9.5%	56.7%	18.2%
Psychiatric / Abnormal Behaviour / Suicide Attempt	40,854	6.2%	-5.7%	66.3%
Sick Person (Specific Diagnosis)	40,488	6.1%	151.7%	-38.4%
Breathing Problems	39,957	6.0%	67.4%	-4.5%
Unconscious / Fainting (Near)	32,517	4.9%	10.6%	26.3%
Abdominal Pain/Problems	31,138	4.7%	-1.8%	28.5%
Traumatic Injuries (Specific)	26,310	4.0%	-10.3%	9.9%

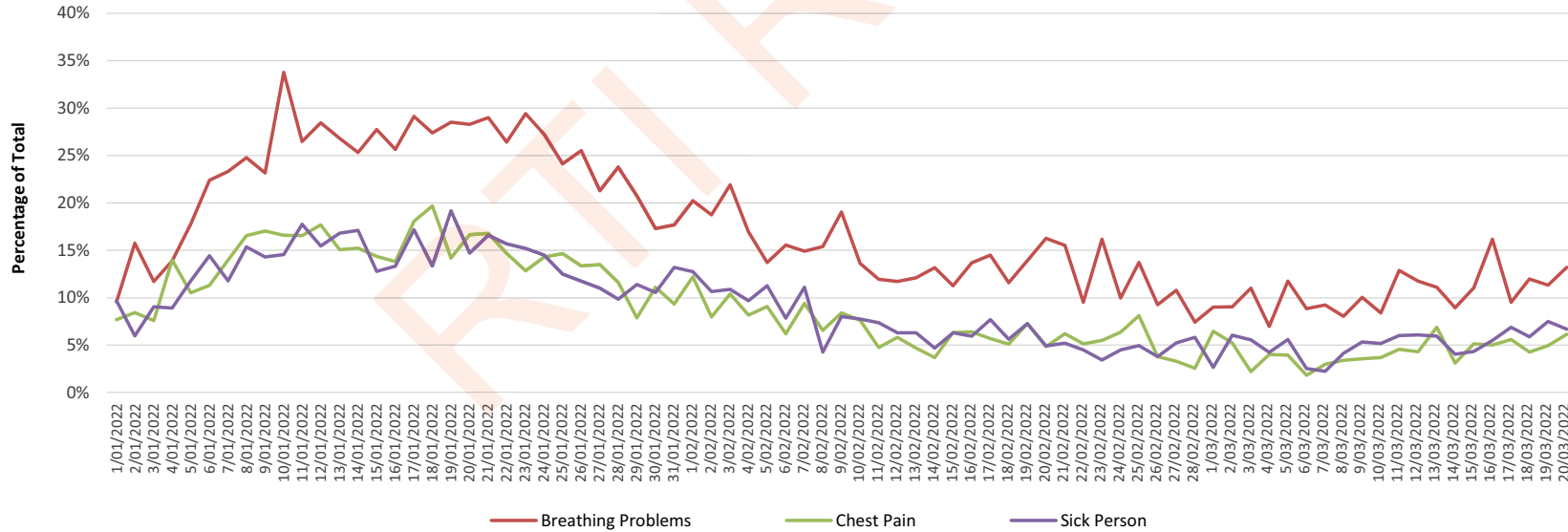
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



### Percent of COVID Positive Cases by Type



## Top 20 busiest days on QAS record to date

Incident Date	Day of the week	Code 1 & 2	Code 3 & 4	CAS	Total Incidents
8/03/2022	Tuesday	2,871	1,012	1	3,884
28/02/2020	Friday	2,779	1,098	1	3,878
22/02/2021	Monday	2,794	1,072	0	3,866
17/02/2020	Monday	2,807	1,027	0	3,834
10/03/2021	Wednesday	2,699	1,117	0	3,816
18/12/2020	Friday	2,754	1,055	1	3,810
16/11/2020	Monday	2,748	1,052	0	3,800
12/02/2021	Friday	2,678	1,115	2	3,795
1/03/2021	Monday	2,750	1,041	2	3,793
26/02/2021	Friday	2,709	1,077	1	3,787
13/03/2020	Friday	2,684	1,101	1	3,786
6/03/2020	Friday	2,694	1,091	0	3,785
7/03/2022	Monday	2,828	955	0	3,783
24/02/2021	Wednesday	2,650	1,128	0	3,778
9/03/2022	Wednesday	2,762	1,013	0	3,775
19/02/2020	Wednesday	2,717	1,054	1	3,772
2/03/2020	Monday	2,688	1,078	1	3,767
20/01/2020	Monday	2,665	1,093	1	3,759
2/03/2021	Tuesday	2,724	1,030	4	3,758
23/02/2021	Tuesday	2,664	1,089	1	3,754

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

## Triple Zero Calls

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

↑ 11.1%

79,942 more calls when comparing the previous financial year

720,016 2020/21 FYTD

799,958 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	83.6%
Average Daily Call Volume		2,806	3,042

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 223,252 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,550 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	99,158	82,290
No. of Code One Incidents attended ≤16.5min	232,802	223,252

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Mar-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.7
	90% responded to within (mins)	16.5	15.8	17.2	17.6
1B	50% responded to within (mins)	8.2	9.9	11.3	12.1
	90% responded to within (mins)	16.5	19.8	22.7	24.3
1C	50% responded to within (mins)	8.2	11.0	12.6	13.5
	90% responded to within (mins)	16.5	22.1	25.2	26.6
2A	50% responded to within (mins)		20.5	23.9	25.3
	90% responded to within (mins)		53.5	60.6	63.4
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	57.2%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	87.3%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.9%	63.3%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.5%	85.7%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Mar-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.5	73.1%	78,869	34.7	63.8%	12,270
Caboorture Hospital	31.6	67.9%	230,451	35.2	62.3%	205,199	43.4	49.3%	23,847
Cairns Base Hospital	27.6	74.4%	208,235	28.3	72.4%	156,731	28.6	71.8%	12,647
Gladstone Hospital	20.2	85.8%	34,143	18.8	89.0%	16,735	21.3	84.8%	1,996
Gold Coast Hospital - Robina	33.4	61.6%	271,783	35.1	56.5%	188,777	33.7	54.5%	12,162
Gold Coast University Hospital	40.6	53.9%	647,459	38.6	53.5%	387,502	36.4	52.0%	25,222
Gympie Hospital	28.1	71.9%	59,409	28.7	71.7%	44,066	29.6	69.4%	4,075
Hervey Bay Hospital	25.0	77.4%	76,476	31.1	67.4%	92,108	36.2	57.6%	10,067
Ipswich Hospital	48.3	56.2%	755,803	53.5	49.8%	644,954	48.7	47.2%	41,651
Logan Hospital	45.8	50.2%	685,469	52.7	41.9%	688,877	52.0	38.5%	52,659
Mackay Base Hospital	25.6	76.4%	76,943	30.6	67.3%	101,354	34.6	57.0%	9,678
Maryborough Hospital	16.3	92.6%	10,971	20.3	87.0%	16,002	25.7	79.9%	2,106
Mater Public Hospital - Brisbane	35.4	67.9%	318,615	46.9	54.0%	279,066	53.3	40.8%	23,635
Mount Isa Base Hospital	8.8	96.9%	6,231	10.5	96.7%	5,296	12.3	94.4%	643
Nambour Hospital	33.1	62.7%	162,873	34.6	58.7%	110,128	32.7	61.6%	7,046
Prince Charles Hospital	38.7	56.2%	414,222	38.1	54.3%	267,703	44.2	46.4%	29,428
Princess Alexandra Hospital	35.9	63.0%	369,637	44.8	50.3%	406,716	55.2	31.4%	43,328
Queen Elizabeth Hospital	41.8	56.0%	368,413	46.0	48.1%	273,950	49.6	42.7%	23,918
Queensland Children'S Hospital	20.2	88.4%	21,121	22.4	83.6%	18,962	23.6	83.6%	2,129
Redcliffe Hospital	36.9	58.5%	286,592	35.2	56.5%	173,751	42.6	47.7%	20,777
Redlands Hospital	39.6	57.6%	251,814	48.5	45.6%	225,896	53.2	35.0%	20,420
Rockhampton Base Hospital	37.4	59.1%	259,760	40.7	54.6%	218,672	46.1	47.8%	21,159
Royal Brisbane Hospital	36.2	55.9%	404,820	36.4	52.3%	257,053	37.7	48.9%	21,365
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.3	56.3%	271,776	30.3	65.7%	13,868
Toowoomba Base Hospital	25.7	76.8%	139,993	29.6	70.7%	142,271	31.7	66.5%	12,597
Townsville University Hospital	18.9	89.5%	80,788	20.9	85.5%	90,526	24.0	80.6%	11,236
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,279</b>	<b>36.6</b>	<b>60.3%</b>	<b>5,362,940</b>	<b>38.7</b>	<b>55.4%</b>	<b>459,929</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>340</b>			<b>383</b>

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

Princess Alexandra Hospital has the largest decline in Off Stretcher performance reducing by 31.6% when comparing last year's performance, followed by Mater Public Hospital - Brisbane's performance reducing by 27.2%.

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

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	350.56	1.73	0.29	0.00	352.58	19.22	374	15
Northern Region	370.64	383.21	0.27	0.00	0.00	383.48	12.84	394	18
Central Region	500.95	516.13	3.13	0.00	0.00	519.26	18.31	545	14
NQ Rural & Remote Total	1,204.95	1,249.90	5.13	0.29	0.00	1,255.32	50.37	1,313	47
Sunshine Coast and Wide Bay Region	655.47	679.42	27.98	1.71	0.76	709.87	54.40	778	46
Darling Downs and South West Region	395.20	391.27	1.37	1.27	0.00	393.91	-1.29	413	27
Metro North Region	663.34	605.05	29.00	3.90	0.00	637.95	-25.39	711	32
Metro South Region	1,027.82	1,003.29	27.98	1.58	2.13	1,034.98	7.16	1,115	64
Gold Coast Region	475.93	501.89	15.84	0.34	0.64	518.71	42.78	574	26
South East Operations Centre Region	214.24	232.26	0.00	0.00	3.85	236.11	21.87	247	18
South Queensland Total	3,432.00	3,413.18	102.17	8.80	7.38	3,531.53	99.53	3,838	213
Head Office	402.70	413.45	0.00	0.00	0.10	413.55	10.85	440	14
<b>TOTAL</b>	<b>5,039.65</b>	<b>5,076.53</b>	<b>107.30</b>	<b>9.09</b>	<b>7.48</b>	<b>5,200.40</b>	<b>160.75</b>	<b>5,591</b>	<b>274</b>

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-21
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	



Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	TBA	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	TBA	
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total** 115.00  
**Ambulance Operatives Commissioned to date** 69.93

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 76.43

RTI Release

## Approved Capital Works

## March 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team schematic design work is underway. Ministerial Infrastructure Designation (MID) approval is awaiting Deputy Premier's endorsement.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender process is near completion; awaiting the tender award recommendation from QBuild Procurement. On schedule for award of tender in April 22.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction is ongoing with mechanical, electrical, and hydraulic works continuing. Upgrades to individual roof sections are continuing to be progressed with the upgrade to the main room area to be aligned to removal of external asbestos. Rectification of the issues and defects to the prototype console for the Operations Centre are underway by the builder. An initial inspection of the revised prototype console is scheduled for late March, with testing and sign-off of the prototype console by subject matter experts proposed for early April. It is not known if the delay in finalising the prototype console will impact delivery of Separable Portion One being the Operations Centre. QAS Creative Services have reviewed and approved external signage while internal signage has been received with key stakeholders to review and sign-off on. Stakeholder working group workshops for late March have been confirmed. QPS ICT transition plan for Parkhurst and Kent Street to Fitzroy Street continues to be developed. At this stage, the project remains on track for Practical Completion by 31 August 2022, however issues with the console design and lead time and availability of materials due to COVID-19 and the flood event in South East Queensland may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	The QAS formal MID consultation is ready to commence as soon as the Department of State Development, Infrastructure, Local Government and Planning team launch their formal consultation publicly on the MID portal. The Business Case was endorsed by QAS Governance Committee on 11 March 2022. A QBuild PM has been allocated to progress the next phase of the project and prepare for tender. An initial project meeting is scheduled this week.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	The Principal Consultant is progressing with the Schematic Design work and ensuring the design intent is in line with EDQ and Stockland requirements. The formal land allocation is progressing separately as planned with EDQ and Stockland. The design consultation meeting with the QAS Sunshine Coast Region is scheduled for end-March.

Information current as at 28 Mar 2022

QAS-IN-CONFIDENCE

## Minister/DG meeting

Topic: QAS Performance Update

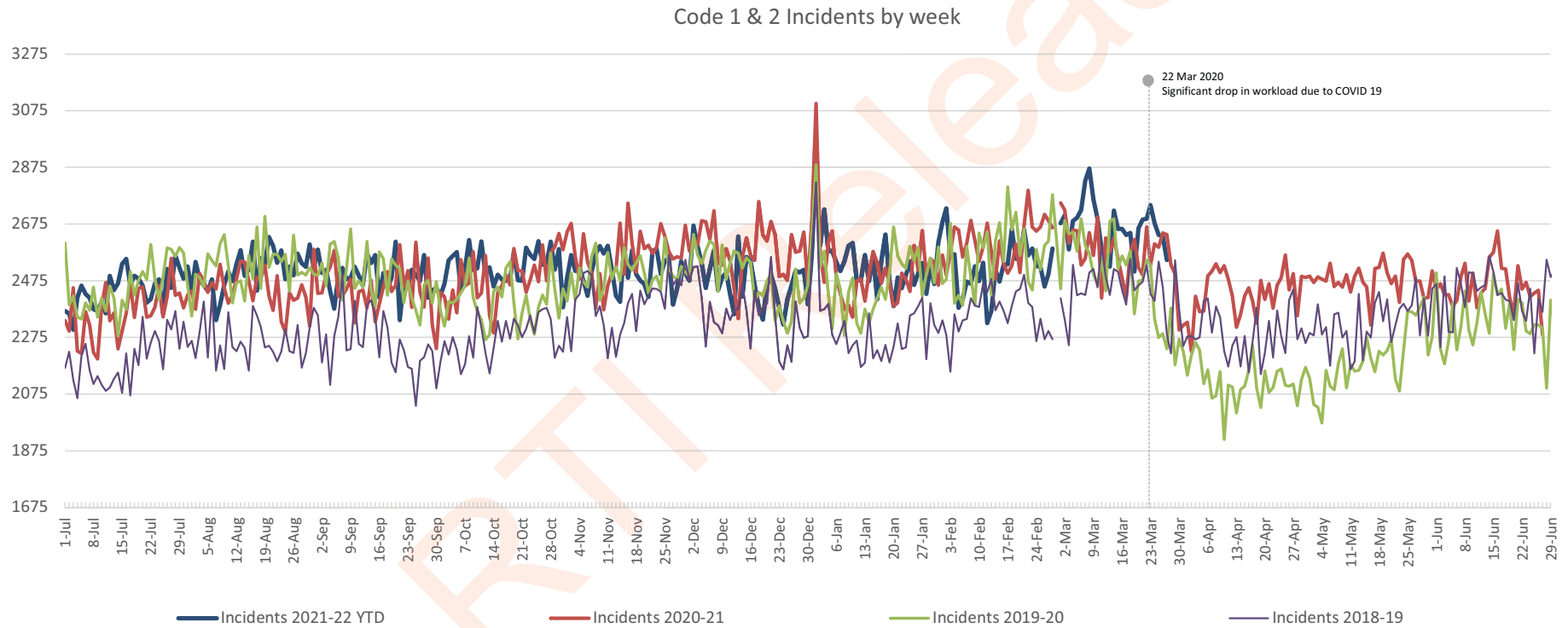
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 27 Mar 2022
- \* Week Comparison - represents the reporting period 21 Mar 2020 to 27 Mar 2021 vs 21 Mar 2021 to 27 Mar 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 27 Mar 2021
- \* Month to Date represents month ending 27 Mar 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.3% ↓	-2,857 Incidents
Code 1	18.6% ↑	57,168 Incidents
Code 1 and 2	0.4% ↑	2,543 Incidents
Code 3 and 4	-2.5% ↓	-5,388 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	9,591	10,764	1,173	12.2%
		B	101,419	112,915	11,496	11.3%
		C	196,491	240,990	44,499	22.6%
		<b>Total</b>	<b>307,501</b>	<b>364,669</b>	<b>57,168</b>	<b>18.6%</b>
	2	A	258,610	216,708	-41,902	-16.2%
		B	41,104	34,932	-6,172	-15.0%
		C	70,329	63,778	-6,551	-9.3%
		<b>Total</b>	<b>370,043</b>	<b>315,418</b>	<b>-54,625</b>	<b>-14.8%</b>
	1 and 2	<b>Total</b>	<b>677,544</b>	<b>680,087</b>	<b>2,543</b>	<b>0.4%</b>
	3	A	36,823	37,023	200	0.5%
		B	71,997	69,445	-2,552	-3.5%
		<b>Total</b>	<b>108,820</b>	<b>106,468</b>	<b>-2,352</b>	<b>-2.2%</b>
	4	A	3,552	4,567	1,015	28.6%
		B	107,536	103,485	-4,051	-3.8%
		<b>Total</b>	<b>111,088</b>	<b>108,052</b>	<b>-3,036</b>	<b>-2.7%</b>
	3 and 4	<b>Total</b>	<b>219,908</b>	<b>214,520</b>	<b>-5,388</b>	<b>-2.5%</b>
	CAS	-	185	173	-12	-6.5%
	ALL		<b>897,637</b>	<b>894,780</b>	<b>-2,857</b>	<b>-0.3%</b>

State - Percentage of Incidents by MPDS Determinant type

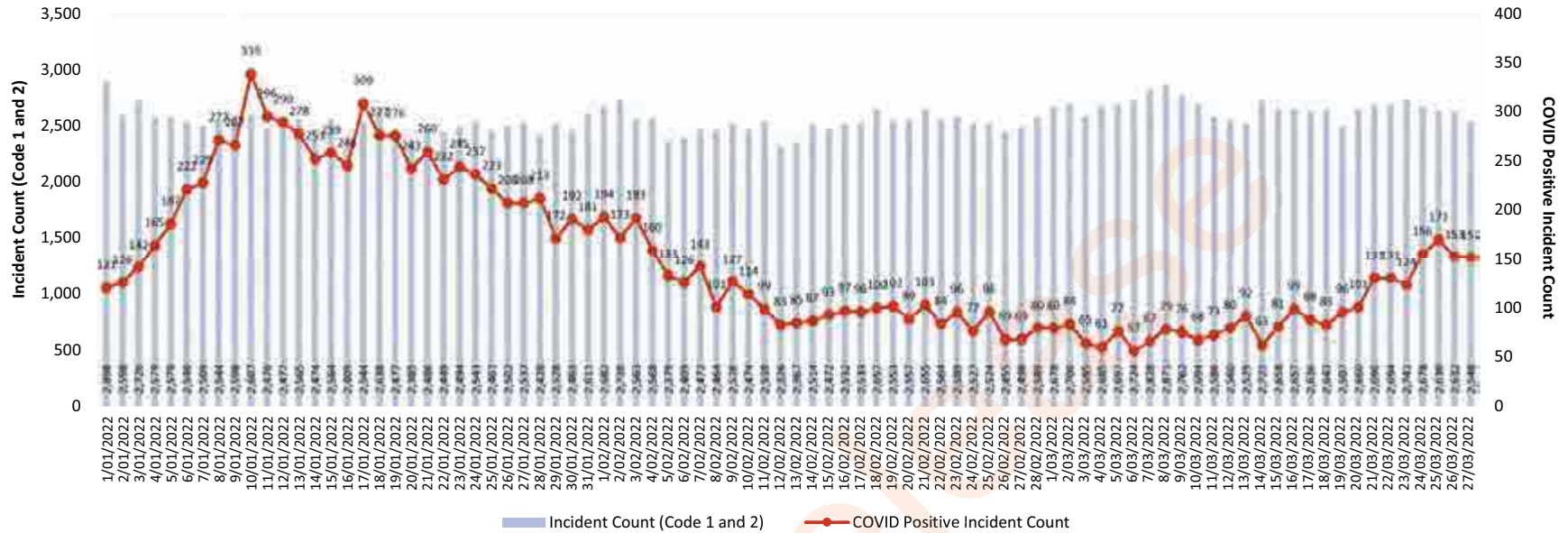
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	147,292	16.5%	-23.8%	-15.9%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	72,263	10.6%	12.4%	38.8%
Pandemic	70,667	10.4%	-33.9%	NA
Chest Pain	65,118	9.6%	58.6%	19.8%
Sick Person (Specific Diagnosis)	42,761	6.3%	160.0%	-36.7%
Psychiatric / Abnormal Behaviour / Suicide Attempt	41,948	6.2%	-5.5%	66.1%
Breathing Problems	41,765	6.1%	70.1%	-2.8%
Unconscious / Fainting (Near)	33,423	4.9%	10.6%	26.2%
Abdominal Pain/Problems	31,936	4.7%	-1.8%	28.1%
Traumatic Injuries (Specific)	27,009	4.0%	-10.1%	9.8%

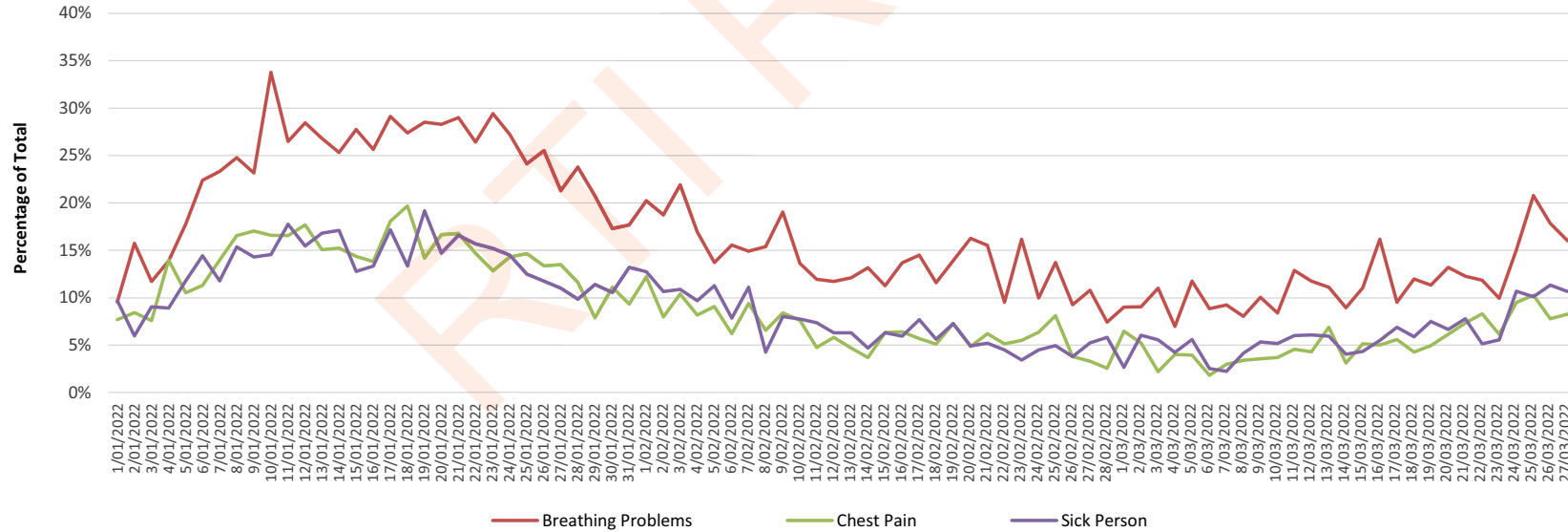
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type





## Top 20 busiest days on QAS record to date

Incident Date	Day of the week	Code 1 & 2	Code 3 & 4	CAS	Total Incidents
8/03/2022	Tuesday	2,871	1,012	1	3,884
28/02/2020	Friday	2,779	1,098	1	3,878
22/02/2021	Monday	2,794	1,072	0	3,866
17/02/2020	Monday	2,807	1,027	0	3,834
10/03/2021	Wednesday	2,699	1,117	0	3,816
18/12/2020	Friday	2,754	1,055	1	3,810
16/11/2020	Monday	2,748	1,052	0	3,800
12/02/2021	Friday	2,678	1,115	2	3,795
1/03/2021	Monday	2,750	1,041	2	3,793
26/02/2021	Friday	2,709	1,077	1	3,787
13/03/2020	Friday	2,684	1,101	1	3,786
6/03/2020	Friday	2,694	1,091	0	3,785
7/03/2022	Monday	2,828	955	0	3,783
24/02/2021	Wednesday	2,650	1,128	0	3,778
9/03/2022	Wednesday	2,762	1,013	0	3,775
19/02/2020	Wednesday	2,717	1,054	1	3,772
2/03/2020	Monday	2,688	1,078	1	3,767
23/03/2022	Wednesday	2,741	1,017	2	3,760
20/01/2020	Monday	2,665	1,093	1	3,759
2/03/2021	Tuesday	2,724	1,030	4	3,758

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

## Triple Zero Calls

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

↑ 11.0%

81,764 more calls when comparing the previous financial year

742,672 2020/21 FYTD

824,436 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	83.6%
Average Daily Call Volume		2,806	3,053

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 229,212 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,738 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	101,561	84,261
No. of Code One Incidents attended ≤16.5min	238,950	229,212

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Mar-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.8
	90% responded to within (mins)	16.5	15.8	17.3	17.7
1B	50% responded to within (mins)	8.2	9.9	11.3	12.3
	90% responded to within (mins)	16.5	19.8	22.8	24.7
1C	50% responded to within (mins)	8.2	11.0	12.6	13.5
	90% responded to within (mins)	16.5	22.1	25.3	26.8
2A	50% responded to within (mins)		20.5	24.0	25.4
	90% responded to within (mins)		53.5	60.6	63.8
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	57.8%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.0%	87.1%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.8%	63.1%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.4%	85.3%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Mar-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.6	73.0%	81,823	33.6	65.4%	15,225
Caboolture Hospital	31.6	67.9%	230,451	35.4	62.0%	213,371	43.2	49.8%	32,012
Cairns Base Hospital	27.6	74.4%	208,235	28.4	72.3%	161,656	28.9	70.9%	17,576
Gladstone Hospital	20.2	85.8%	34,143	18.8	88.8%	17,431	21.2	83.9%	2,692
Gold Coast Hospital - Robina	33.4	61.6%	271,783	35.0	56.7%	192,465	32.9	56.6%	15,782
Gold Coast University Hospital	40.6	53.9%	647,522	38.5	53.5%	396,166	36.1	52.7%	33,527
Gympie Hospital	28.1	71.9%	59,409	28.7	71.7%	45,253	29.5	69.6%	5,262
Hervey Bay Hospital	25.0	77.4%	76,476	31.2	67.2%	95,819	35.9	58.4%	13,773
Ipswich Hospital	48.3	56.2%	755,803	53.5	49.5%	663,055	50.0	46.0%	59,672
Logan Hospital	45.8	50.2%	685,469	52.8	41.7%	709,587	53.1	37.8%	73,236
Mackay Base Hospital	25.6	76.4%	76,943	30.6	67.3%	104,277	33.8	59.5%	12,582
Maryborough Hospital	16.3	92.6%	10,971	20.4	87.0%	16,657	25.0	81.5%	2,761
Mater Public Hospital - Brisbane	35.4	67.9%	318,615	47.1	53.6%	287,804	54.2	40.2%	32,338
Mount Isa Base Hospital	8.8	96.9%	6,231	10.5	96.7%	5,432	11.5	95.2%	779
Nambour Hospital	33.1	62.7%	162,873	34.4	58.9%	112,088	31.8	62.9%	9,007
Prince Charles Hospital	38.7	56.2%	414,222	38.3	54.0%	279,776	44.8	46.0%	41,475
Princess Alexandra Hospital	35.9	63.0%	369,637	44.9	50.0%	417,564	53.5	32.5%	54,183
Queen Elizabeth Hospital	41.8	56.0%	368,413	46.1	48.0%	281,278	49.1	42.9%	31,032
Queensland Children'S Hospital	20.2	88.4%	21,121	22.5	83.3%	19,724	24.1	80.7%	2,891
Redcliffe Hospital	36.9	58.5%	286,625	35.3	56.3%	179,100	41.3	48.1%	26,128
Redlands Hospital	39.6	57.6%	251,814	48.9	45.2%	235,489	55.9	33.7%	29,998
Rockhampton Base Hospital	37.4	59.1%	259,760	40.9	54.4%	226,044	46.7	46.6%	28,509
Royal Brisbane Hospital	36.2	55.9%	404,862	36.5	52.2%	266,441	38.5	48.3%	30,531
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.3	56.3%	280,047	31.9	63.2%	22,116
Toowoomba Base Hospital	25.7	76.8%	139,993	29.7	70.6%	146,884	31.8	66.4%	17,210
Townsville University Hospital	18.9	89.5%	80,788	21.0	85.4%	93,128	23.4	81.2%	13,834
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,417</b>	<b>36.7</b>	<b>60.1%</b>	<b>5,528,359</b>	<b>38.7</b>	<b>55.5%</b>	<b>624,131</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>341</b>			<b>385</b>

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

Princess Alexandra Hospital has the largest decline in Off Stretcher performance reducing by 30.5% when comparing last year's performance, followed by Mater Public Hospital - Brisbane's performance reducing by 27.7%.

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

	2021-22 Budget FTE	FTE of Non- Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	350.56	1.73	0.29	0.00	352.58	19.22	374	15
Northern Region	370.64	383.21	0.27	0.00	0.00	383.48	12.84	394	18
Central Region	500.95	516.13	3.13	0.00	0.00	519.26	18.31	545	14
NQ Rural & Remote Total	1,204.95	1,249.90	5.13	0.29	0.00	1,255.32	50.37	1,313	47
Sunshine Coast and Wide Bay Region	655.47	679.42	27.98	1.71	0.76	709.87	54.40	778	46
Darling Downs and South West Region	395.20	391.27	1.37	1.27	0.00	393.91	-1.29	413	27
Metro North Region	663.34	605.05	29.00	3.90	0.00	637.95	-25.39	711	32
Metro South Region	1,027.82	1,003.29	27.98	1.58	2.13	1,034.98	7.16	1,115	64
Gold Coast Region	475.93	501.89	15.84	0.34	0.64	518.71	42.78	574	26
South East Operations Centre Region	214.24	232.26	0.00	0.00	3.85	236.11	21.87	247	18
South Queensland Total	3,432.00	3,413.18	102.17	8.80	7.38	3,531.53	99.53	3,838	213
Head Office	402.70	413.45	0.00	0.00	0.10	413.55	10.85	440	14
<b>TOTAL</b>	<b>5,039.65</b>	<b>5,076.53</b>	<b>107.30</b>	<b>9.09</b>	<b>7.48</b>	<b>5,200.40</b>	<b>160.75</b>	<b>5,591</b>	<b>274</b>

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	

Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	TBA	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

**Ambulance Operatives Total**      **115.00**  
**Ambulance Operatives Commissioned to date**      **75.93**

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 82.43

## Approved Capital Works

## March 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team is continuing with the Schematic Design work and consultations have commenced with the District for operational functionality of the proposed space. Ministerial Infrastructure Designation (MID) recommendation is currently being prepared by the MID team Department of State Development, Infrastructure, Local Government and Planning (DSDILGP) for the endorsement of the Deputy Premier.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	Awaiting the construction tender award recommendation from QBuild Procurement. Revised Project Commencement approval is being sought through the Minister and a subsequent revised General Expenditure approval and tender award brief will be prepared for Commissioner approval. On schedule for award of tender in April 2022.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction is ongoing with mechanical, electrical, and hydraulic services, internal wall frames and windows and painting continuing. Rectification of the issues and defects to the prototype console for the Operations Centre are continuing with an initial inspection of the revised prototype console scheduled for week 28 March 2022, with testing and sign-off of the prototype console by subject matter experts proposed for early April 2022. It is not known if the delay in finalising the prototype console will impact delivery of Separable Portion One being the Operations Centre. Stakeholder Working Group workshops are being held this week (beginning 28 March) and include discussion for transitioning from Parkhurst and Kent Street to Fitzroy Street. A staff update was provided to the Regional Office on 24 March 2022 for distribution to staff. Queensland Police Service ICT transition plan for Parkhurst and Kent Street to Fitzroy Street continues to be developed. At this stage, the project remains on track for Practical Completion by 31 August 2022, however issues with the console design and lead time and availability of materials due to COVID-19 and the flood event in South East Queensland may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	An Initial Project Commencement meeting was undertaken with the QBuild PM on 24 March 2022. The QAS formal MID consultation is ready to commence as soon as the DSDILGP team launch their formal consultation publicly on the MID portal.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	The Principal Consultant has progressed the Schematic Design (SD) work taking into consideration feedback from the QAS Infrastructure and Procurement Branch. An initial consultation meetings have commenced with the Region. A meeting is scheduled for 30 March 2022 with Economic Development Queensland (EDQ) to discuss the SD. The formal land allocation is progressing separately as planned with EDQ and Stockland.



Information current as at 4 Apr 2022

QAS-IN-CONFIDENCE

## Minister/DG meeting

Topic: QAS Performance Update

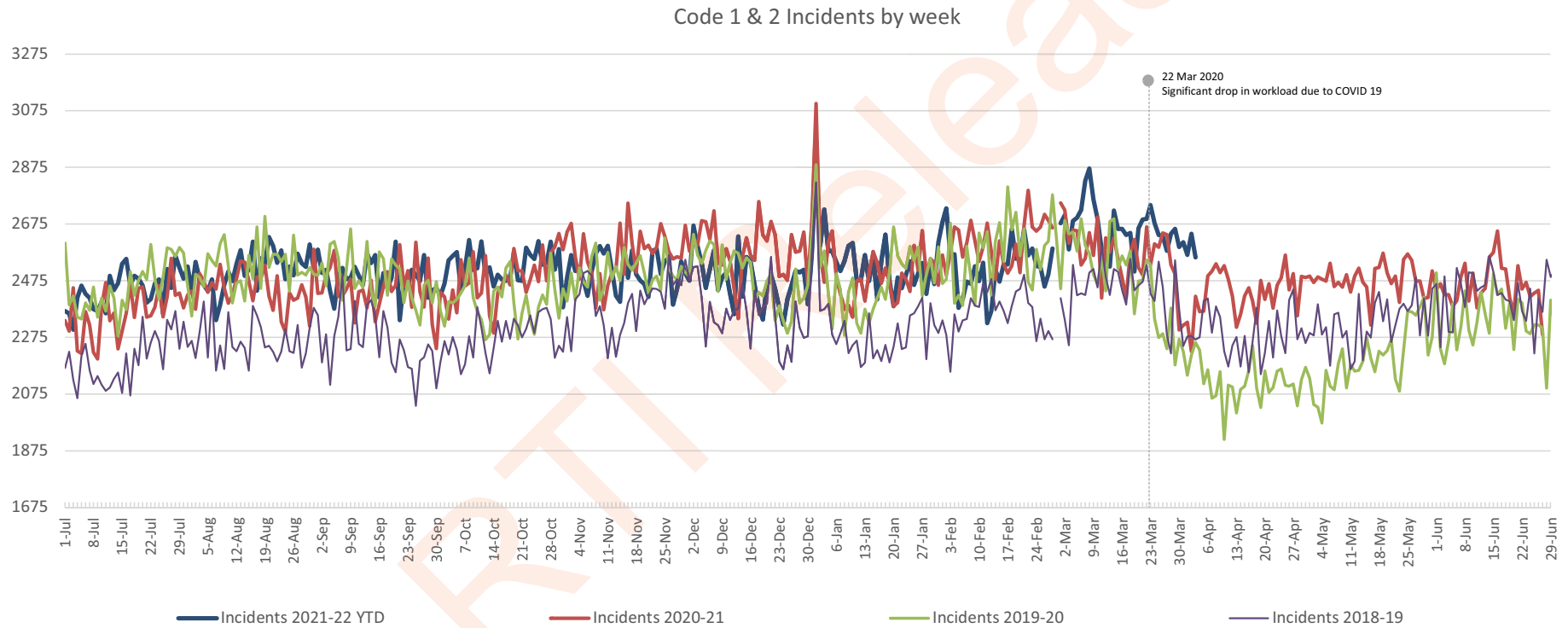
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 3 Apr 2022
- \* Week Comparison - represents the reporting period 28 Mar 2020 to 3 Apr 2021 vs 28 Mar 2021 to 3 Apr 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 3 Apr 2021
- \* Month to Date represents month ending 3 Apr 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-1,147 Incidents
Code 1	19.1% ↑	60,169 Incidents
Code 1 and 2	0.6% ↑	4,221 Incidents
Code 3 and 4	-2.4% ↓	-5,353 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	9,820	11,065	1,245	12.7%
		B	104,025	116,089	12,064	11.6%
		C	201,486	248,346	46,860	23.3%
		<b>Total</b>	<b>315,331</b>	<b>375,500</b>	<b>60,169</b>	<b>19.1%</b>
	2	A	264,714	221,588	-43,126	-16.3%
		B	42,149	35,765	-6,384	-15.1%
		C	71,973	65,535	-6,438	-8.9%
		<b>Total</b>	<b>378,836</b>	<b>322,888</b>	<b>-55,948</b>	<b>-14.8%</b>
	1 and 2	<b>Total</b>	<b>694,167</b>	<b>698,388</b>	<b>4,221</b>	<b>0.6%</b>
	3	A	37,874	37,944	70	0.2%
		B	73,691	71,245	-2,446	-3.3%
		<b>Total</b>	<b>111,565</b>	<b>109,189</b>	<b>-2,376</b>	<b>-2.1%</b>
	4	A	3,663	4,643	980	26.8%
		B	110,170	106,213	-3,957	-3.6%
		<b>Total</b>	<b>113,833</b>	<b>110,856</b>	<b>-2,977</b>	<b>-2.6%</b>
	3 and 4	<b>Total</b>	<b>225,398</b>	<b>220,045</b>	<b>-5,353</b>	<b>-2.4%</b>
	CAS	-	189	174	-15	-7.9%
	ALL		<b>919,754</b>	<b>918,607</b>	<b>-1,147</b>	<b>-0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

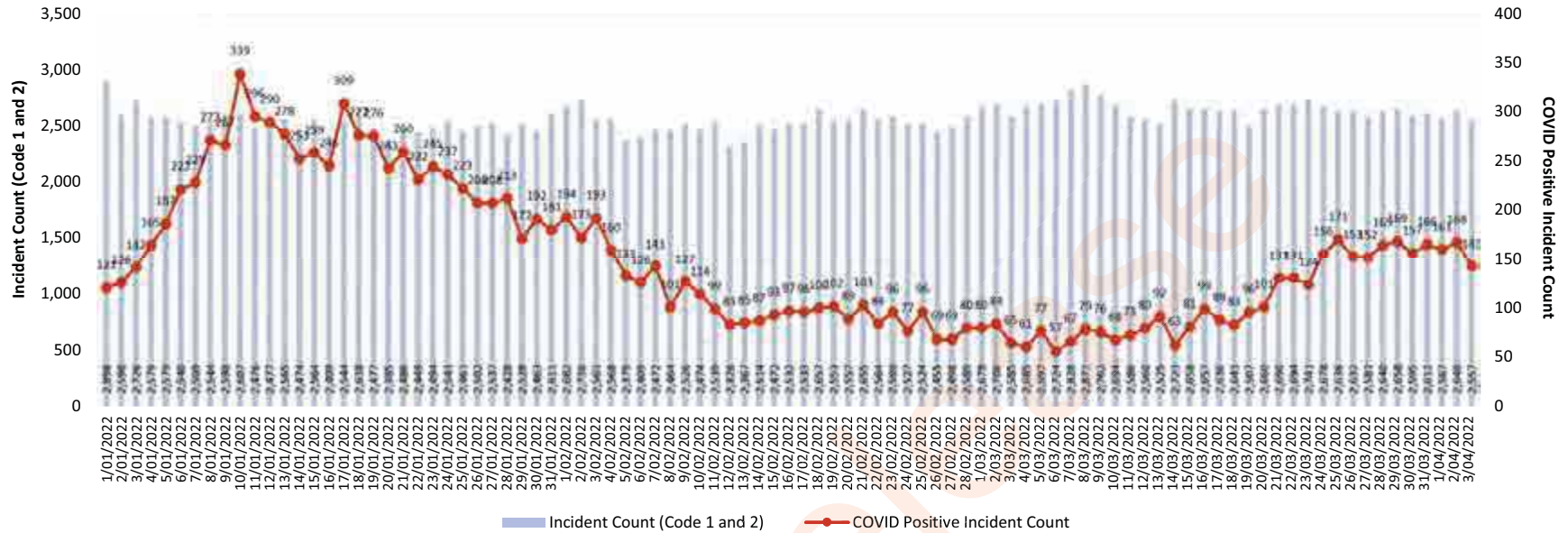
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	150,949	16.4%	-23.8%	-16.0%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	74,134	10.6%	12.5%	38.7%
Pandemic	70,667	10.1%	-35.6%	NA
Chest Pain	67,693	9.7%	61.2%	21.4%
Sick Person (Specific Diagnosis)	45,048	6.5%	167.7%	-35.1%
Breathing Problems	43,593	6.2%	73.5%	-1.2%
Psychiatric / Abnormal Behaviour / Suicide Attempt	42,970	6.2%	-5.5%	65.7%
Unconscious / Fainting (Near)	34,370	4.9%	11.2%	26.5%
Abdominal Pain/Problems	32,673	4.7%	-2.0%	28.0%
Traumatic Injuries (Specific)	27,656	4.0%	-10.1%	9.7%

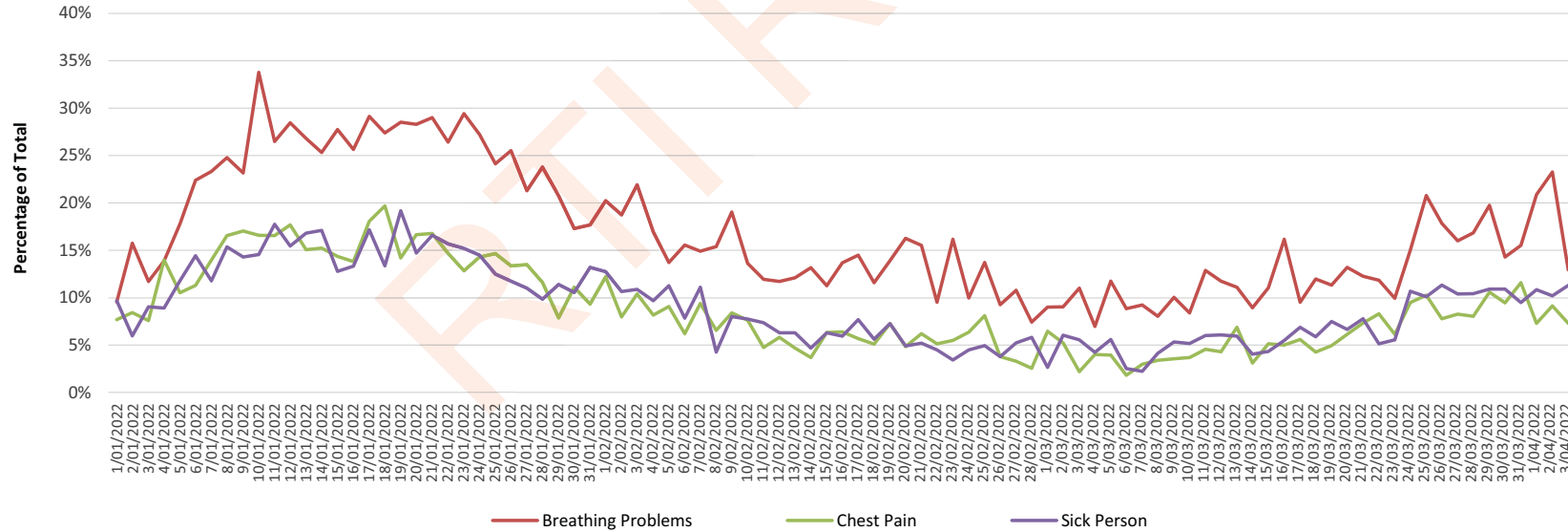
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Top 20 busiest days on QAS record to date

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

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

## Triple Zero Calls

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

↑ 11.3%

86,306 more calls when comparing the previous financial year

761,988 2020/21 FYTD

848,294 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.1%
Average Daily Call Volume		2,806	3,062

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 234,980 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,720 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	103,867	86,169
No. of Code One Incidents attended ≤16.5min	244,700	234,980

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Apr-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.8
	90% responded to within (mins)	16.5	15.8	17.3	18.5
1B	50% responded to within (mins)	8.2	9.9	11.3	12.3
	90% responded to within (mins)	16.5	19.8	22.9	24.9
1C	50% responded to within (mins)	8.2	11.0	12.7	14.0
	90% responded to within (mins)	16.5	22.1	25.4	26.6
2A	50% responded to within (mins)		20.5	24.0	25.5
	90% responded to within (mins)		53.5	60.7	61.4
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	59.0%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.0%	86.2%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.7%	58.9%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.4%	90.0%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Apr-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.8	72.7%	85,480	31.3	68.3%	1,255
Caboolture Hospital	31.6	67.9%	230,451	35.7	61.7%	222,993	45.6	53.1%	3,841
Cairns Base Hospital	27.6	74.4%	208,235	28.5	72.1%	168,385	26.6	72.9%	1,547
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.7%	18,396	22.6	85.5%	385
Gold Coast Hospital - Robina	33.4	61.6%	271,783	34.9	56.7%	196,095	30.2	58.6%	1,215
Gold Coast University Hospital	40.6	53.9%	647,522	38.4	53.6%	402,933	32.8	56.3%	2,649
Gympie Hospital	28.1	71.9%	59,414	28.8	71.7%	46,606	23.6	80.4%	310
Hervey Bay Hospital	25.0	77.4%	76,476	31.3	67.1%	98,370	28.6	64.8%	688
Ipswich Hospital	48.3	56.2%	755,803	53.5	49.2%	679,977	43.1	41.2%	4,190
Logan Hospital	45.8	50.2%	685,469	52.9	41.6%	730,219	52.8	35.9%	7,303
Mackay Base Hospital	25.6	76.4%	76,943	30.6	67.2%	106,584	29.2	69.7%	821
Maryborough Hospital	16.3	92.6%	10,971	20.4	87.2%	16,922	18.8	93.9%	153
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	47.6	53.3%	299,564	70.1	35.0%	5,233
Mount Isa Base Hospital	8.8	96.9%	6,231	10.5	96.7%	5,827	13.9	92.9%	234
Nambour Hospital	33.1	62.7%	162,873	34.5	59.0%	115,768	33.4	68.7%	1,286
Prince Charles Hospital	38.7	56.2%	414,248	38.5	53.8%	290,948	34.4	55.9%	2,243
Princess Alexandra Hospital	35.9	63.0%	369,637	45.3	49.5%	435,359	59.0	32.0%	6,325
Queen Elizabeth Hospital	41.8	56.0%	368,413	46.5	47.6%	293,036	61.4	33.9%	4,403
Queensland Children'S Hospital	20.2	88.4%	21,121	22.6	83.0%	20,482	26.0	79.2%	489
Redcliffe Hospital	36.9	58.5%	286,625	35.6	55.9%	188,925	43.6	41.8%	3,146
Redlands Hospital	39.6	57.6%	251,814	49.1	44.9%	242,998	59.6	30.7%	3,300
Rockhampton Base Hospital	37.4	59.1%	259,760	40.9	54.4%	231,689	34.5	59.5%	1,398
Royal Brisbane Hospital	36.2	55.9%	404,862	36.7	52.0%	277,298	31.6	58.3%	1,610
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.3	56.3%	286,203	30.2	63.1%	1,869
Toowoomba Base Hospital	25.7	76.8%	139,993	29.8	70.3%	152,349	35.1	59.4%	2,281
Townsville University Hospital	18.9	89.5%	80,788	21.1	85.3%	97,532	25.3	76.6%	1,719
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,490</b>	<b>36.8</b>	<b>60.0%</b>	<b>5,710,938</b>	<b>37.5</b>	<b>56.9%</b>	<b>59,893</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>344</b>			<b>333</b>

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

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 32.9% when comparing last year's performance, followed by Princess Alexandra Hospital's performance reducing by 31.0%.

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

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

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	



Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	4-Apr-22
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	TBA	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	TBA	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	TBA	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

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

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 85.43

## Approved Capital Works

## April 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team is continuing with the Schematic Design work. District consultation on the operational functionality of the floor plans has commenced. The Ministerial Infrastructure Designation (MID) recommendation is awaiting endorsement from the Deputy Premier.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	Awaiting the construction tender award recommendation from QBuild Procurement. Revised Project Commencement approval is being sought through the Minister and a subsequent revised General Expenditure approval and tender award brief will be prepared for Commissioner approval. On schedule for award of tender in April 2022.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	With notification being received from QBuild that Separable Portion 1 (Operations Centre) has been delayed, construction is ongoing to the Operations Centre with painting, installation of floor coverings and windows continuing with electrical fit out to Level 1 and painting to ground floor progressing. Measures to minimise further delays to Separable Portion 1 have been addressed and include manufacturing, installation, wiring, and commissioning of the prototype console as small bundle of works. Rectification of the issues and defects to the prototype console for the Operations Centre are now complete and ready for testing and sign off by subject matter experts in early April. Due to COVID-19 impacting availability of QBuild, the Principal Consultant and builder, Stakeholder Working Group workshops have been cancelled and are to be rescheduled. Planning for transition of ICT services from Parkhurst and Kent Street continues with meetings with Queensland Police Service ICT and QAS key stakeholders ongoing. At this stage and despite the delay in Separable Portion 1, the project remains on track for Practical Completion by 31 August 2022, however issues with the console design and lead time and availability of materials due to COVID-19 and the recent flood event in South East Queensland may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	Awaiting the finalised fee proposal from QBuild to progress the project to the Schematic Design stage. The QAS formal MID consultation is ready to commence as soon as the Department of State Development, Infrastructure, Local Government and Planning team launches its formal consultation publicly on the MID portal.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	The initial consultation meeting was held with the Sunshine Coast and Wide Bay Region last week, providing a comprehensive overview of the Schematic Design. The Infrastructure and Procurement Branch team also met with Economic Development Queensland (EDQ) stakeholders to discuss the design and compliance assessment. EDQ provided feedback on the design and amendments will be made to progress compliance with the requirements of the Stockland 'Aura' PDA development.

Information current as at 11 Apr 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

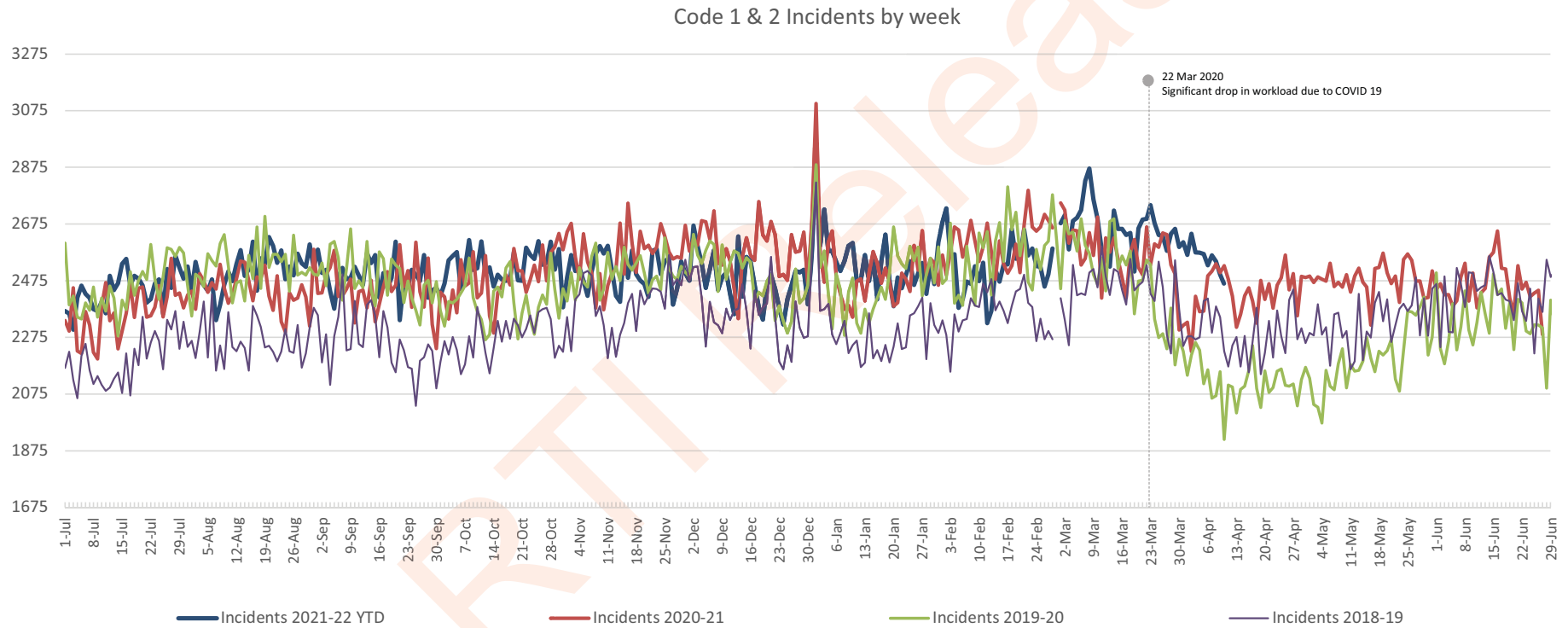
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 10 Apr 2022
- \* Week Comparison - represents the reporting period 4 Apr 2020 to 10 Apr 2021 vs 4 Apr 2021 to 10 Apr 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 10 Apr 2021
- \* Month to Date represents month ending 10 Apr 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-620 Incidents
Code 1	19.3% ↑	62,461 Incidents
Code 1 and 2	0.7% ↑	4,682 Incidents
Code 3 and 4	-2.3% ↓	-5,287 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	10,066	11,381	1,315	13.1%
		B	106,815	119,239	12,424	11.6%
		C	206,760	255,482	48,722	23.6%
		<b>Total</b>	<b>323,641</b>	<b>386,102</b>	<b>62,461</b>	<b>19.3%</b>
	2	A	270,977	226,261	-44,716	-16.5%
		B	43,174	36,578	-6,596	-15.3%
		C	73,673	67,206	-6,467	-8.8%
		<b>Total</b>	<b>387,824</b>	<b>330,045</b>	<b>-57,779</b>	<b>-14.9%</b>
	1 and 2	<b>Total</b>	<b>711,465</b>	<b>716,147</b>	<b>4,682</b>	<b>0.7%</b>
	3	A	38,853	38,855	2	0.0%
		B	75,384	73,052	-2,332	-3.1%
		<b>Total</b>	<b>114,237</b>	<b>111,907</b>	<b>-2,330</b>	<b>-2.0%</b>
	4	A	3,746	4,727	981	26.2%
		B	112,777	108,839	-3,938	-3.5%
		<b>Total</b>	<b>116,523</b>	<b>113,566</b>	<b>-2,957</b>	<b>-2.5%</b>
	3 and 4	<b>Total</b>	<b>230,760</b>	<b>225,473</b>	<b>-5,287</b>	<b>-2.3%</b>
	CAS	-	194	179	-15	-7.7%
	ALL		<b>942,419</b>	<b>941,799</b>	<b>-620</b>	<b>-0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

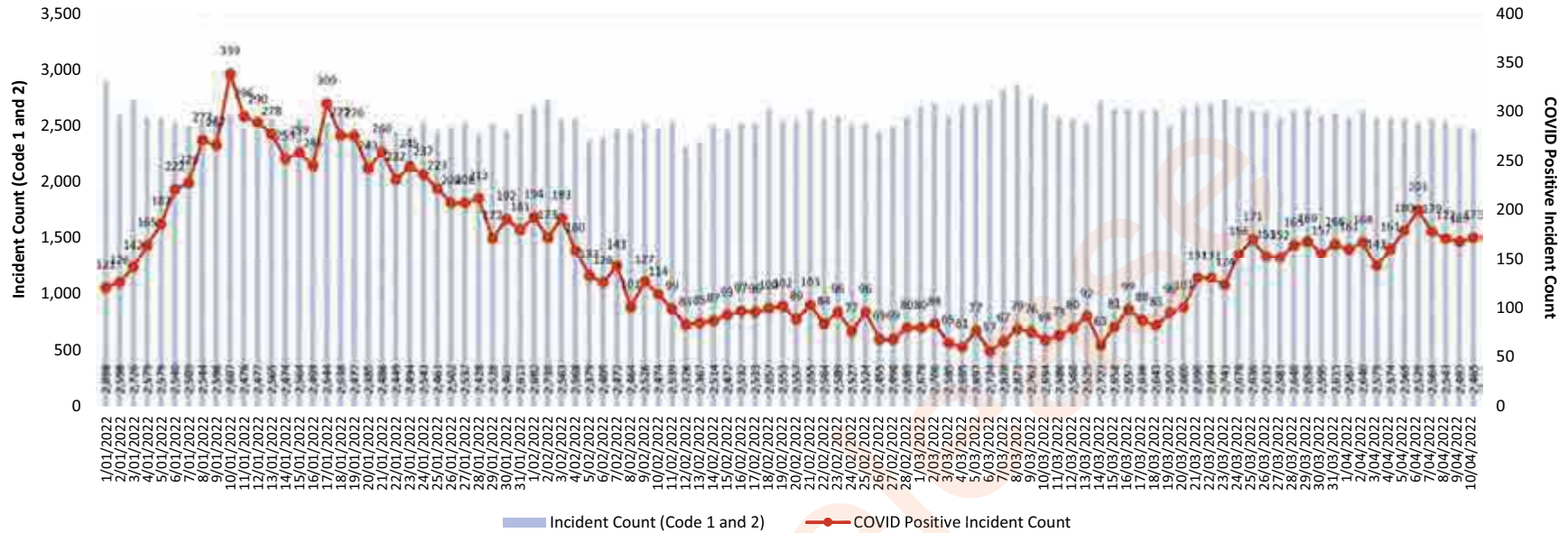
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	154,490	16.4%	-23.8%	-16.4%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	75,985	10.6%	12.5%	38.6%
Pandemic	70,667	9.9%	-37.3%	NA
Chest Pain	70,085	9.8%	62.8%	22.8%
Sick Person (Specific Diagnosis)	47,282	6.6%	174.7%	-33.4%
Breathing Problems	45,459	6.3%	76.7%	0.6%
Psychiatric / Abnormal Behaviour / Suicide Attempt	43,973	6.1%	-5.5%	65.7%
Unconscious / Fainting (Near)	35,261	4.9%	11.2%	26.9%
Abdominal Pain/Problems	33,408	4.7%	-2.1%	27.7%
Traumatic Injuries (Specific)	28,305	4.0%	-9.9%	9.6%

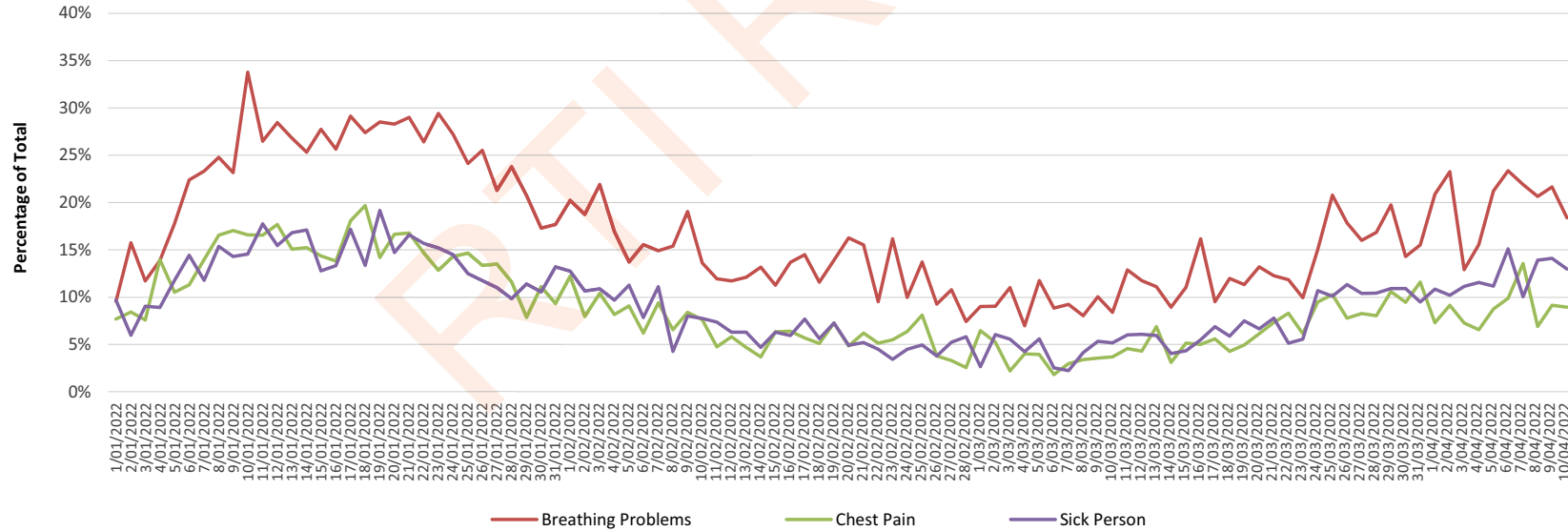
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



### Percent of COVID Positive Cases by Type





## Top 20 busiest days on QAS record to date

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

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

## Triple Zero Calls

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

↑ 11.4%

88,918 more calls when comparing the previous financial year

783,027 2020/21 FYTD

871,945 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.1%
Average Daily Call Volume		2,806	3,070

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 240,535 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,712 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	106,028	88,067
No. of Code One Incidents attended ≤16.5min	250,247	240,535

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Apr-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	9.1
	90% responded to within (mins)	16.5	15.8	17.3	17.3
1B	50% responded to within (mins)	8.2	9.9	11.4	12.7
	90% responded to within (mins)	16.5	19.8	23.0	25.2
1C	50% responded to within (mins)	8.2	11.0	12.7	13.9
	90% responded to within (mins)	16.5	22.1	25.4	27.0
2A	50% responded to within (mins)		20.5	24.0	24.4
	90% responded to within (mins)		53.5	60.7	62.4
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.8%	58.7%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.0%	88.2%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.7%	64.9%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.3%	88.7%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Apr-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	27.8	72.5%	88,556	31.2	66.1%	4,295
Caboolture Hospital	31.6	67.9%	230,451	35.9	61.3%	231,186	44.5	47.9%	11,922
Cairns Base Hospital	27.6	74.4%	208,235	28.5	72.0%	173,568	29.1	70.6%	6,504
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.6%	18,726	19.9	86.9%	715
Gold Coast Hospital - Robina	33.4	61.6%	271,783	34.9	56.6%	201,599	35.3	52.8%	6,648
Gold Coast University Hospital	40.6	53.9%	647,522	38.4	53.5%	413,423	36.8	51.2%	12,840
Gympie Hospital	28.1	71.9%	59,414	28.9	71.5%	48,021	29.8	69.5%	1,727
Hervey Bay Hospital	25.0	77.4%	76,873	31.3	66.9%	101,306	31.9	61.7%	3,470
Ipswich Hospital	48.3	56.2%	755,804	53.5	49.0%	696,298	49.7	40.9%	20,097
Logan Hospital	45.8	50.2%	685,474	53.0	41.4%	752,577	57.7	34.1%	29,031
Mackay Base Hospital	25.6	76.4%	76,943	30.7	67.1%	109,942	31.8	63.5%	4,064
Maryborough Hospital	16.3	92.6%	10,971	20.5	86.9%	17,768	24.2	81.9%	894
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	48.1	52.9%	312,883	69.3	36.6%	18,182
Mount Isa Base Hospital	8.8	96.9%	6,231	10.6	96.6%	6,074	12.5	93.6%	481
Nambour Hospital	33.1	62.7%	162,873	34.4	59.1%	118,306	32.3	66.8%	3,825
Prince Charles Hospital	38.7	56.2%	414,248	38.6	53.6%	300,854	40.9	48.6%	12,137
Princess Alexandra Hospital	35.9	63.0%	369,641	45.7	49.1%	452,517	60.6	31.9%	22,923
Queen Elizabeth Hospital	41.8	56.0%	368,483	46.8	47.4%	304,331	59.7	36.9%	15,367
Queensland Children'S Hospital	20.2	88.4%	21,121	22.6	83.0%	21,286	25.0	81.3%	1,292
Redcliffe Hospital	36.9	58.5%	286,625	35.8	55.6%	196,802	43.8	45.1%	10,859
Redlands Hospital	39.6	57.6%	251,814	49.7	44.5%	254,802	69.1	30.0%	14,823
Rockhampton Base Hospital	37.4	59.1%	259,760	40.8	54.5%	236,871	37.6	59.7%	6,364
Royal Brisbane Hospital	36.2	55.9%	404,862	36.8	52.0%	285,317	37.0	51.8%	9,613
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.3	56.2%	294,415	35.0	57.5%	9,882
Toowoomba Base Hospital	25.7	76.8%	139,993	29.9	70.1%	157,552	34.5	61.6%	7,333
Townsville University Hospital	18.9	89.5%	80,788	21.1	85.3%	99,492	21.7	83.4%	3,571
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,967</b>	<b>36.9</b>	<b>59.8%</b>	<b>5,894,472</b>	<b>40.1</b>	<b>54.8%</b>	<b>238,859</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>346</b>			<b>398</b>

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

Mater Public Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 31.3% when comparing last year's performance, followed by Princess Alexandra Hospital's performance reducing by 31.1%.

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

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

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	

Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	4-Apr-22
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

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

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 85.43

RTI Release

## Approved Capital Works

## April 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team is finalising the Schematic Design (SD) work following the constructive feedback received from the District after the West Moreton District consultation. The Ministerial Infrastructure Designation (MID) recommendation is awaiting endorsement from the Deputy Premier.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender award recommendation from QBuild Procurement is expected mid April 2022. Award of the tender is awaiting the revised Project Commencement approval through the Minister and a subsequent revised General Expenditure approval from the Commissioner. Delays with the ministerial approval of the project commencement may result in unsuccessful tender if unable to award in April 2022.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	QBuild has advised that timing of the delivery of Separable Portion One (Operation Centre) has been subject to slippage due to prior delays in the roof replacement work, raised floor, acoustic and completion of the prototype consoles. Construction work onsite continues with installation of windows and electrical fit out to the ground floor. The design for internal signage has been completed and signed off by the Stakeholder Working Group. The final design for external signage and facade has been delayed with the Principal Consultant unavailable due to COVID-19. Planning for transition of ICT services from Parkhurst and Kent Street continues with meetings with Queensland Police Service ICT and QAS key stakeholders ongoing. At this stage and despite the delay in Separable Portion One, the project remains on track for Practical Completion by 31 August 2022, however issues with the console design and lead time, and availability of materials due to COVID-19 and the recent flood event in South East Queensland, may impact this date.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	Awaiting the finalised fee proposal from QBuild to progress the project to the Schematic Design stage. The QAS formal MID consultation is ready to commence as soon as the Department of State Development, Infrastructure, Local Government and Planning team launches its formal consultation publicly on the MID portal.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	Principal Consultant team is finalising the SD after the District and Economic Development Queensland input. Stockland has also confirmed the practical completion date for Bells Creek Arterial Road as April 2023 (previously November 2022) which would mean QAS can also commence the construction post April 2023. Infrastructure and Procurement Branch will meet with Sunshine Coast HHS for internal site access arrangement and possible design integrations as QAS and Queensland Health sites are currently co-located.



Information current as at 19 Apr 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

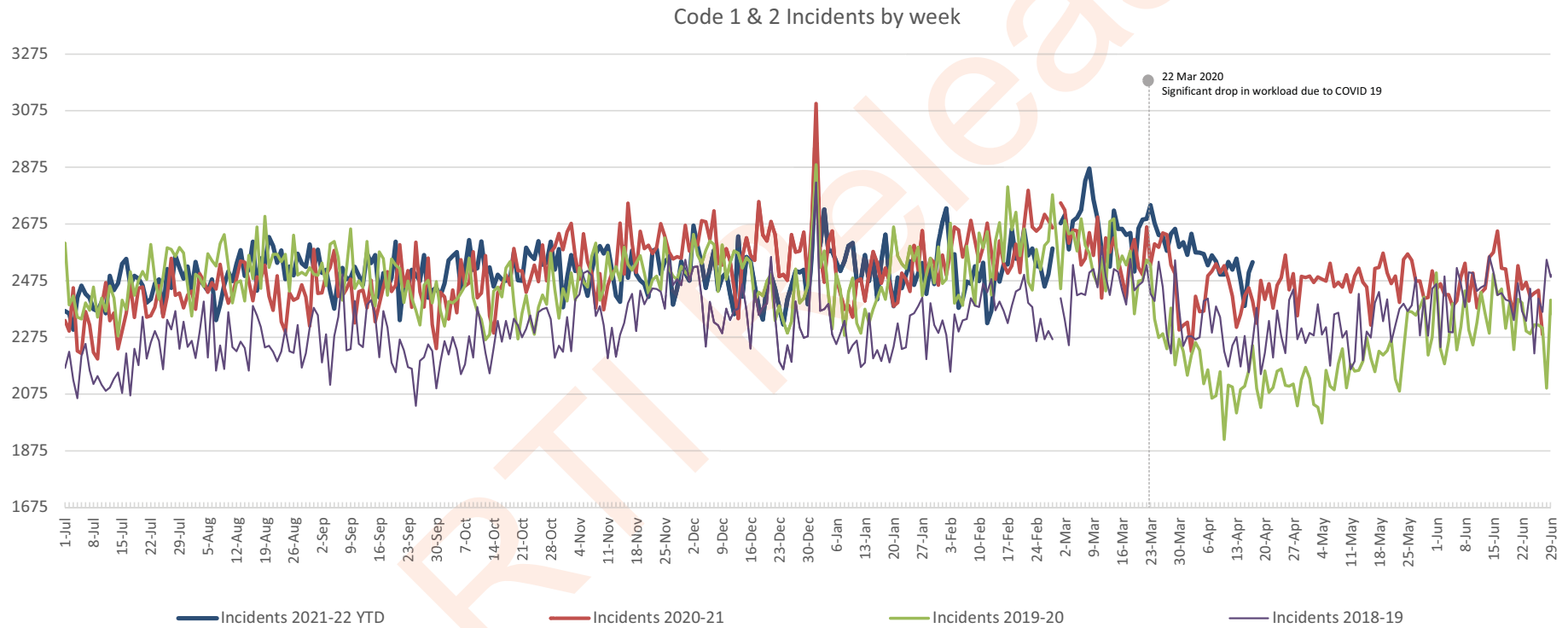
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 17 Apr 2022
- \* Week Comparison - represents the reporting period 11 Apr 2020 to 17 Apr 2021 vs 11 Apr 2021 to 17 Apr 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 17 Apr 2021
- \* Month to Date represents month ending 17 Apr 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-699 Incidents
Code 1	19.4% ↑	64,293 Incidents
Code 1 and 2	0.7% ↑	5,378 Incidents
Code 3 and 4	-2.6% ↓	-6,063 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	10,315	11,672	1,357	13.2%
		B	109,563	122,121	12,558	11.5%
		C	211,840	262,218	50,378	23.8%
		<b>Total</b>	<b>331,718</b>	<b>396,011</b>	<b>64,293</b>	<b>19.4%</b>
	2	A	277,254	231,179	-46,075	-16.6%
		B	44,111	37,450	-6,661	-15.1%
		C	75,227	69,048	-6,179	-8.2%
		<b>Total</b>	<b>396,592</b>	<b>337,677</b>	<b>-58,915</b>	<b>-14.9%</b>
	1 and 2	<b>Total</b>	<b>728,310</b>	<b>733,688</b>	<b>5,378</b>	<b>0.7%</b>
	3	A	39,833	39,790	-43	-0.1%
		B	77,340	74,675	-2,665	-3.4%
		<b>Total</b>	<b>117,173</b>	<b>114,465</b>	<b>-2,708</b>	<b>-2.3%</b>
	4	A	3,830	4,803	973	25.4%
		B	115,752	111,424	-4,328	-3.7%
		<b>Total</b>	<b>119,582</b>	<b>116,227</b>	<b>-3,355</b>	<b>-2.8%</b>
	3 and 4	<b>Total</b>	<b>236,755</b>	<b>230,692</b>	<b>-6,063</b>	<b>-2.6%</b>
	CAS	-	197	183	-14	-7.1%
	ALL		<b>965,262</b>	<b>964,563</b>	<b>-699</b>	<b>-0.1%</b>

State - Percentage of Incidents by MPDS Determinant type

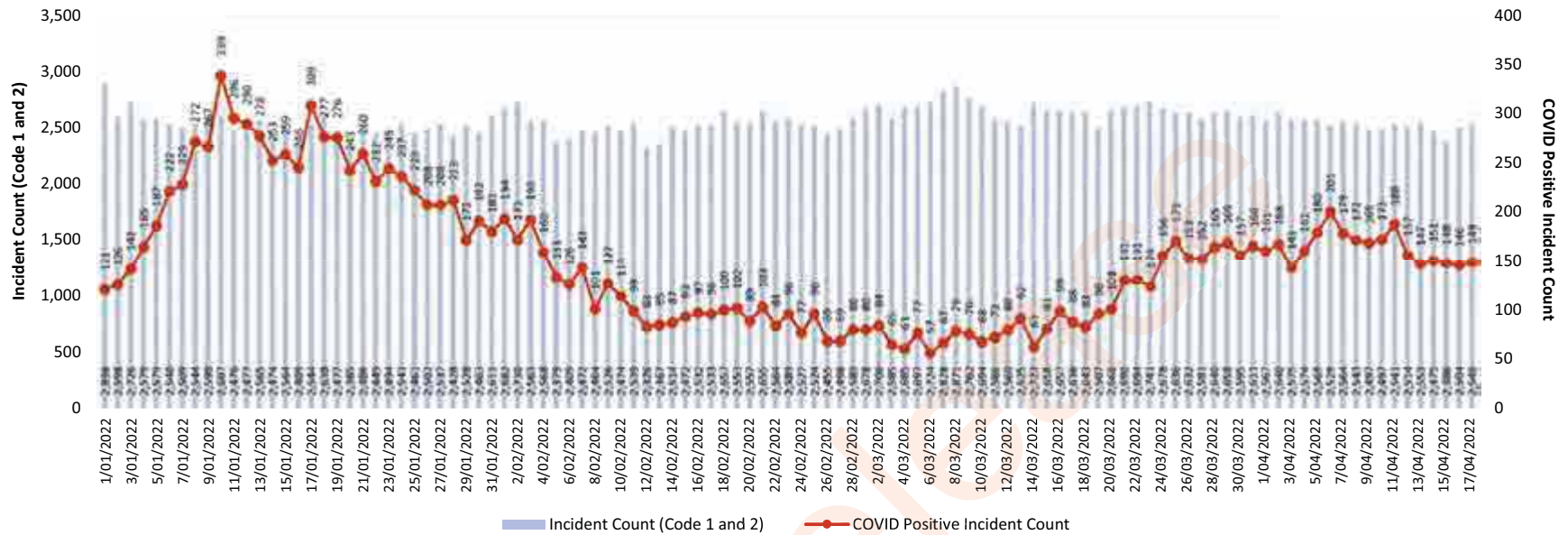
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	157,634	16.3%	-24.2%	-16.4%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	77,948	10.6%	12.5%	38.6%
Pandemic	72,275	9.9%	64.0%	NA
Chest Pain	70,667	9.6%	-38.7%	21.0%
Sick Person (Specific Diagnosis)	49,525	6.8%	181.5%	-31.8%
Breathing Problems	47,033	6.4%	78.4%	1.7%
Psychiatric / Abnormal Behaviour / Suicide Attempt	44,984	6.1%	-5.4%	65.5%
Unconscious / Fainting (Near)	36,111	4.9%	11.2%	27.2%
Abdominal Pain/Problems	34,171	4.7%	-2.1%	27.6%
Traumatic Injuries (Specific)	28,966	3.9%	-9.9%	9.7%

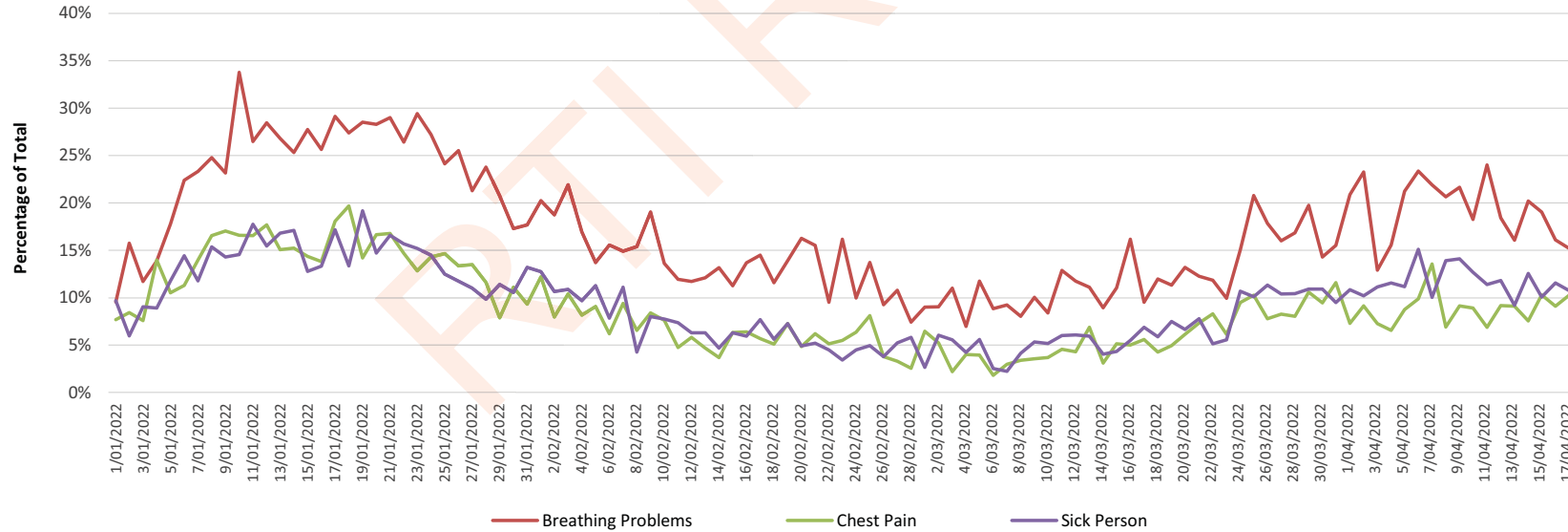
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



Percent of COVID Positive Cases by Type



## Top 20 busiest days on QAS record to date

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

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

## Triple Zero Calls

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

↑ 11.2%

90,241 more calls when comparing the previous financial year

803,331 2020/21 FYTD

893,572 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.1%
Average Daily Call Volume		2,806	3,071

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 246,245 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,487 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	108,130	90,063
No. of Code One Incidents attended ≤16.5min	255,732	246,245

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Apr-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.9
	90% responded to within (mins)	16.5	15.8	17.3	17.4
1B	50% responded to within (mins)	8.2	9.9	11.4	12.5
	90% responded to within (mins)	16.5	19.8	23.0	25.0
1C	50% responded to within (mins)	8.2	11.0	12.7	13.6
	90% responded to within (mins)	16.5	22.1	25.4	26.9
2A	50% responded to within (mins)		20.5	24.0	23.7
	90% responded to within (mins)		53.5	60.7	61.0
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	60.4%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.0%	88.4%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.7%	65.7%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.4%	89.6%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Apr-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.1	72.2%	92,902	33.4	63.0%	8,640
Caboorture Hospital	31.6	67.9%	230,451	36.1	61.2%	239,738	44.1	51.5%	20,337
Cairns Base Hospital	27.6	74.4%	208,235	28.5	71.9%	177,824	29.2	69.5%	10,764
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.7%	19,042	19.0	88.8%	1,031
Gold Coast Hospital - Robina	33.4	61.6%	271,783	35.0	56.7%	207,252	35.7	55.8%	12,259
Gold Coast University Hospital	40.6	53.9%	647,521	38.3	53.5%	421,350	35.7	53.6%	20,560
Gympie Hospital	28.1	71.9%	59,414	28.8	71.7%	48,871	28.0	73.5%	2,576
Hervey Bay Hospital	25.0	77.4%	76,873	31.3	66.9%	104,100	31.9	63.3%	6,158
Ipswich Hospital	48.3	56.2%	755,804	53.3	49.0%	710,579	48.7	43.1%	33,940
Logan Hospital	45.8	50.2%	685,475	52.9	41.4%	768,579	53.8	37.9%	44,414
Mackay Base Hospital	25.6	76.4%	76,943	30.7	67.1%	112,448	31.1	64.7%	6,570
Maryborough Hospital	16.3	92.6%	10,971	20.5	86.8%	18,079	22.9	83.4%	1,205
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	48.1	52.8%	320,209	60.8	41.5%	25,497
Mount Isa Base Hospital	8.8	96.9%	6,231	10.6	96.5%	6,400	12.5	92.9%	807
Nambour Hospital	33.1	62.7%	162,873	34.3	59.4%	120,690	31.8	67.4%	6,192
Prince Charles Hospital	38.7	56.2%	414,248	38.7	53.6%	310,104	41.2	51.1%	21,367
Princess Alexandra Hospital	35.9	63.0%	369,641	45.8	48.8%	464,092	55.6	34.9%	34,237
Queen Elizabeth Hospital	41.8	56.0%	368,483	46.8	47.4%	312,068	55.1	40.7%	23,019
Queensland Children'S Hospital	20.2	88.4%	21,121	22.7	82.9%	22,048	25.2	80.2%	2,041
Redcliffe Hospital	36.9	58.5%	286,625	35.9	55.6%	202,498	41.8	49.0%	16,493
Redlands Hospital	39.6	57.6%	251,814	49.8	44.4%	261,856	63.5	33.4%	21,883
Rockhampton Base Hospital	37.4	59.1%	259,760	40.5	54.8%	239,097	33.4	63.9%	8,450
Royal Brisbane Hospital	36.2	55.9%	404,862	36.8	52.0%	291,595	36.9	51.7%	15,831
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.2	56.4%	299,385	33.2	59.8%	14,593
Toowoomba Base Hospital	25.7	76.8%	139,993	29.9	70.3%	160,029	31.5	66.9%	9,792
Townsville University Hospital	18.9	89.5%	80,788	21.0	85.3%	101,209	21.1	84.6%	5,285
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,967</b>	<b>36.9</b>	<b>59.8%</b>	<b>6,032,044</b>	<b>38.5</b>	<b>56.9%</b>	<b>373,941</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>345</b>			<b>367</b>

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

Princess Alexandra Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 28.1% when comparing last year's performance, followed by Mater Public Hospital's performance reducing by 26.4%.

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

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

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	



Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	4-Apr-22
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	TBA	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

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

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 85.43

## Approved Capital Works

## April 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station	\$5.0M	Jun-23	Jun-23	The Principal Consultant team is finalising the Schematic Design (SD) work following the constructive feedback received from the District after the West Moreton District consultation. The Ministerial Infrastructure Designation (MID) recommendation is awaiting endorsement from the Deputy Premier.
Ormeau	New Ambulance Station	\$4.5M	Late 2022	Dec-22	The construction tender award recommendation from QBuild Procurement is expected mid-April 2022. Award of the tender is awaiting the the general expenditure approval from the Commissioner. General expenditure approval is required this week to enable the contract to be awarded in April 2022 as per the tender documentation.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	Construction is ongoing with painting and installation of glazing to offices on the first floor underway and amenities now ready for tiling and installation of fittings. Framing of walls to the ground floor is complete and sheeting has commenced with in-ceiling services installation continuing. Scaffolding to the exterior of the building is in place in preparation for main building roof upgrade and other external works. Removal of asbestos from the exterior of the building is expected to commence the week of 18 April 2022. Both QAS and Queensland Police Service ICT Subject Matter Experts have inspected the prototype console with several issues identified with the test unit. Due to COVID-19 impacts, workshops with the ICT team and builder as well as Stakeholder Working Group meetings scheduled for late March 2022 were cancelled and will be rescheduled as a priority. Commencement of QPS ICT on site is subject to completion of the roof upgrades to the main building and currently programmed for week of 7 May 2022. Initial works by QPS ICT include reactivation of the server room. At this stage, the project remains on track for Practical Completion by 31 Aug 2022, however further program slippage is expected noting that availability of sub-contractors and materials in the past weeks have been heavily impacted by COVID-19. An updated program is expected in the next week.
Burdell	New Ambulance Station & LASN office	\$6.0M	Apr-24	Nov-23	QBuild is progressing the final fee proposal for review and consideration by the QAS to progress the project through to the SD phase. The Department of State Development, Infrastructure, Local Government and Procurement (DSDILGP) have commenced the MID consultation on 14 April 2022 (25 days), this will be followed by the commencement of the QAS consultation on 22 April 2022 (20 days).
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Jun-24	Infrastructure and Procurement Branch met with Queensland Health (QH) and the Sunshine Coast Hospital and Health Service (SCHHS) to discuss design integration, whereby SCHHS and QH advised planning has not commenced for the Caloundra South Health Precinct due to a number of contributing factors including; financial and budgetary constraints, land size requirement is 4.0 hectares for a Community Centre (only provided with 2.0 hectares) and future strategic planning has not commenced for this project. As a result, QAS will proceed with the delivery of a new ambulance station as per the announced BP3 (2020/21). QH and SCHHS support the requirement for QAS to extend the site access road which will be built and maintained by the QAS. QAS will formalise an 'in-principle' agreement letter from the Commissioner QAS to Chief Executive SCHHS regarding site access. The final SD has been supported by the QAS including the Sunshine Coast and Wide Bay Region. The Principal Consultant is conducting a meeting on Tuesday to progress the QS assessment.

Information current as at 26 Apr 2022

**QAS-IN-CONFIDENCE**

Topic: QAS Performance Update

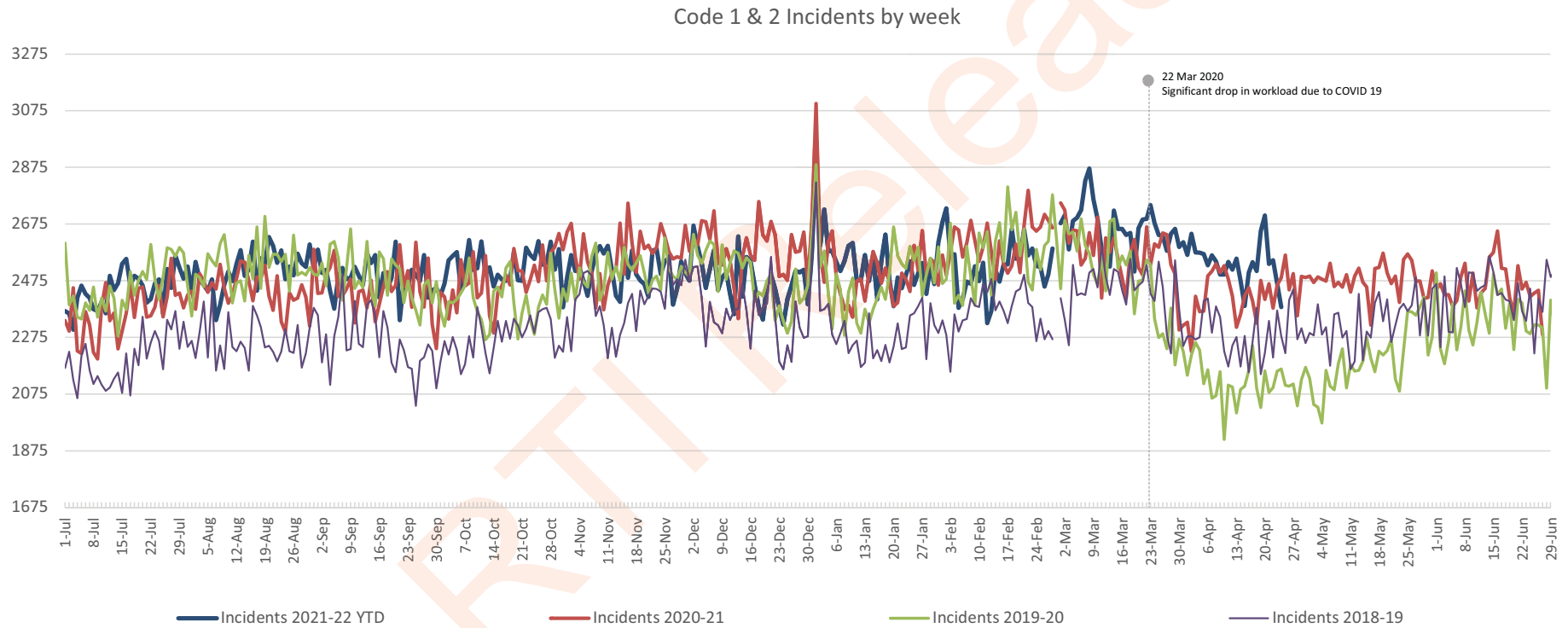
Lead Area: Queensland Ambulance Service

RTI Release

## Reporting Periods

- \* 2021/22 YTD - represents the reporting period 1 Jul 2021 to 24 Apr 2022
- \* Week Comparison - represents the reporting period 18 Apr 2020 to 24 Apr 2021 vs 18 Apr 2021 to 24 Apr 2022
- \* Previous FYTD - represents the reporting period 1 Jul 2020 to 24 Apr 2021
- \* Month to Date represents month ending 24 Apr 2022

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



State Incident Growth - 2021/22 FYTD

All Codes	-0.1% ↓	-1,035 Incidents
Code 1	19.5% ↑	66,173 Incidents
Code 1 and 2	0.8% ↑	6,167 Incidents
Code 3 and 4	-3.0% ↓	-7,187 Incidents

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

Incident Count			2020/21	2021/22	Variance	% Change
			YTD	YTD		
State	1	A	10,564	11,968	1,404	13.3%
		B	112,312	125,077	12,765	11.4%
		C	217,035	269,039	52,004	24.0%
		Total	339,911	406,084	66,173	19.5%
	2	A	283,607	236,097	-47,510	-16.8%
		B	45,033	38,368	-6,665	-14.8%
		C	76,756	70,925	-5,831	-7.6%
		Total	405,396	345,390	-60,006	-14.8%
	1 and 2	Total	745,307	751,474	6,167	0.8%
	3	A	40,834	40,682	-152	-0.4%
		B	79,345	76,204	-3,141	-4.0%
		Total	120,179	116,886	-3,293	-2.7%
	4	A	3,916	4,886	970	24.8%
		B	118,746	113,882	-4,864	-4.1%
		Total	122,662	118,768	-3,894	-3.2%
	3 and 4	Total	242,841	235,654	-7,187	-3.0%
	CAS	-	203	188	-15	-7.4%
	ALL		988,351	987,316	-1,035	-0.1%

State - Percentage of Incidents by MPDS Determinant type

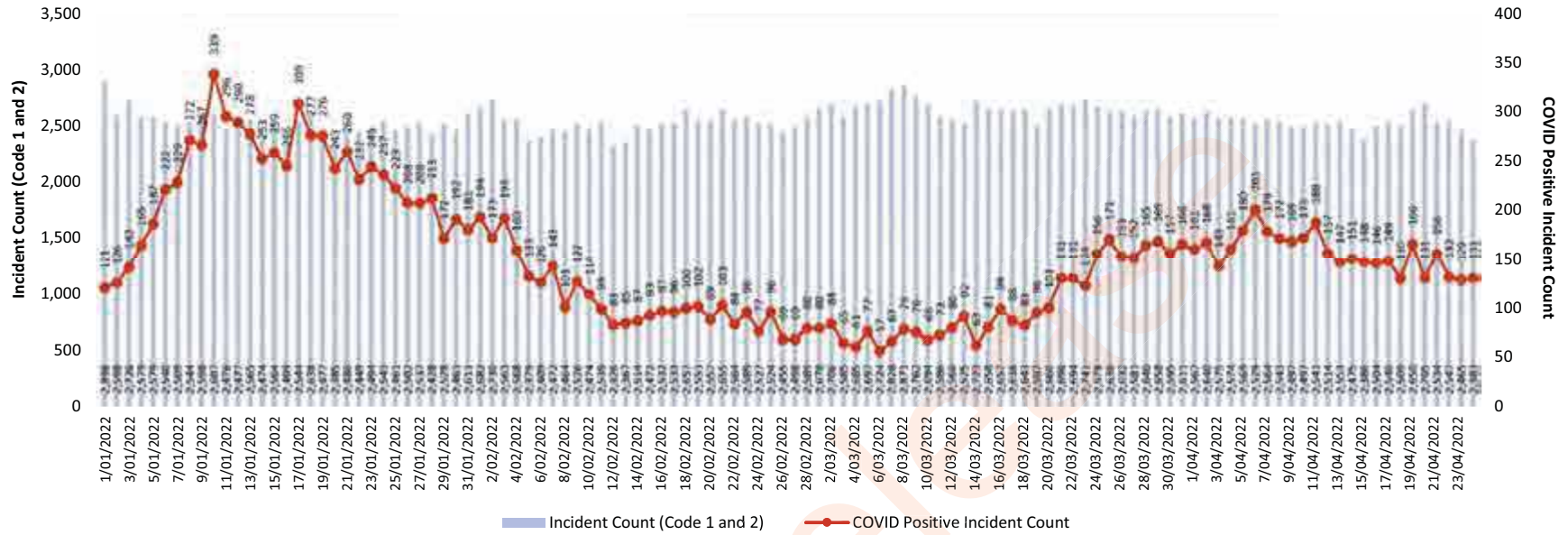
Top MPDS Determinant - All Codes	2021/22 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	160,608	16.3%	-24.7%	-16.9%

Top MPDS Determinant by Code 1 and 2 Only	2021/22 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	79,951	10.6%	12.6%	38.7%
Chest Pain	74,467	9.9%	65.3%	24.6%
Pandemic	70,667	9.4%	-40.0%	NA
Sick Person (Specific Diagnosis)	51,825	6.9%	189.1%	-30.2%
Breathing Problems	48,681	6.5%	80.3%	2.8%
Psychiatric / Abnormal Behaviour / Suicide Attempt	46,067	6.1%	-5.1%	65.5%
Unconscious / Fainting (Near)	36,956	4.9%	11.1%	27.1%
Abdominal Pain/Problems	34,985	4.7%	-1.9%	27.8%
Traumatic Injuries (Specific)	29,670	3.9%	-10.0%	9.3%

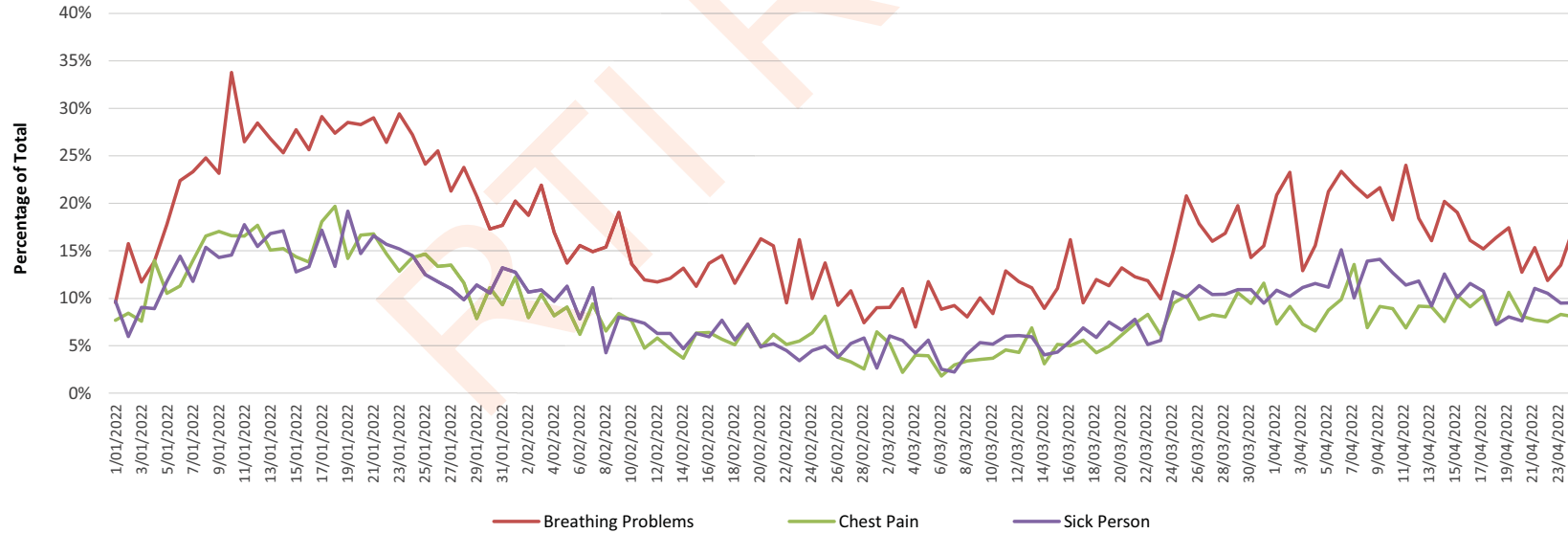
Note: Highlighted areas represent top three growth. Growth figures are based on the same FYTD periods.

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

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



### Percent of COVID Positive Cases by Type





## Top 20 busiest days on QAS record to date

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

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

## Triple Zero Calls

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

↑ 11.1%

91,518 more calls when comparing the previous financial year

823,306 2020/21 FYTD

914,824 2021/22 FYTD

### Call Answering

Performance Measure	Target	FY 2020/21	FYTD 2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	84.1%
Average Daily Call Volume		2,806	3,070

\* Data updated at the end of the month

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

## Response Time Performance

At State level, QAS attended 252,094 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 FYTD with 9,281 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21 FYTD	2021/22 FYTD
No. of Code One Incidents attended ≤8.2min	110,254	92,136
No. of Code One Incidents attended ≤16.5min	261,375	252,094

Code	State Performance Measures	Target	2020/21 actual	2021/22 FYTD	Apr-22 to date
1A	50% responded to within (mins)	8.2	8.0	8.7	8.9
	90% responded to within (mins)	16.5	15.8	17.3	17.3
1B	50% responded to within (mins)	8.2	9.9	11.4	12.2
	90% responded to within (mins)	16.5	19.8	23.0	24.7
1C	50% responded to within (mins)	8.2	11.0	12.7	13.5
	90% responded to within (mins)	16.5	22.1	25.5	26.7
2A	50% responded to within (mins)		20.5	24.0	24.0
	90% responded to within (mins)		53.5	60.7	61.1
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.9%	60.1%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.0%	88.4%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	67.6%	64.5%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	89.4%	89.3%

## POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21 FY			2021/22 FYTD			Apr-22 to date		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	28.2	71.9%	97,359	34.0	62.1%	13,099
Caboolture Hospital	31.6	67.9%	230,451	36.1	61.2%	246,000	42.7	53.6%	26,576
Cairns Base Hospital	27.6	74.4%	208,235	28.6	71.9%	183,052	29.2	70.0%	15,690
Gladstone Hospital	20.2	85.8%	34,143	18.9	88.7%	19,316	19.0	88.9%	1,304
Gold Coast Hospital - Robina	33.4	61.6%	271,815	35.0	56.6%	211,876	35.5	54.6%	16,885
Gold Coast University Hospital	40.6	53.9%	647,521	38.2	53.5%	429,889	36.0	53.5%	28,914
Gympie Hospital	28.1	71.9%	59,414	28.7	71.7%	49,506	27.3	72.8%	3,210
Hervey Bay Hospital	25.0	77.4%	76,873	31.4	66.8%	107,492	33.2	62.5%	9,547
Ipswich Hospital	48.3	56.2%	755,803	53.2	48.9%	724,975	48.7	43.8%	48,113
Logan Hospital	45.8	50.2%	685,475	52.9	41.4%	786,663	53.7	38.6%	62,280
Mackay Base Hospital	25.6	76.4%	76,943	30.8	66.9%	116,230	32.4	62.9%	10,212
Maryborough Hospital	16.3	92.6%	10,971	20.6	86.9%	18,424	22.2	84.7%	1,550
Mater Public Hospital - Brisbane	35.4	67.9%	318,657	48.4	52.5%	330,729	61.4	40.4%	35,862
Mount Isa Base Hospital	8.8	96.9%	6,231	10.6	96.5%	6,528	11.9	94.5%	935
Nambour Hospital	33.1	62.7%	162,873	34.2	59.6%	122,399	30.8	67.9%	7,892
Prince Charles Hospital	38.7	56.2%	414,248	38.6	53.7%	317,197	39.9	53.2%	28,368
Princess Alexandra Hospital	35.9	63.0%	369,641	46.1	48.6%	482,310	57.8	35.3%	52,347
Queen Elizabeth Hospital	41.8	56.0%	368,483	46.8	47.4%	319,385	53.0	43.3%	30,224
Queensland Children'S Hospital	20.2	88.4%	21,121	22.7	82.9%	22,615	24.5	80.7%	2,608
Redcliffe Hospital	36.9	58.5%	286,625	36.0	55.5%	207,951	40.8	49.8%	21,717
Redlands Hospital	39.6	57.6%	251,814	49.9	44.1%	269,257	61.8	33.0%	29,248
Rockhampton Base Hospital	37.4	59.1%	259,760	40.6	54.8%	244,822	35.5	61.3%	13,777
Royal Brisbane Hospital	36.2	55.9%	404,862	36.8	52.0%	298,779	36.8	51.7%	22,979
Sunshine Coast University Hospital	41.0	53.7%	497,125	36.1	56.6%	304,610	32.9	60.8%	19,803
Toowoomba Base Hospital	25.7	76.8%	139,993	29.9	70.3%	163,897	31.0	68.1%	13,609
Townsville University Hospital	18.9	89.5%	80,788	21.0	85.3%	103,311	21.0	84.9%	7,342
<b>TOTAL</b>	<b>34.0</b>	<b>65.1%</b>	<b>6,721,998</b>	<b>36.9</b>	<b>59.8%</b>	<b>6,184,572</b>	<b>38.4</b>	<b>57.2%</b>	<b>524,091</b>
<b>DAILY AVERAGE LOST TIME (in Hours)</b>			<b>307</b>			<b>346</b>			<b>364</b>

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

Princess Alexandra Hospital - Brisbane has the largest decline in Off Stretcher performance reducing by 27.7% when comparing last year's performance, followed by Mater Public Hospital's performance reducing by 27.5%.

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

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

QAS 2020-21 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Sunshine Coast and Wide Bay	Sunshine Coast	Birtinya	ACPs allocated to the existing Birtinya Station. This enhancement upgrades this station from a Category 4 to a Category 5 station and will provide a two-officer day, afternoon and night shift, 24-hour response across all days of the week. This improves QAS response within the Birtinya and surrounding Sunshine Coast communities.	7.00	Staff allocated, Region currently negotiating roster model.	

## Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor - Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	31-May-22	

Central (Cont.)	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	DOH RTI 3530/22 4-Apr-22	4-Apr-22
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	Jun-22	
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	6-Jun-22	
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22

Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	DOH RTI 3530/22 7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	TBA	
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	TBA	
	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
		Regional Resource	One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Jun-22	
		Regional Resource	Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 0.5 TBA	2 x 1 Jul 21 0.5 x 7 Feb 22

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

## Operational Support

## QAS 2021-22 Enhancement Plan

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

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

**Total Enhancements** 121.50  
**Commissioned to date** 85.43

RTI Release