

Information current as at 5 Jul 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update - end of financial year 2021/22

Preliminary end of financial year figures only.

Lead Area: Queensland Ambulance Service

RTI Release

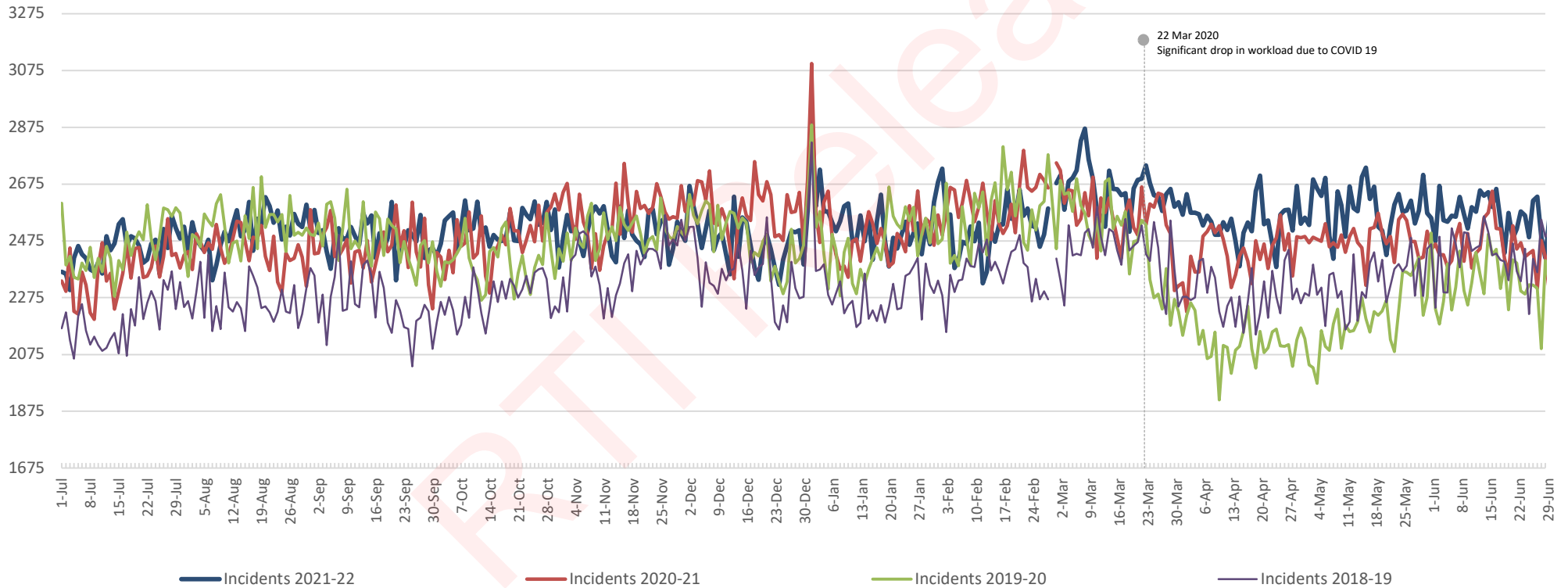
DOH DISCLOSURE LOG

* 2021/22 FY - represents the reporting period 1 Jul 2021 to 30 Jun 2022

* Previous FY - represents the reporting period 1 Jul 2020 to 30 Jun 2021

State Demand Growth - 2021/22 and 3 year comparison

Code 1 & 2 Incidents by week



State Incident Growth - 2021/22

All Codes	0.3% ↑	3,097 Incidents
Code 1	19.7% ↑	83,195 Incidents
Code 1 and 2	1.5% ↑	13,546 Incidents
Code 3 and 4	-3.5% ↓	-10,412 Incidents

State Incident Growth - 2020/21 vs 2021/22

Incident Count			2020/21	2021/22	Variance	% Change
State	1	A	13,279	15,247	1,968	14.8%
		B	141,137	156,239	15,102	10.7%
		C	268,938	335,063	66,125	24.6%
		Total	423,354	506,549	83,195	19.7%
	2	A	342,443	283,425	-59,018	-17.2%
		B	53,525	46,092	-7,433	-13.9%
		C	91,300	88,102	-3,198	-3.5%
		Total	487,268	417,619	-69,649	-14.3%
	1 and 2	Total	910,622	924,168	13,546	1.5%
	3	A	50,363	49,670	-693	-1.4%
		B	97,936	93,417	-4,519	-4.6%
		Total	148,299	143,087	-5,212	-3.5%
	4	A	4,912	5,664	752	15.3%
		B	146,202	140,250	-5,952	-4.1%
		Total	151,114	145,914	-5,200	-3.4%
	3 and 4	Total	299,413	289,001	-10,412	-3.5%
	CAS	-	255	218	-37	-14.5%
ALL		1,210,290	1,213,387	3,097	0.3%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2021/22	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	194,536	16.0%	-26.1%	-19.2%

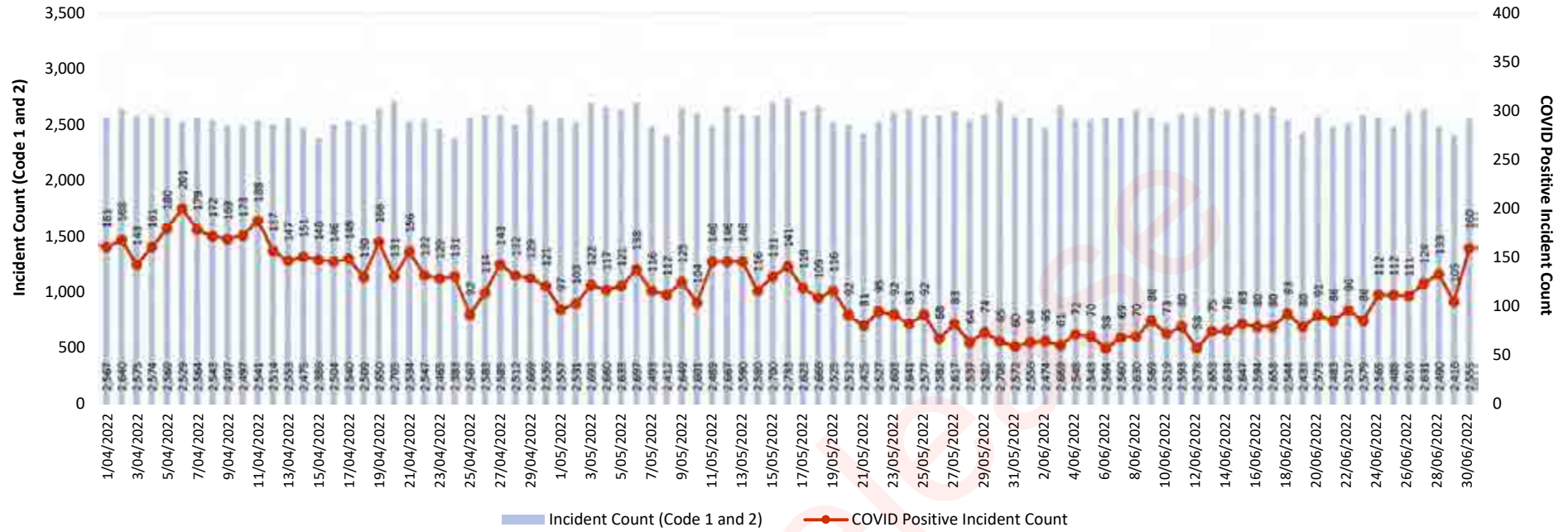
Top MPDS Determinant by Code 1 and 2 Only	2021/22	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Falls	99,695	10.8%	14.0%	39.4%
Chest Pain	95,462	10.3%	73.4%	30.3%
Sick Person (Specific Diagnosis)	73,595	8.0%	248.1%	-17.9%
Pandemic	70,667	7.6%	-51.1%	NA
Breathing Problems	68,321	7.4%	105.3%	16.2%
Psychiatric / Abnormal Behaviour / Suicide Attempt	55,907	6.0%	-4.0%	63.5%
Unconscious / Fainting (Near)	45,528	4.9%	11.4%	29.2%
Abdominal Pain/Problems	42,031	4.5%	-1.7%	26.5%
Traumatic Injuries (Specific)	35,846	3.9%	-11.4%	5.3%

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

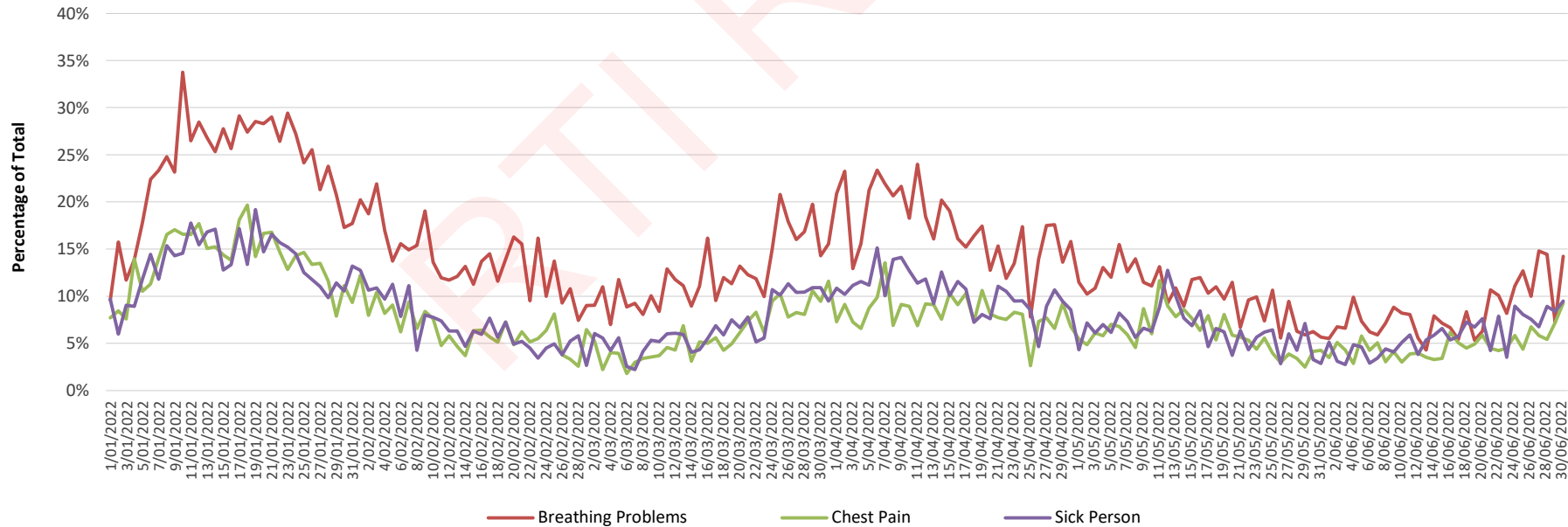
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.

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

DOH RTI 3906



Percent of COVID Positive Cases by Type



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

↑ 10.2%
104,506 more calls when comparing the previous financial year
1,024,242 2020/21
1,128,748 2021/22

Call Answering

Performance Measure	Target	2020/21	2021/22
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	89.1%	85.8%
Average Daily Call Volume		2,806	3,092

* Data updated at the end of the month

Ten of the highest daily call volumes ever recorded by QAS have occurred in the 2021/22 financial year. The highest being 3,981 on 5 Jan 2022.

Response Time Performance

At State level, QAS attended 308,711 Code 1 incidents in less than or equal to 16.5 minutes in 2021/22 with 8,294 fewer incidents attended to within this timeframe compared with the same period in 2020/21.

State	2020/21	2021/22
No. of Code One Incidents attended ≤8.2min	131,759	111,607
No. of Code One Incidents attended ≤16.5min	317,005	308,711

Code	State Performance Measures	Target	2020/21	2021/22	Jun-22
1A	50% responded to within (mins)	8.2	8.0	8.8	9.6
	90% responded to within (mins)	16.5	15.8	17.6	18.5
1B	50% responded to within (mins)	8.2	9.9	11.5	12.4
	90% responded to within (mins)	16.5	19.8	23.3	24.7
1C	50% responded to within (mins)	8.2	11.0	12.9	13.6
	90% responded to within (mins)	16.5	22.1	25.7	26.9
2A	50% responded to within (mins)		20.5	24.1	24.8
	90% responded to within (mins)		53.5	60.9	62.1
2B	90% to arrive on scene within 30 mins	>90%	63.7%	59.8%	59.0%
2C	90% to arrive on scene within 60 mins	>90%	89.7%	88.1%	88.2%
3	70% to arrive at destination prior to appointment time	>70%	69.3%	66.8%	64.9%
4	90% collected within 2 hours of 'patient now ready time'	>90%	90.9%	88.9%	88.0%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2020/21			2021/22			Jun-22		
	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes	Average off stretcher time (Minutes)	Off Stretcher Percentage < 30 Minutes	Ambulance Lost Time > 30 Minutes
Bundaberg Base Hospital	24.5	78.4%	82,133	29.4	70.0%	135,309	34.8	61.6%	17,411
Caboolture Hospital	31.6	67.9%	230,500	38.1	59.1%	335,062	50.7	48.2%	43,420
Cairns Base Hospital	27.6	74.4%	208,245	29.0	71.2%	239,242	28.0	71.9%	18,825
Gladstone Hospital	20.2	85.8%	34,143	19.4	88.0%	25,910	23.6	82.0%	4,247
Gold Coast Hospital - Robina	33.4	61.6%	271,816	35.1	56.1%	261,035	36.4	52.0%	23,552
Gold Coast University Hospital	40.6	53.9%	647,522	38.0	53.4%	521,686	37.2	51.9%	40,425
Gympie Hospital	28.1	71.9%	59,414	29.2	70.9%	63,503	34.8	64.4%	8,304
Hervey Bay Hospital	25.0	77.4%	76,873	33.7	64.0%	156,554	45.4	48.3%	23,586
Ipswich Hospital	48.3	56.2%	755,803	54.3	47.4%	920,284	61.2	42.1%	91,519
Logan Hospital	45.8	50.2%	685,947	54.3	39.9%	1,015,552	64.2	33.1%	109,597
Mackay Base Hospital	25.6	76.4%	76,943	31.2	66.3%	148,152	33.3	62.4%	14,728
Maryborough Hospital	16.3	92.6%	10,971	21.2	85.9%	24,005	26.0	77.3%	3,352
Mater Public Hospital - Brisbane	35.4	67.9%	318,839	51.2	50.0%	441,292	66.7	40.0%	49,192
Mount Isa Base Hospital	8.8	96.9%	6,231	10.9	96.4%	8,332	11.4	96.4%	697
Nambour Hospital	33.1	62.7%	162,875	33.5	60.6%	143,408	31.4	61.5%	10,102
Prince Charles Hospital	38.7	56.2%	414,289	39.0	53.2%	402,030	42.3	49.4%	40,282
Princess Alexandra Hospital	35.9	63.0%	369,934	48.4	46.7%	654,865	56.4	39.3%	73,408
Queen Elizabeth Hospital	41.8	56.0%	368,568	48.3	46.0%	420,099	57.5	39.3%	47,613
Queensland Children'S Hospital	20.2	88.4%	21,168	23.2	82.0%	31,589	25.6	77.4%	4,539
Redcliffe Hospital	36.9	58.5%	286,644	37.6	53.5%	285,977	45.5	42.9%	36,126
Redlands Hospital	39.6	57.6%	252,301	52.6	41.7%	363,871	69.6	29.1%	47,730
Rockhampton Base Hospital	37.4	59.1%	259,841	40.7	54.6%	302,163	44.3	49.8%	28,824
Royal Brisbane Hospital	36.2	55.9%	405,010	37.9	50.8%	398,853	41.8	46.8%	40,070
Sunshine Coast University Hospital	41.0	53.7%	497,125	35.4	57.3%	362,837	35.0	57.1%	29,868
Toowoomba Base Hospital	25.7	76.8%	140,030	30.9	68.8%	222,620	38.3	58.4%	31,495
Townsville University Hospital	18.9	89.5%	80,788	21.5	84.5%	140,180	24.5	80.5%	18,291
TOTAL	34.0	65.1%	6,723,953	37.8	58.8%	8,024,410	42.7	53.6%	857,203
DAILY AVERAGE LOST TIME (in Hours)			307			366			476

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.

Note: Figures for this reporting period may be understated due to data issues on 16th June 2022.

Hervey Bay Hospital has the largest decline in Off Stretcher performance reducing by 29.1% when comparing last year's performance, followed by Redlands Hospital's performance reducing by 28.5%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.69	1.87	0.00	0.79	349.35	15.99	376	20
Northern Region	370.64	387.45	0.00	0.15	0.00	387.60	16.96	404	17
Central Region	500.95	525.75	2.44	0.00	0.00	528.19	27.24	562	18
NQ Rural & Remote Total	1,204.95	1,259.89	4.31	0.15	0.79	1,265.14	60.19	1,342	55
Sunshine Coast and Wide Bay Region	655.47	688.58	23.21	1.59	0.31	713.69	58.22	799	44
Darling Downs and South West Region	395.20	390.35	2.31	1.00	0.00	393.66	-1.54	416	35
Metro North Region	663.34	610.04	35.29	2.88	0.00	648.21	-15.13	740	31
Metro South Region	1,028.82	969.42	45.44	1.47	0.83	1,017.16	-11.66	1,123	67
Gold Coast Region	475.93	487.71	29.77	1.00	1.00	519.48	43.55	580	24
South East Operations Centre Region	214.24	225.25	0.00	0.00	2.52	227.77	13.53	243	12
South Queensland Total	3,433.00	3,371.35	136.02	7.94	4.66	3,519.97	86.97	3,901	213
Head Office	401.70	410.55	0.00	0.00	0.58	411.13	9.43	440	13
TOTAL	5,039.65	5,041.79	140.33	8.09	6.03	5,196.24	156.59	5,683	281

DOH DISCLOSURE LOG

Ambulance Operatives

QAS 2021-22 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Torres and Cape	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Torres and Cape communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	20-Jun-22
	Cairns and Hinterland	District Resource	Two Operations Supervisor positions allocated to the Cairns cluster. The Cairns Hospital is identified as a COVID designated facility for persons returning from overseas and positive patients within the community. This enhancement will provide increased supervisory capacity within the Cairns cluster and provide high level supervision and support to QAS crews involved in COVID designated cases. Improves QAS response within the Cairns and surrounding communities.	2.00	7-Mar-22	7-Mar-22
Northern	North West	District Resource	One Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the North West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	20-Jun-22
	Townsville	Townsville	Advanced Care Paramedic positions allocated to the Townsville cluster. These enhancements provide an increase in response capability to meet the changing demand profile within the Townsville and Charters Towers response areas and surrounding regional communities.	4.00	1-Jul-21	1-Jul-21
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - North position allocated to the Northern Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
Central	Mackay	Whitsunday	Advanced Care Paramedics to support flexible rostering within the Whitsunday and Mackay cluster stations with operational support/offset to Proserpine Ambulance Station. This improves QAS response capability within the North Mackay and surrounding communities.	2.00	1-Jul-21	1-Jul-21
	Mackay	North Mackay	Advanced Care Paramedics for North Mackay and the 2 FTEs for Whitsunday Ambulance Station are to support flexible rostering within the Mackay District response area. This improves QAS response capability within the North Mackay and surrounding communities.	4.00	1-Jul-21	1-Jul-21
	Central West	District Resource	Indigenous Paramedic Cadet to work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the Central West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	20-Jun-22
	Central Queensland	Boyne Island	Advanced Care Paramedic position to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Boyne Island response area and surrounding communities.	1.00	6-Jun-22	6-Jun-22
	Central Queensland	Rockhampton	LARU Paramedics to expand the Mental Health Co-Responder Program into Rockhampton and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	4-Apr-22	4-Apr-22
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer - Central position allocated to Central Queensland Region, position to be held within the Office of the Commissioner QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	

DOH RTI 3906						
Sunshine Coast and Wide Bay	Wide Bay	Agnes Water	Advanced Care Paramedic positions to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Agnes Water response area and surrounding communities.	1.00	21-Mar-22	21-Mar-22
	Wide Bay	Gin Gin	Advanced Care Paramedic position allocated to the Gin Gin Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Gin Gin response area and surrounding communities.	1.00	7-Feb-22	7-Feb-22
	Sunshine Coast	Cooloola Coast	Advanced Care Paramedic position allocated to the Cooloola Coast Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Cooloola Coast response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Maleny	Advanced Care Paramedic position allocated to the Maleny Ambulance Station. This position is to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Maleny response area and surrounding communities.	1.00	9-May-22	9-May-22
	Sunshine Coast	Sunshine Coast Cluster	Advanced Care Paramedic positions allocated to the Sunshine Coast cluster. These enhancements provide additional staff to support roster reform and the uptake of flexible work arrangements (FWAs) across the Sunshine Coast District resulting in improving the QAS response capability within the Sunshine District and surrounding communities.	5.00	Jun-22	27-Jun-22
Darling Downs and South West	South West	District Resource	Indigenous Paramedic Cadet position allocated to the South West District. Indigenous Paramedic Cadets work alongside paramedics in communities which have a high representation of Aboriginal and Torres Strait Islander people. Cadets enhance the quality of culturally appropriate services provided to Aboriginal and Torres Strait Islander people within the South West communities to ensure the services provided by QAS are culturally appropriate.	1.00	20-Jun-22	20-Jun-22
	Darling Downs	Darling Downs cluster	Advanced Care Paramedic positions to provide an increase in response capability to meet the changing demand profile within the Northern, Southern and Western station clusters of the Darling Downs District including the surrounding regional communities.	5.00	1-Jul-21	1-Jul-21
Metro North	North Brisbane	Chermside	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro North Region and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis.	3.00	29-Nov-21	30-Nov-21
	Moreton	North Lakes	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of Flexible Work Agreements across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	5.00	10-Jan-22	10-Jan-22
	Moreton	Woodford	Advanced Care Paramedics to enable the station to undertake roster reform and move to a 5-line day/night roster. This roster change improves QAS response capability within Woodford and surrounding communities.	4.00	20-Jun-22	20-Jun-22
	North Brisbane	North Brisbane District	Advanced Care Paramedics to provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within North Brisbane and Moreton Districts and surrounding communities.	10.43	5.22 x 28 Feb 22 5.21 x 7 Mar 22	5.22 x 28 Feb 22 5.21 x 7 Mar 22
Metro South	Logan	Sunnybank Hills	LARU Paramedics to expand the Mental Health Co-Responder Program into Metro South and surrounding communities. These enhancements will supply additional LARU Paramedics 10 Hours per day on all days of the week who will co-respond with a HHS Mental Health Clinician to Queenslanders in a mental health crisis.	3.00	7-Feb-22	7-Feb-22
	South Brisbane	Moreton Bay Islands	Operations Supervisor position allocated to South Brisbane District to enhance the QAS service delivery arrangements across the Moreton Bay Islands network, by increasing enhanced supervision and response capacity across the island network in the afternoon and evening hours.	1.00	16-May-22	16-May-22
	South Brisbane	Moreton Bay Islands	Advanced Care Paramedics to establish permanent Kitty Kat positions at Russell Island providing 24hr coverage.	5.00	20-Jun-22	20-Jun-22

Metro South (Cont.)	South Brisbane	Russell Island	Advanced Care Paramedics to designate Russell Island as a modified Category 2 station - single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	20-Jun-22
	South Brisbane	Macleay Island	Advanced Care Paramedics to designate Macleay Island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	20-Jun-22
	South Brisbane	Moreton Island	Advanced Care Paramedics to designate Moreton island as a modified Category 2 station single paramedic response day and afternoon shifts covering the hours between 0700-2200 plus on call.	3.00	20-Jun-22	20-Jun-22
	West Moreton	Laidley	Advanced Care Paramedics to allow the Officer-in-Charge to come off roster. This enhancement will enable increased supervisory support and provide additional response capability to meet the changing demand profile in the Laidley response area and surrounding communities.	1.00	1-Jul-21	1-Jul-21
	Regional Resource		One Operations Supervisor -Aboriginal and Torres Strait Islander Cultural Safety Support Officer-South position allocated to the Metro South Region. Position to be held within the Office of the Commissioner, QAS. This position is to work in tandem with State-wide Operations in the supervision, support, and liaison for all Indigenous Paramedics and members of Indigenous communities locally and across the state.	1.00	Role has been offered and accepted, start date being negotiated.	
	Regional Resource		Advanced Care Paramedics allocated to the Metro South Region. These enhancements provide additional staff to support roster reform and the uptake of FWA's across the Region improving the QAS response capability within the South Brisbane, West Moreton, Logan District and surrounding communities.	5.00	24-Jan-22	24-Jan-22
Gold Coast	Gold Coast	Coomera	LARU Paramedics to expand the Mental Health Co-Responder Program into Gold Coast and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a metal health crisis.	3.00	31-Jan-22	31-Jan-22
	Gold Coast	Coomera	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Coomera and surrounding communities.	5.00	14-Feb-22	14-Feb-22
	Gold Coast	District Resource	Two Operations Supervisors to enhance the QAS service delivery arrangements and enhanced supervision across the district and adding an afternoon shift into the Gold Coast Patient Access Coordination Hub operations.	2.00	1-Jul-21	1-Jul-21
	Gold Coast	Southport	Advanced Care Paramedics to enable the station to undertake roster reform and move to an 8-line roster. This roster change improves QAS response capability within Southport and surrounding communities.	5.00	28-Mar-22	28-Mar-22
	Gold Coast	Southport/Mermaid Waters/ Nerang Station Support	Advanced Care Paramedics to enable roster reform to move the station support roster to an 8-line roster. This roster change improves QAS response capability within Southport/Mermaid/Nerang response areas and surrounding communities.	1.57	30-May-22	30-May-22
South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Six Emergency Medical Dispatchers to provide additional capacity and night shift dispatch board seven days per week. This enhancement will enable increased dispatch services both within the South East corner and across the state.	6.00	17-Jan-22	21-Mar-22
	SEQ PTS Operations Centre	Emergency Medical Dispatchers	Three Emergency Medical Dispatchers to provide the correct relief ratio and reduce the reliance on the Brisbane Operations Centre. These enhancements will provide a higher level of resilience to the SEQ PTS Operations Centre during periods of high workload.	3.00	17-Jan-22	17-Jan-22
	Clinical Hub	Operations Centre Medical Officer Consultants	Three Medical Officer Consultant positions allocated to enhance the clinical model within the Clinical Hub. The Clinical Hub was established as part of the COVID-19 response. The Clinical Hub model and its proven benefit in facilitating the assessment of incidents, providing enhanced advice to frontline officers, and greater coordination of resource deployment will be embedded within the QAS.	3.00	2 x 1 Jul 21 0.5 x 7 Feb 22 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY. 2 x 1 Jul 21 0.5 x 7 Feb 22	

Ambulance Operatives Total 115.00

Ambulance Operatives Commissioned to date 111.50

Operational Support

QAS 2021-22 Enhancement Plan

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

Operational Support Total 6.50

Operational Support Commissioned to date 6.50

Total Enhancements (Operatives plus Operational Support) 121.50

Total Enhancements (Operatives plus Operational Support) Commissioned to date 118.00

DOH DISCLOSURE LOG

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	TBA	
	Office of DC North		Senior Operations Supervisor.	1.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	
	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	

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

Ambulance Operatives Total 118.00

Ambulance Operatives Commissioned to Date 0.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Counsultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00

Operational Support Commissioned to date 0.00

Total Enhancements (Operatives plus Operational Support) 123.00

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

DOH DISCLOSURE LOG

Approved Capital Works

June 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	<p>A GiC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million.</p> <p>Tender documentation has been prepared by QBuild and the Principal Consultant as much as possible, awaiting the GiC approval.</p>
Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	<p>Detailed design meetings are progressing well with the successful contractor.</p> <p>Still awaiting QAS Media advice to confirm the date for the sod turning opportunity, available up to 15 July 2022.</p> <p>Project signage and banner mesh have been installed. Site office establishment has been held over until next week, no impact to the program.</p>
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.0M	May-21	Sep-22	<p>The revised program has been submitted by the builder and informs a revised Practical Completion date of 27 September 2022. The slippage is due to wet weather, latent site conditions, issues with supply of materials and resourcing due to COVID and floods. Upgrades to the roof structures over all spaces continues and installation of the topping slab to the plant room floor has commenced. The lift is installed and operational and fit out of the ground floor services and ceilings is being finalised. Fittings and floor coverings are being installed on the first floor. QPS ICT upgrades to the server room are programmed to commence 11 July 22 and will include the reactivation of the server room. The main UPS systems at the site are being powered up the week of 4 July 2022.</p>
Burdell	New Ambulance Station and Regional Office	4.0M	Nov-23	Apr-24	<p>Regional workshop to review the Schematic Design (SD) was held last week in order to finalise the SD and associated documentation. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.</p>
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	<p>The Business Case and revised Project Commencement Ministerial brief based on Schematic Design is progressing through approval processes. The Principal Consultant is finalising the tender documentation. QBuild engagement is being finalised to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.</p>

Information current as at 11 Jul 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

Lead Area: Queensland Ambulance Service

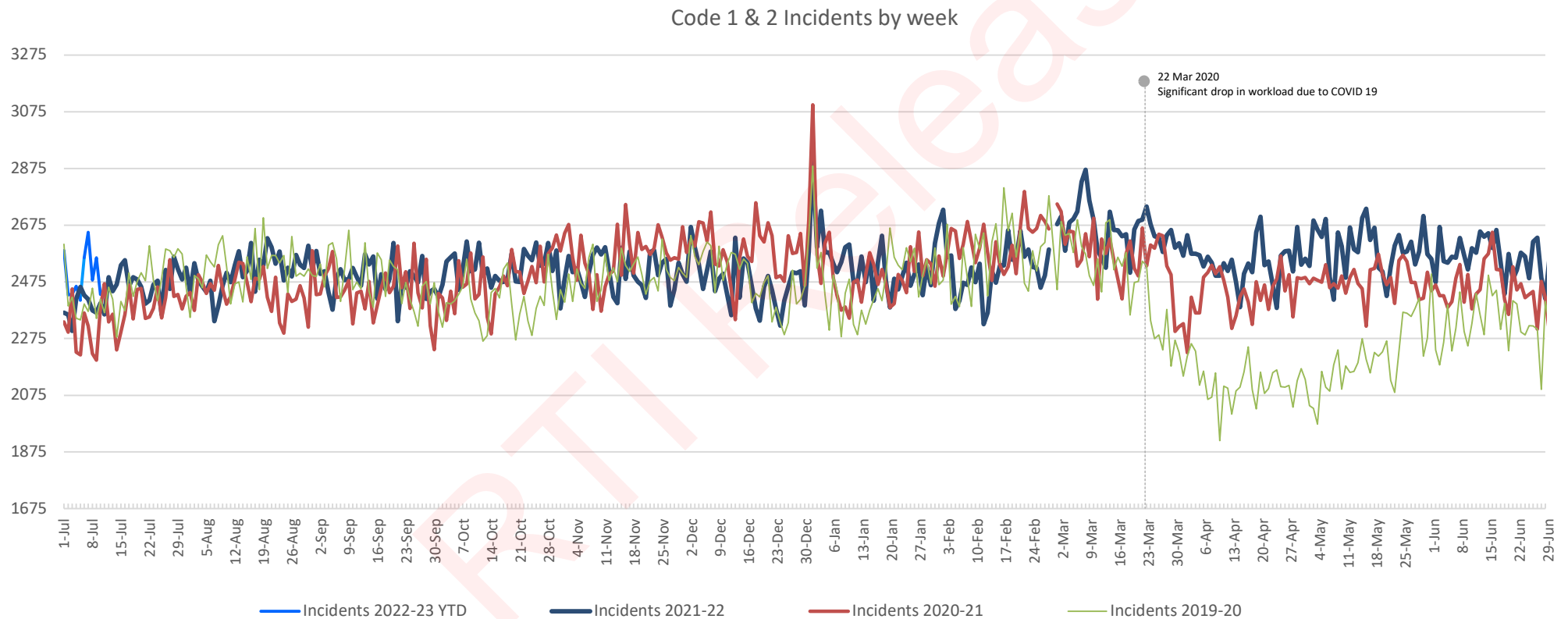
RTI Release

DOH DISCLOSURE LOG

Reporting Periods

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 10 Jul 2022
- * Previous FYTD - represents the reporting period 1 Jul 2021 to 10 Jul 2021
- * Month to Date represents month ending 10 July 2022

State Demand Growth - 2022/23 YTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	0.1% ↑	22 Incidents
Code 1	23.1% ↑	2,822 Incidents
Code 1 and 2	4.7% ↑	1,116 Incidents
Code 3 and 4	-13.5% ↓	-1,093 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22	2022/23	Variance	% Change
			YTD	YTD		
State	1	A	393	486	93	23.7%
		B	4,224	4,774	550	13.0%
		C	7,591	9,770	2,179	28.7%
		Total	12,208	15,030	2,822	23.1%
	2	A	8,297	6,555	-1,742	-21.0%
		B	1,243	1,036	-207	-16.7%
		C	2,135	2,378	243	11.4%
		Total	11,675	9,969	-1,706	-14.6%
	1 and 2	Total	23,883	24,999	1,116	4.7%
	3	A	1,358	1,310	-48	-3.5%
		B	2,615	2,133	-482	-18.4%
		Total	3,973	3,443	-530	-13.3%
	4	A	182	110	-72	-39.6%
		B	3,914	3,423	-491	-12.5%
		Total	4,096	3,533	-563	-13.7%
	3 and 4	Total	8,069	6,976	-1,093	-13.5%
	CAS	-	5	4	-1	-20.0%
ALL		31,957	31,979	22	0.1%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	4,079	12.8%	-42.9%	-34.3%

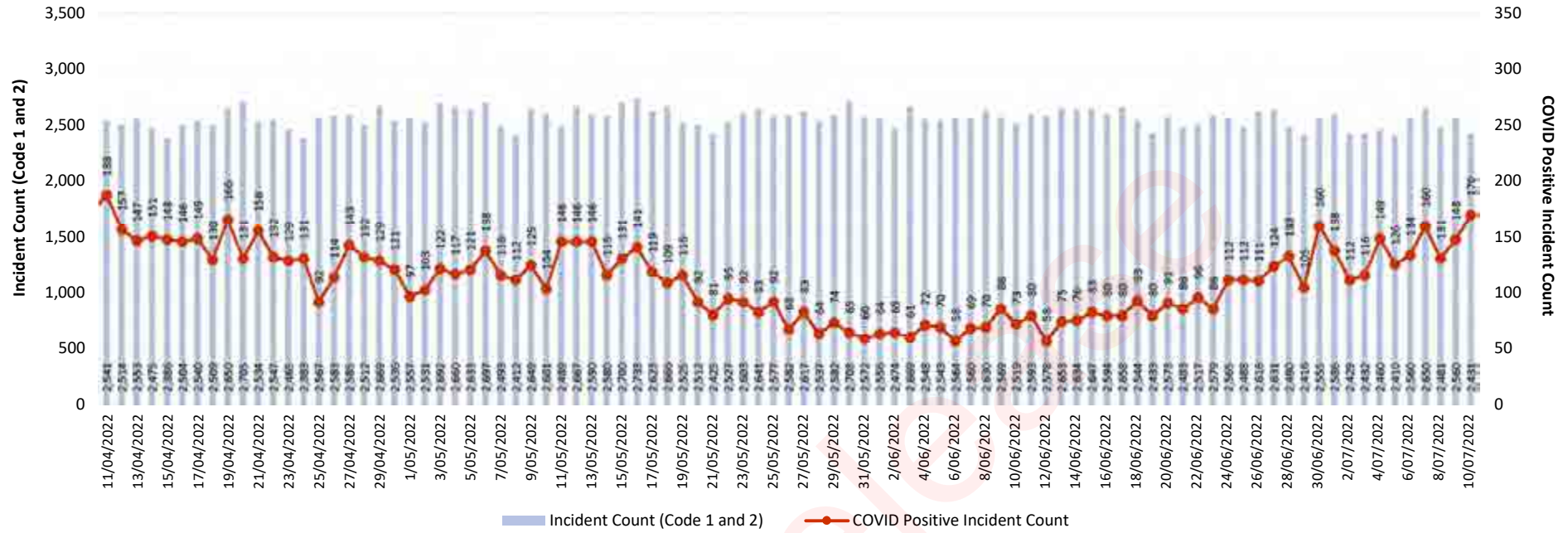
Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	3,192	12.8%	555.4%	36.6%
Breathing Problems	3,050	12.2%	198.1%	74.4%
Chest Pain	2,967	11.9%	105.9%	50.5%
Falls	2,941	11.8%	25.1%	51.9%
Psychiatric / Abnormal Behaviour / Suicide Attempt	1,298	5.2%	-3.9%	36.1%
Unconscious / Fainting (Near)	1,290	5.2%	16.4%	34.1%
Interfacility transfer; time sensitive (RED)	977	3.9%	-4.7%	15.2%
Abdominal Pain/Problems	949	3.8%	-8.4%	10.6%
Haemorrhage / Lacerations	875	3.5%	22.0%	26.3%

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

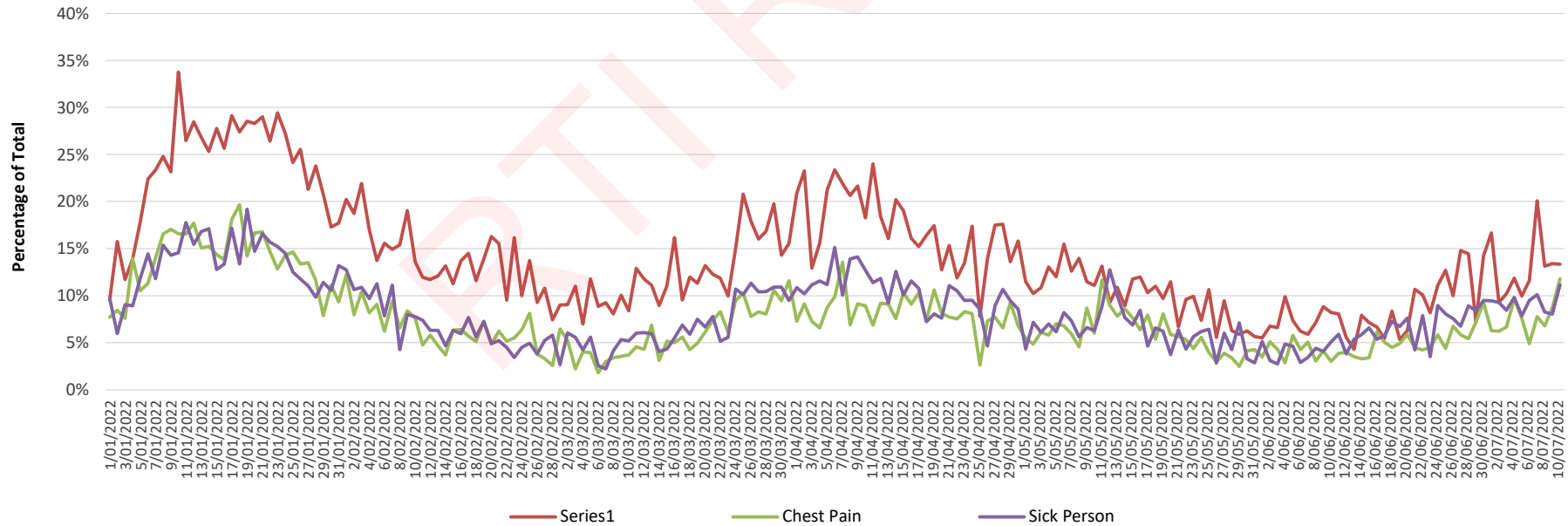
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.

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

DOH RTI 3906



Percent of COVID Positive Cases by Type



Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 12.9%
 3,600 more calls when comparing the previous financial year
 27,945 2021/22 FYTD
 31,545 2022/23 FYTD

Call Answering

Performance Measure	Target	FY 2021/22	FYTD 2022/23
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	92.8%
Average Daily Call Volume		3,084	3,155

* Data updated at the end of the month

Highest daily call volume this financial year was 3,559 on 7 Jul 2022.

Response Time Performance

At State level, QAS attended 8,206 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 116 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	3,273	2,805
No. of Code One Incidents attended ≤16.5min	8,322	8,206

Code	State Performance Measures	Target	2021/22 actual	2022/23 FYTD	Jul-22 to date
1A	50% responded to within (mins)	8.2	8.8	9.0	9.0
	90% responded to within (mins)	16.5	17.6	18.3	18.3
1B	50% responded to within (mins)	8.2	11.5	12.6	12.6
	90% responded to within (mins)	16.5	23.3	25.2	25.2
1C	50% responded to within (mins)	8.2	12.9	13.6	13.6
	90% responded to within (mins)	16.5	25.7	27.0	27.0
2A	50% responded to within (mins)		24.1	25.3	25.3
	90% responded to within (mins)		60.9	63.5	63.5
2B	90% to arrive on scene within 30 mins	>90%	59.8%	54.8%	54.8%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	87.1%	87.1%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	68.0%	68.0%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	92.5%	92.5%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Jul-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	29.4	70.0%	135,417	27.9	71.7%	3,035	27.9	71.7%	3,035
Caboolture Hospital	38.1	59.0%	336,387	43.5	53.5%	10,743	43.5	53.5%	10,743
Cairns Base Hospital	29.0	71.2%	240,262	31.1	66.6%	8,074	31.1	66.6%	8,074
Gladstone Hospital	19.4	87.9%	25,983	23.3	85.0%	1,394	23.3	85.0%	1,394
Gold Coast Hospital - Robina	35.1	56.0%	263,066	37.4	55.8%	8,533	37.4	55.8%	8,533
Gold Coast University Hospital	38.0	53.4%	523,639	35.6	56.1%	12,257	35.6	56.1%	12,257
Gympie Hospital	29.2	70.9%	63,582	27.0	70.9%	1,041	27.0	70.9%	1,041
Hervey Bay Hospital	33.7	64.0%	157,016	46.1	50.0%	8,178	46.1	50.0%	8,178
Ipswich Hospital	54.3	47.4%	922,063	62.6	41.2%	29,553	62.6	41.2%	29,553
Logan Hospital	54.4	39.9%	1,017,901	58.4	36.9%	31,572	58.4	36.9%	31,572
Mackay Base Hospital	31.2	66.2%	148,367	29.7	66.7%	3,208	29.7	66.7%	3,208
Maryborough Hospital	21.2	85.9%	24,137	24.0	82.4%	751	24.0	82.4%	751
Mater Public Hospital - Brisbane	51.3	50.0%	442,551	59.6	41.0%	12,213	59.6	41.0%	12,213
Mount Isa Base Hospital	10.9	96.4%	8,332	9.2	98.4%	18	9.2	98.4%	18
Nambour Hospital	33.5	60.6%	144,100	34.0	63.4%	4,354	34.0	63.4%	4,354
Prince Charles Hospital	39.0	53.2%	402,825	52.5	43.8%	20,791	52.5	43.8%	20,791
Princess Alexandra Hospital	48.4	46.7%	655,646	58.6	39.8%	25,481	58.6	39.8%	25,481
Queen Elizabeth Hospital	48.4	46.0%	421,331	55.2	40.4%	14,227	55.2	40.4%	14,227
Queensland Children'S Hospital	23.2	82.0%	31,739	22.3	85.1%	733	22.3	85.1%	733
Redcliffe Hospital	37.6	53.5%	286,421	40.4	52.0%	9,237	40.4	52.0%	9,237
Redlands Hospital	52.7	41.7%	364,593	66.1	23.3%	15,002	66.1	23.3%	15,002
Rockhampton Base Hospital	40.7	54.6%	303,217	40.6	51.9%	7,796	40.6	51.9%	7,796
Royal Brisbane Hospital	37.9	50.7%	399,637	43.5	44.2%	14,784	43.5	44.2%	14,784
Sunshine Coast University Hospital	35.5	57.3%	364,255	34.9	58.0%	9,676	34.9	58.0%	9,676
Toowoomba Base Hospital	31.0	68.8%	223,068	35.6	64.7%	8,433	35.6	64.7%	8,433
Townsville University Hospital	21.5	84.5%	140,660	19.4	90.0%	2,281	19.4	90.0%	2,281
TOTAL	37.8	58.8%	8,046,195	41.6	55.5%	263,365	41.6	55.5%	263,365
DAILY AVERAGE LOST TIME (in Hours)			367			439			439

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 2021-22 FY results.

Note: Figures for the 2021-22 reporting period may be understated due to a data issue on 16 June 2022.

Redlands Hospital Hospital has the largest decline in Off Stretcher performance reducing by 18.3% when comparing last year's performance, followed by Hervey Bay's performance reducing by 14.0%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.69	1.87	0.00	0.79	349.35	15.99	376	20
Northern Region	370.64	387.45	0.00	0.15	0.00	387.60	16.96	404	17
Central Region	500.95	525.75	2.44	0.00	0.00	528.19	27.24	562	18
NQ Rural & Remote Total	1,204.95	1,259.89	4.31	0.15	0.79	1,265.14	60.19	1,342	55
Sunshine Coast and Wide Bay Region	655.47	688.58	23.21	1.59	0.31	713.69	58.22	799	44
Darling Downs and South West Region	395.20	390.35	2.31	1.00	0.00	393.66	-1.54	416	35
Metro North Region	663.34	610.04	35.29	2.88	0.00	648.21	-15.13	740	31
Metro South Region	1,028.82	969.42	45.44	1.47	0.83	1,017.16	-11.66	1,123	67
Gold Coast Region	475.93	487.71	29.77	1.00	1.00	519.48	43.55	580	24
South East Operations Centre Region	214.24	225.25	0.00	0.00	2.52	227.77	13.53	243	12
South Queensland Total	3,433.00	3,371.35	136.02	7.94	4.66	3,519.97	86.97	3,901	213
Head Office	401.70	410.55	0.00	0.00	0.58	411.13	9.43	440	13
TOTAL	5,039.65	5,041.79	140.33	8.09	6.03	5,196.24	156.59	5,683	281

DOH DISCLOSURE LOG

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
Northern	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	Role has been offered and accepted, start date being negotiated.	
Central	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	Role has been offered and accepted, start date being negotiated.	
Metro South	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	Role has been offered and accepted, start date being negotiated.	
South East Operations Centre	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 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY.	2 x 1 Jul 21 0.5 x 7 Feb 22

Remaining Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	TBA	
	Office of DC North		Senior Operations Supervisor.	1.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
	Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906	
					TBA	

Ambulance Operatives Total 118.00
Ambulance Operatives Commissioned to Date 0.00

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total 5.00
Operational Support Commissioned to date 0.00

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

DOH DISCLOSURE LOG

Approved Capital Works

July 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns (Stage One)			Aug-22	Mid to late 2023	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices. In addition, the existing building at the front of the site will be replaced with a new structure to house the station, Clinical Education and meeting and training facilities. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements.
Cairns (Stage Two)	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Jun-23	Late 2024 to early 2025	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design (SD) stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Once all information has been provided options to progress the project will be developed for QAS consideration. The Developed Design (DD) stage will not be progressed further until this issue is resolved.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Sep-22	Construction on site continues to be impacted by wet weather and availability of sub contractors and while the builder is still reporting a revised Practical Completion date of 27 September 2022 it is expected that further slippage may occur. Upgrades to the roof structures over all spaces continues but has been delayed by weather. External asbestos removal is 60% completed but was delayed whilst the contractor completed scheduled works at Education sites. Glazing to the ground floor and joinery installation to the first floor operations centre space is underway. Installation of major building plant and equipment to the new roof services deck continues as does fit out to the ground floor. QPS ICT upgrades to the server room are programmed and commenced on 11 July 22 and will include the reactivation of the server room. Delays in confirming the final requirements for the off the shelf console have occurred, with the builder expected to place the order week of 11 July 22. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the QAS Project teams working closely on this. Workshops with the Project Teams, QPS, contractors and local stakeholders regarding transition, next stage works and make good of decant sites is scheduled for week of 18 July 2022. A revised project including preliminary transition dates will be developed following the workshops.
Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	-	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages was completed for all three sites in the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One.
Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	A GiC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million excluding GST. Schematic Design is complete and tender documentation is being prepared. The MID Deputy Premier endorsement received on Friday, 3 June 2022.

Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are still progressing well. Project signage and banner mesh have been installed. Site office establishment is anticipated this week. No impact to the program.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	The Business Case was approved by the Commissioner on 1 July 2022. Awaiting approval of the Revised Project Commencement by the Minister for Health and Ambulance Services. The Principal Consultant is finalising the tender documentation. QBuild engagement is being worked through to enable the same PM to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station & Regional office	\$7.2M	Nov-23	Feb-24	The Northern Region has undertaken consultation with regional stakeholders and staff on the final SD. The Principal Consultant is finalising the SD and documentation. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Lawnton	New Ambulance Station	\$5.5M	Apr-24	Mid 2024	The Principal Consultant engaged through QBuild has commenced the detailed design phase. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval from the Minister. Further delays with the MID process will significantly impact the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	The Principal Consultant SD phase is underway and the Business Case based on the SD is being prepared. Moreton Bay Regional Council have provided in-principle agreement to the proposed site access arrangements. The Project is Accepted Development and as such planning approval is not required as long as the design complies with the Rural Residential Code.
North Rockhampton	Replacement Ambulance Station and Regional Office	\$5.5M	Jun-23	Feb-24	The SD and detailed report are in their final stages of drafting for review by the QAS. The Rockhampton Ring Road (RRR) Stakeholder engagement is continuing with DTMR and the contractors. Further discussions have been undertaken regarding the inclusion of the Service Road construction in the RRR project with compensation to be discussed between QAS and DTMR.

DOH DISCLOSURE LOG

Information current as at 18 Jul 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

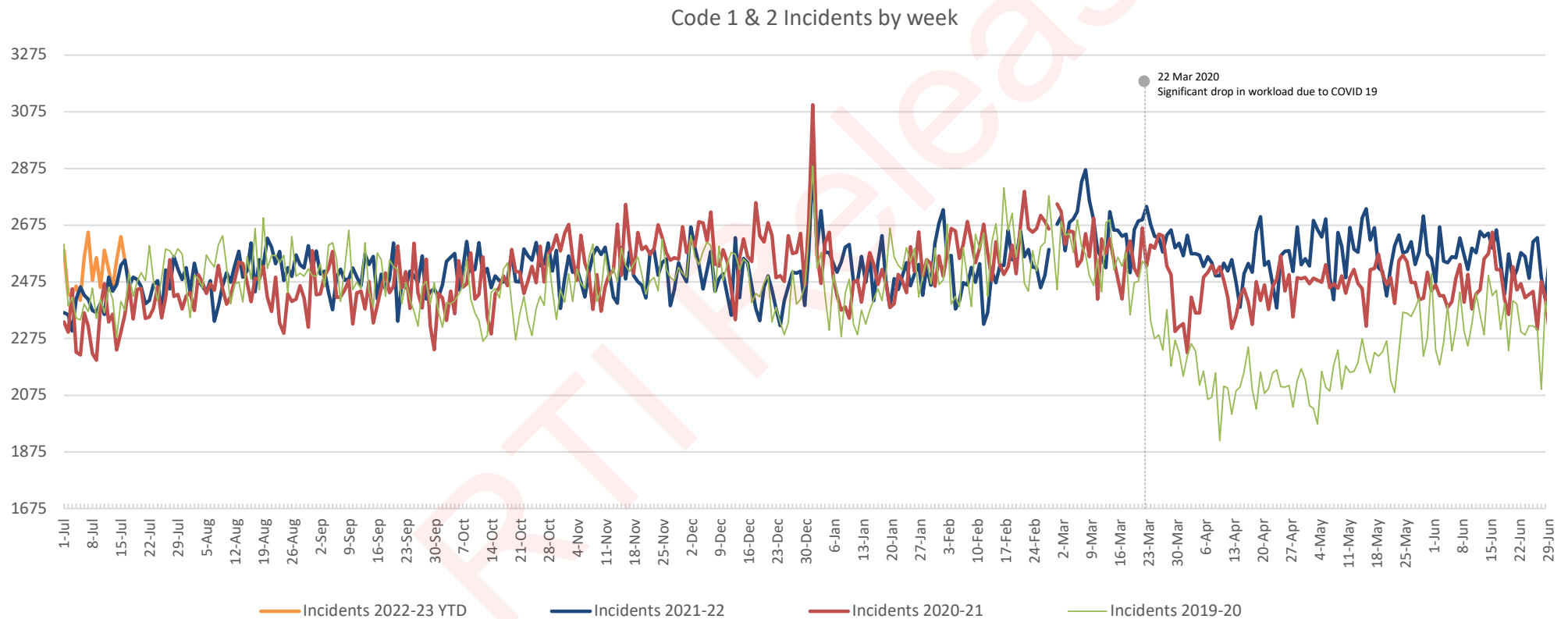
Lead Area: Queensland Ambulance Service

RTI Release

DOH DISCLOSURE LOG

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 17 Jul 2022
- * Previous FYTD - represents the reporting period 1 Jul 2021 to 17 Jul 2021
- * Month to Date - represents the reporting period 1 Jul 2022 to 17 Jul 2022

State Demand Growth - 2022/23 YTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	0.3% ↑	184 Incidents
Code 1	23.0% ↑	4,831 Incidents
Code 1 and 2	3.9% ↑	1,616 Incidents
Code 3 and 4	-10.3% ↓	-1,433 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22	2022/23	Variance	% Change
			YTD	YTD		
State	1	A	670	865	195	29.1%
		B	7,262	8,212	950	13.1%
		C	13,101	16,787	3,686	28.1%
		Total	21,033	25,864	4,831	23.0%
	2	A	14,432	11,175	-3,257	-22.6%
		B	2,110	1,777	-333	-15.8%
		C	3,612	3,987	375	10.4%
		Total	20,154	16,939	-3,215	-16.0%
	1 and 2	Total	41,187	42,803	1,616	3.9%
	3	A	2,324	2,269	-55	-2.4%
		B	4,506	3,895	-611	-13.6%
		Total	6,830	6,164	-666	-9.8%
	4	A	303	199	-104	-34.3%
		B	6,830	6,167	-663	-9.7%
		Total	7,133	6,366	-767	-10.8%
	3 and 4	Total	13,963	12,530	-1,433	-10.3%
	CAS	-	7	8	1	14.3%
ALL		55,157	55,341	184	0.3%	

State - Percentage of Incidents by MPDS Determinant type

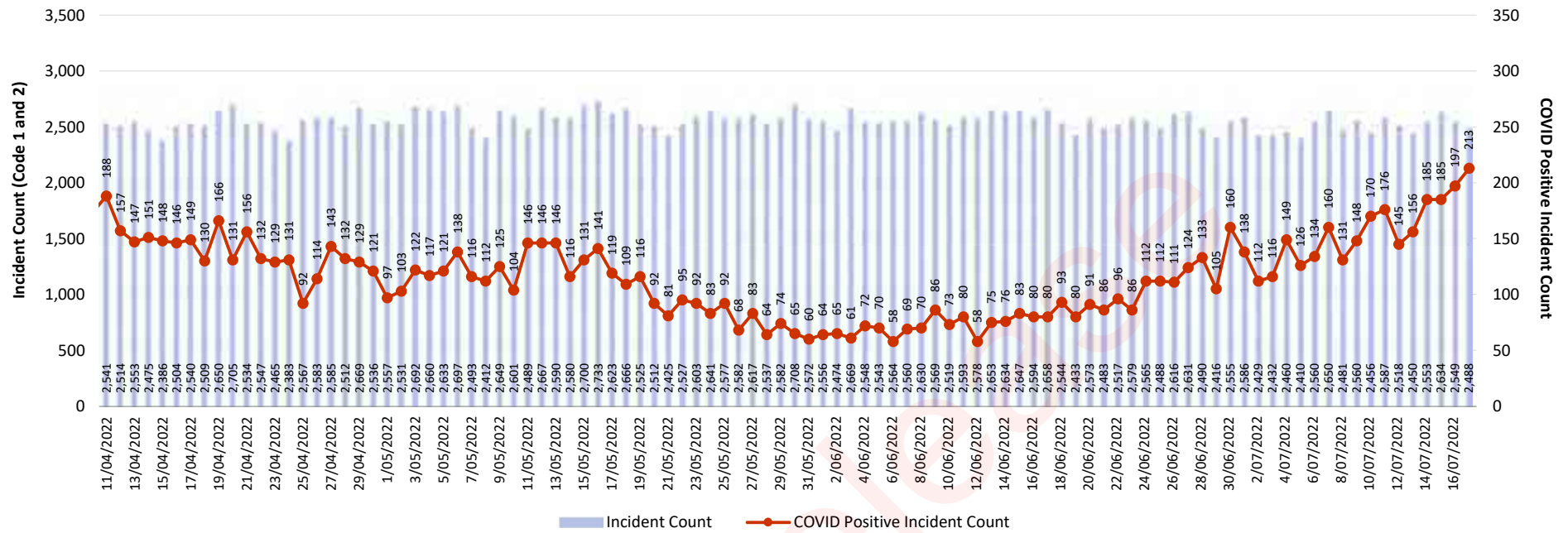
Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	7,464	13.5%	-39.5%	-32.6%

Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	5,444	12.7%	575.4%	35.1%
Breathing Problems	5,163	12.1%	199.8%	71.8%
Chest Pain	5,152	12.0%	108.2%	52.5%
Falls	5,117	12.0%	27.3%	51.8%
Unconscious / Fainting (Near)	2,255	5.3%	16.1%	38.9%
Psychiatric / Abnormal Behaviour / Suicide Attempt	2,215	5.2%	-4.8%	40.0%
Interfacility transfer; time sensitive (RED)	1,619	3.8%	-5.0%	12.4%
Abdominal Pain/Problems	1,605	3.7%	-12.2%	9.7%
Haemorrhage / Lacerations	1,482	3.5%	21.5%	32.6%

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

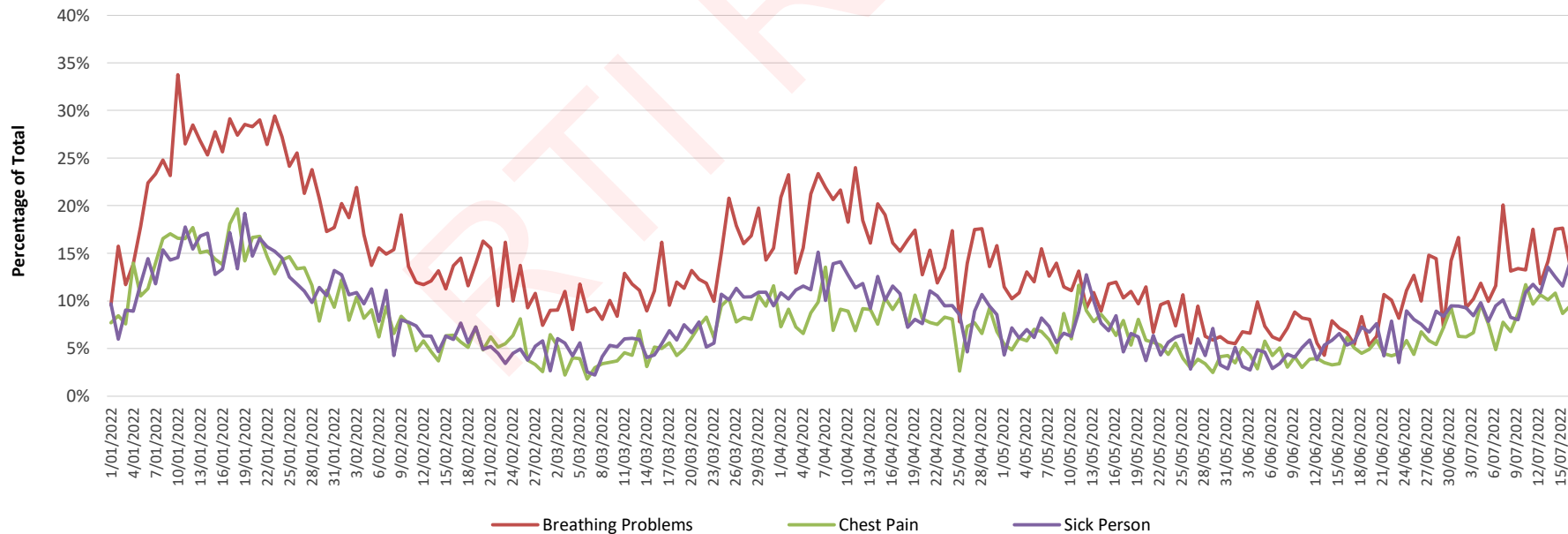
The activation of Pandemic Card 36 in March 2020 and subsequent removal on 17 December 2021 has resulted in fluctuations in the chest pain and respiratory MPDS determinants.

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



Incident Count COVID Positive Incident Count

Percent of COVID Positive Cases by Type



Breathing Problems Chest Pain Sick Person

Number of QAS Triple Zero (000) Calls FYTD Comparison

↑ 12.9%
 6,294 more calls when comparing the previous financial year
 48,616 2021/22 FYTD
 54,910 2022/23 FYTD

Call Answering

Performance Measure	Target	FY 2021/22	FYTD 2022/23
Percentage of Triple Zero (000) calls answered within 10 seconds *	90.0%	85.8%	92.1%
Average Daily Call Volume		3,084	3,230

* Data updated at the end of the month

Highest daily call volume this financial year was 3,559 on 7 Jul 2022.

Response Time Performance

At State level, QAS attended 13,872 Code 1 incidents in less than or equal to 16.5 minutes in 2022/23 FYTD with 358 fewer incidents attended to within this timeframe compared with the same period in 2021/22.

State	2021/22 FYTD	2022/23 FYTD
No. of Code One Incidents attended ≤8.2min	5,493	4,691
No. of Code One Incidents attended ≤16.5min	14,230	13,872

Code	State Performance Measures	Target	2021/22 actual	2022/23 FYTD	Jul-22 to date
1A	50% responded to within (mins)	8.2	8.8	9.0	9.0
	90% responded to within (mins)	16.5	17.6	18.4	18.4
1B	50% responded to within (mins)	8.2	11.5	12.7	12.7
	90% responded to within (mins)	16.5	23.3	25.2	25.2
1C	50% responded to within (mins)	8.2	12.9	13.7	13.7
	90% responded to within (mins)	16.5	25.7	27.0	27.0
2A	50% responded to within (mins)		24.1	25.3	25.3
	90% responded to within (mins)		60.9	63.6	63.6
2B	90% to arrive on scene within 30 mins	>90%	59.8%	56.8%	56.8%
2C	90% to arrive on scene within 60 mins	>90%	88.1%	86.7%	86.7%
3	70% to arrive at destination prior to appointment time	>70%	66.8%	67.0%	67.0%
4	90% collected within 2 hours of 'patient now ready time'	>90%	88.9%	92.1%	92.1%

POST Performance

POST PERFORMANCE QLD'S LARGEST HOSPITALS	2021/22 FY			2022/23 FYTD			Jul-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	29.5	70.0%	135,537	31.1	69.7%	7,616	31.1	69.7%	7,616
Caboolture Hospital	38.1	59.0%	336,490	46.1	51.4%	20,446	46.1	51.4%	20,446
Cairns Base Hospital	29.0	71.2%	240,318	31.8	65.3%	14,169	31.8	65.3%	14,169
Gladstone Hospital	19.4	87.9%	25,983	22.7	84.1%	2,153	22.7	84.1%	2,153
Gold Coast Hospital - Robina	35.1	56.0%	263,495	34.7	58.7%	12,155	34.7	58.7%	12,155
Gold Coast University Hospital	38.0	53.4%	524,185	34.5	57.0%	18,958	34.5	57.0%	18,958
Gympie Hospital	29.2	70.9%	63,582	32.3	67.3%	3,338	32.3	67.3%	3,338
Hervey Bay Hospital	33.7	64.0%	157,016	46.7	48.9%	14,244	46.7	48.9%	14,244
Ipswich Hospital	54.3	47.4%	922,551	63.2	38.1%	51,597	63.2	38.1%	51,597
Logan Hospital	54.4	39.9%	1,018,868	65.7	32.7%	64,570	65.7	32.7%	64,570
Mackay Base Hospital	31.2	66.2%	148,367	30.8	66.3%	6,156	30.8	66.3%	6,156
Maryborough Hospital	21.2	85.9%	24,137	26.5	77.0%	1,819	26.5	77.0%	1,819
Mater Public Hospital - Brisbane	51.3	50.0%	442,636	68.7	37.9%	27,418	68.7	37.9%	27,418
Mount Isa Base Hospital	10.9	96.4%	8,332	11.6	97.2%	440	11.6	97.2%	440
Nambour Hospital	33.6	60.6%	144,586	35.5	60.5%	8,638	35.5	60.5%	8,638
Prince Charles Hospital	39.0	53.1%	403,081	51.4	44.0%	34,183	51.4	44.0%	34,183
Princess Alexandra Hospital	48.4	46.6%	656,323	63.9	36.5%	47,489	63.9	36.5%	47,489
Queen Elizabeth Hospital	48.4	46.0%	421,421	61.2	36.5%	28,664	61.2	36.5%	28,664
Queensland Children'S Hospital	23.2	82.0%	31,739	22.7	81.9%	1,370	22.7	81.9%	1,370
Redcliffe Hospital	37.6	53.5%	286,840	39.6	51.9%	15,160	39.6	51.9%	15,160
Redlands Hospital	52.7	41.6%	365,078	72.8	23.7%	28,420	72.8	23.7%	28,420
Rockhampton Base Hospital	40.7	54.6%	303,229	42.3	49.4%	14,483	42.3	49.4%	14,483
Royal Brisbane Hospital	37.9	50.7%	399,967	44.2	45.2%	26,576	44.2	45.2%	26,576
Sunshine Coast University Hospital	35.5	57.3%	364,919	37.3	54.8%	20,599	37.3	54.8%	20,599
Toowoomba Base Hospital	31.0	68.8%	223,551	39.0	60.1%	17,703	39.0	60.1%	17,703
Townsville University Hospital	21.5	84.5%	140,705	19.8	88.4%	4,321	19.8	88.4%	4,321
TOTAL	37.8	58.7%	8,052,936	43.4	54.0%	492,685	43.4	54.0%	492,685
DAILY AVERAGE LOST TIME (in Hours)			368			483			483

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 2021-22 FY results.

Note: Figures for the 2021-22 reporting period may be understated due to a data issue on 16 June 2022.

Redlands Hospital Hospital has the largest decline in Off Stretcher performance reducing by 17.9% when comparing last year's performance, followed by Hervey Bay's performance reducing by 15.1%.

DOH DISCLOSURE LOG

	2021-22 Budget FTE	FTE of Non-Casual Employees	Casuals			Actual FTE Employees	Variance of Actual FTE Employees to Budget FTE	Headcount (All Paid Employees)	Headcount of Staff on Leave Without Pay
			FTE of Casual Paramedics	FTE of Casual PTOs	FTE of Other Casual Employees				
Far Northern Region	333.36	346.69	1.87	0.00	0.79	349.35	15.99	376	20
Northern Region	370.64	387.45	0.00	0.15	0.00	387.60	16.96	404	17
Central Region	500.95	525.75	2.44	0.00	0.00	528.19	27.24	562	18
NQ Rural & Remote Total	1,204.95	1,259.89	4.31	0.15	0.79	1,265.14	60.19	1,342	55
Sunshine Coast and Wide Bay Region	655.47	688.58	23.21	1.59	0.31	713.69	58.22	799	44
Darling Downs and South West Region	395.20	390.35	2.31	1.00	0.00	393.66	-1.54	416	35
Metro North Region	663.34	610.04	35.29	2.88	0.00	648.21	-15.13	740	31
Metro South Region	1,028.82	969.42	45.44	1.47	0.83	1,017.16	-11.66	1,123	67
Gold Coast Region	475.93	487.71	29.77	1.00	1.00	519.48	43.55	580	24
South East Operations Centre Region	214.24	225.25	0.00	0.00	2.52	227.77	13.53	243	12
South Queensland Total	3,433.00	3,371.35	136.02	7.94	4.66	3,519.97	86.97	3,901	213
Head Office	401.70	410.55	0.00	0.00	0.58	411.13	9.43	440	13
TOTAL	5,039.65	5,041.79	140.33	8.09	6.03	5,196.24	156.59	5,683	281

DOH DISCLOSURE LOG

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
Northern	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	Role has been offered and accepted, start date being negotiated.	
Central	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	Role has been offered and accepted, start date being negotiated.	
Metro South	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	Role has been offered and accepted, start date being negotiated.	
South East Operations Centre	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 Remaining FTE: Selection process currently underway, successful officer(s) to commence as soon as possible in the 22-23 FY	2 x 1 Jul 21 0.5 x 7 Feb 22

Remaining Ambulance Operatives to be commissioned 3.50

Ambulance Operatives

DRAFT QAS 2022-23 Enhancement Plan						
REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Far Northern	Cairns and Hinterland	Gordonvale	Advanced Care Paramedic positions allocated to the existing Gordonvale Station. This enhancement will improve operational coverage to Gordonvale and surrounding communities through the upgrading the present station roster through removing rostered overtime and implementing an additional afternoon 2-officer response on all days of the week.	5.00	TBA	
	Cairns OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Cairns Operations Centre.	1.00	TBA	
Northern	Townsville	Townsville	Advanced Care Paramedic positions allocated to the existing Townsville Station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon and night shift, 24-hour response, across all days of the week and removes the requirement for double night shifts within roster rotation. This improves QAS response within the Townsville and surrounding regional communities.	5.00	TBA	
	Townsville OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Townsville Operations Centre.	2.00	TBA	
			Senior Operations Supervisor	1.00	TBA	
Central	Central Queensland	Emerald	Advanced Care Paramedic positions allocated to the existing Emerald Station. This enhancement will improve operational coverage to Emerald and surrounding communities through the upgrade of the present station roster through an additional daily afternoon shift response whilst maintaining emergency availability coverage across all days of the week. This improves QAS response within the Emerald and surrounding communities.	3.00	TBA	

Central (Cont.)	Mackay	Mackay	LARU Paramedics to expand the Mental Health Co-Responder Program into Mackay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Rockhampton OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Rockhampton Operations Centre.	1.00	TBA	
Sunshine Coast and Wide Bay	Wide Bay	Bundaberg	Advanced Care Paramedic positions to allow roster enhancement through an additional two officer response shift across all days of the week.	3.10	TBA	
	Wide Bay	Hervey Bay	Advanced Care Paramedic positions allocated to the existing Hervey Bay Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Hervey Bay and surrounding communities.	6.00	TBA	
	Wide Bay	Hervey Bay	LARU Paramedics to expand the Mental Health Co-Responder Program into Hervey Bay and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA	
	Maroochydore OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Maroochydore Operations Centre.	3.00	TBA	
	Darling Downs and South West	Darling Downs	Toowoomba	LARU Paramedics to expand the Mental Health Co-Responder Program into Toowoomba and surrounding communities. These enhancements will supply additional LARU Paramedics 10 hours per day on all days of the week who will co-respond with an HHS Mental Health Clinician, to Queenslanders in a mental health crisis. Funded via the Care4Qld initiative.	3.00	TBA
	Toowoomba OpCen		Emergency Medical Dispatcher position to provide additional capacity for the Toowoomba Operations Centre.	3.00	TBA	
Metro North	North Brisbane	Pinjarra Hills	Advanced Care Paramedic positions allocated to the existing Pinjarra Hills Station. This enhancement will improve operational coverage to Pinjarra Hills and surrounding communities through the upgrading of the present station roster from a Category 3 to a Category 5 station. This enhancement brings this station in line with other 24hr stations across the State and will provide a 2-officer day, afternoon, and night shift, 24-hour response, across all days of the week. This improves QAS response within the Pinjarra Hills and surrounding communities.	10.66	TBA	
Metro South	West Moreton	Ripley	Officer in Charge position allocated to newly built Ripley Station. This enhancement will provide the Ripley Station with supervisory support for staff located within Ripley Station.	1.00	TBA	
	West Moreton	Ripley	Advanced Care Paramedic positions allocated to newly built Ripley Station. This enhancement will provision the new Ripley Station, a category 5 station. Ripley Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ripley and surrounding communities.	16.00	TBA	
	West Moreton	Laidley	Advanced Care Paramedic positions allocated to the existing Laidley Station. This enhancement will improve operational coverage to Laidley and surrounding communities through the upgrading of the present station roster to remove the requirement for emergency availability by implementing an additional night shift crew response across all days of the week. This improves QAS response within the Laidley and surrounding communities.	6.24	TBA	
Gold Coast	Gold Coast	Ormeau	Officer in Charge position allocated to newly built Ormeau Station. This enhancement will provide the Ormeau Station with supervisory support for staff located within Ormeau Station.	1.00	TBA	
	Gold Coast	Ormeau	Advanced Care Paramedic positions allocated to newly built Ormeau Station. This enhancement will provision the new Ormeau Station, a category 5 station. Ormeau Station will provide a 2 officer, 24-hour response across all days of the week. This improves QAS response within the Ormeau and surrounding communities.	16.00	TBA	
	Gold Coast	Nerang	Advanced Care Paramedic positions allocated to the existing Nerang Station. This enhancement will provide an additional day shift crew response across all days of the week. This improves QAS response within the Nerang and surrounding communities.	7.00	TBA	
	Southport OpCen		Emergency Medical Dispatcher positions to provide additional capacity for the Southport Operations Centre.	4.00	TBA	

South East Operations Centre	Brisbane Operations Centre	Emergency Medical Dispatchers	Emergency Medical Dispatcher positions to provide additional capacity for the Brisbane Operations Centre.	14.00	DOH RTI 3906 TBA	
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Ambulance Operatives Total **118.00**
Ambulance Operatives Commissioned to Date **0.00**

Operational Support

QAS 2022-23 Enhancement Plan

REGION	District	Location	What will it achieve?	Number of Additional Positions	Region Advised Commissioning Date	Actual Commissioning Date
Kedron	Office of the Medical Director	Clinical Nurse Consultant	Statewide Infection Prevention Program Coordinator.	1.00	TBA	
Not yet allocated	Not yet allocated		Frontline support - not yet allocated.	4.00		

Operational Support Total **5.00**
Operational Support Commissioned to date **0.00**

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

DOH DISCLOSURE LOG

Approved Capital Works

18 July 2022 Update

Site	Project	Capital Budget (excl GST)	Original Completion Date (Not Operational)	Revised Completion Date (Not Operational)	Status
Cairns	Ambulance Station and Operations Centre Redevelopment	\$14.415M	Aug-22	Jan-25	The QAS has endorsed the option to construct a new building at the rear of the existing site to house the QAS and QFES Operations Centres and QAS Cairns and Hinterland Regional offices. In addition, the existing building at the front of the site is proposed to be replaced with a new structure to house the station, Clinical Education and meeting and training facilities. The existing plant room will be retained and upgraded. New structures will be raised above flood height and will provide modern, operationally efficient accommodation with capacity for significant growth for all elements. The completion date for stage one has been amended to reflect a likely single stage of construction works which will have a shorter time frame for construction with possible extended design and approval stage to amend design and scope. The end date for project remains consistent with previous advice on late 2024, early 2025.
Cairns (Stage Two)			Jun-23	Jan-25	The draft preliminary cost estimate provided by the Quantity Surveyor (QS), based on schematic design stage, was received in April 22 and indicated a significantly higher tender outcome than that which has been previously estimated. The Project and Consultant team completed a major value management exercise and review of scope and design with the QS to identify options to reduce the cost and alternative designs. A QS estimate of a revised design option was provided and given the extent of the escalation in costs, estimates for both options were reviewed by an independent QS. Options to progress the project will now be developed for QAS consideration. The Developed Design (DD) stage will not be progressed further until this issue is resolved.
Rockhampton	Ambulance Station and Operations Centre Refurbishment	\$7.7M	May-21	Oct-22	Construction on site continues to be impacted by wet weather and availability of sub contractors and while the builder is still reporting a revised Practical Completion date of 27 September 2022 it is expected that further slippage may occur. Upgrades to the roof structures over all spaces continues but has been delayed by weather. External asbestos removal is 60% completed but was delayed whilst the contractor completed scheduled works at Education sites. Glazing to the ground floor and joinery installation to the first floor operations centre space is underway. Installation of major building plant and equipment to the new roof services deck continues as does fit out to the ground floor. QPS ICT works on site are underway. Timing for the GWN rollout is still to be confirmed and may impact dates for relocation of the Operations Centre back to the site with the QAS Project teams working closely on this. Workshops with the Project Teams, QPS, contractors and local stakeholders regarding transition, next stage works and make good of decant sites is occurring week of 18 July 2022. A revised project including preliminary transition dates will be developed following the workshops. The completion date has been revised to reflect PC as at end of September and the required buffer period to complete ICT and building commissioning, defects rectification and training. Subject to any further slippage the station may relocate in November 2022. The Operations Centre date will be impacted by GWN as noted above and successful testing and commissioning of extensive ICT systems and subject to Telstra shut down periods and impacts on resourcing required to facilitate the transition, such as school holidays. The delay to construction is consistent with what is occurring across the industry given a range of uncontrollable impacts on the supply of materials, availability of contractors and unusually high rainfalls.
Coomera	Southport Ambulance Station and Gold Coast Operations Centre Redevelopment	\$11.49M	Nov-23	Nov-23	The project incorporates three sites and will be delivered as three stages. Master planning, Preliminary and Schematic Design stages was completed for all three sites in the first round of investigations to inform recommendations to the QAS Governance Committee on solutions, scope and broad costs for all three stages. Projects will run consecutively with the Coomera Project being Stage One.
Ripley	New Ambulance Station and District Office	\$7.4M	Jun-23	Early 2024	A GIC brief has been prepared based on the latest QS pre-tender cost estimate of \$10.9 million excluding GST. Schematic Design is complete and tender documentation is being prepared. The MID Deputy Premier endorsement received on Friday, 3 June 2022.

Ormeau	New Ambulance Station	\$6.5M	Late 2022	Feb-23	Detailed design meetings are still progressing well. Site office establishment is delayed, however there has been no impact to the program due to other program items being progressed in lieu.
Caloundra South	New Ambulance Station	\$5.5M	Jun-24	Apr-24	Awaiting approval outcome of the Revised Project Commencement (Minister's Brief). The Principal Consultant is finalising the tender documentation. QBuild engagement is being progressed to enable the same PM to work concurrently with QAS, QFES and QPS projects for the development of the Caloundra South Emergency Services Precinct.
Burdell	New Ambulance Station and Regional office	\$7.2M	Nov-23	Feb-24	As a result of the Northern Region consultation, enhancements have been made to the SD. The Principal Consultant is finalising all documentation. QBuild will be engaged in the coming weeks to finalise the tender documentation and release process. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval of the Minister. Further delays with the MID process will significantly impact the project program.
Petrie replacement (Lawnton)	New Ambulance Station	\$5.5M	Nov-23	Mid 2024	The Principal Consultant engaged through QBuild is progressing the detailed design. MID Consultation is complete and the summary has been sent to the DSDILGP MID Team for approval from the Minister. Draft MID conditions have been released for QAS review on Friday, 15 July 22. Delays with the MID process have significantly impacted the project program.
Morayfield	New Ambulance Station	\$6.2M	Dec-23	Mid 2024	The Principal Consultant SD phase is progressing and the draft Business Case based on the SD has been prepared for Region stakeholder review. Moreton Bay Regional Council have provided in-principle agreement to the proposed site access arrangements. The Project is Accepted Development and as such planning approval is not required as long as the design complies with the Rural Residential Code.
North Rockhampton	New Ambulance Station replacement and Regional Office	\$5.5M	Jun-23	Feb-24	The SD and tender documentation are being finalised for review by the QAS. Discussions are being undertaken with QFES, Ergon and TMR regarding the location of the new transformer which will service both the QAS and QFES. The Rockhampton Ring Road (RRR) Stakeholder engagement is continuing with Department of Transport and Main Roads (DTMR) and the contractors. Discussions continue regarding the inclusion of the Service Road construction in the RRR project with compensation to be discussed between QAS and DTMR.

DOH DISCLOSURE LOG

Information current as at 25 Jul 2022

QAS-IN-CONFIDENCE

Topic: QAS Performance Update

Lead Area: Queensland Ambulance Service

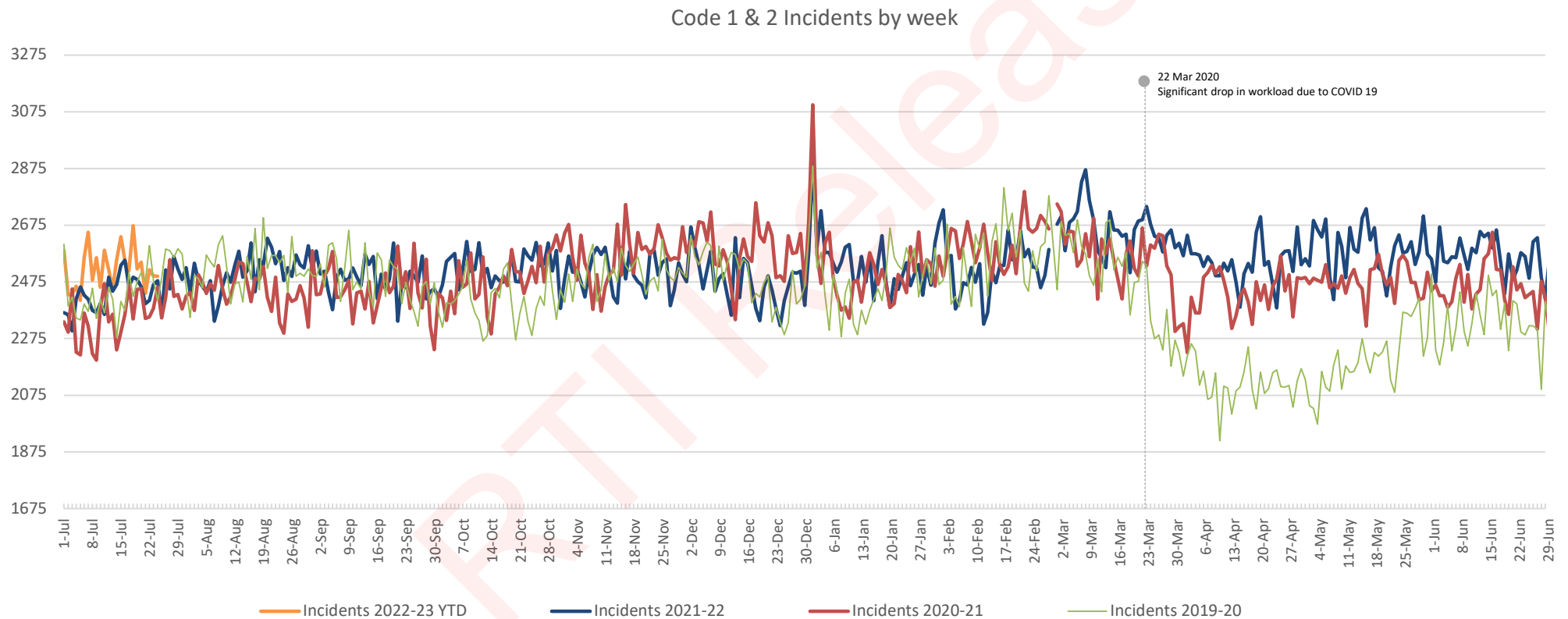
RTI Release

DOH DISCLOSURE LOG

Reporting Periods

- * 2022/23 FYTD - represents the reporting period 1 Jul 2022 to 24 Jul 2022
- * Previous FYTD - represents the reporting period 1 Jul 2021 to 24 Jul 2021
- * Month to Date - represents the reporting period 1 Jul 2022 to 24 Jul 2022

State Demand Growth - 2022/23 YTD and 3 year comparison



State Incident Growth - 2022/23 FYTD

All Codes	0.0% ↑	8 Incidents
Code 1	20.6% ↑	6,175 Incidents
Code 1 and 2	3.7% ↑	2,139 Incidents
Code 3 and 4	-10.6% ↓	-2,136 Incidents

State Incident Growth - 2021/22 FYTD vs 2022/23 FYTD

Incident Count			2021/22	2022/23	Variance	% Change
			YTD	YTD		
State	1	A	965	1,189	224	23.2%
		B	10,322	11,427	1,105	10.7%
		C	18,671	23,517	4,846	26.0%
		Total	29,958	36,133	6,175	20.6%
	2	A	20,431	16,039	-4,392	-21.5%
		B	2,980	2,564	-416	-14.0%
		C	5,003	5,775	772	15.4%
		Total	28,414	24,378	-4,036	-14.2%
	1 and 2	Total	58,372	60,511	2,139	3.7%
	3	A	3,411	3,186	-225	-6.6%
		B	6,577	5,633	-944	-14.4%
		Total	9,988	8,819	-1,169	-11.7%
	4	A	431	297	-134	-31.1%
		B	9,789	8,956	-833	-8.5%
		Total	10,220	9,253	-967	-9.5%
	3 and 4	Total	20,208	18,072	-2,136	-10.6%
	CAS	-	8	13	5	62.5%
ALL		78,588	78,596	8	0.0%	

State - Percentage of Incidents by MPDS Determinant type

Top MPDS Determinant - All Codes	2022/23 FYTD	% of total Incidents	Growth in 1 year	Growth in 5 years
Medically Authorised Transport (MAT)	10,807	13.8%	-38.8%	-32.5%

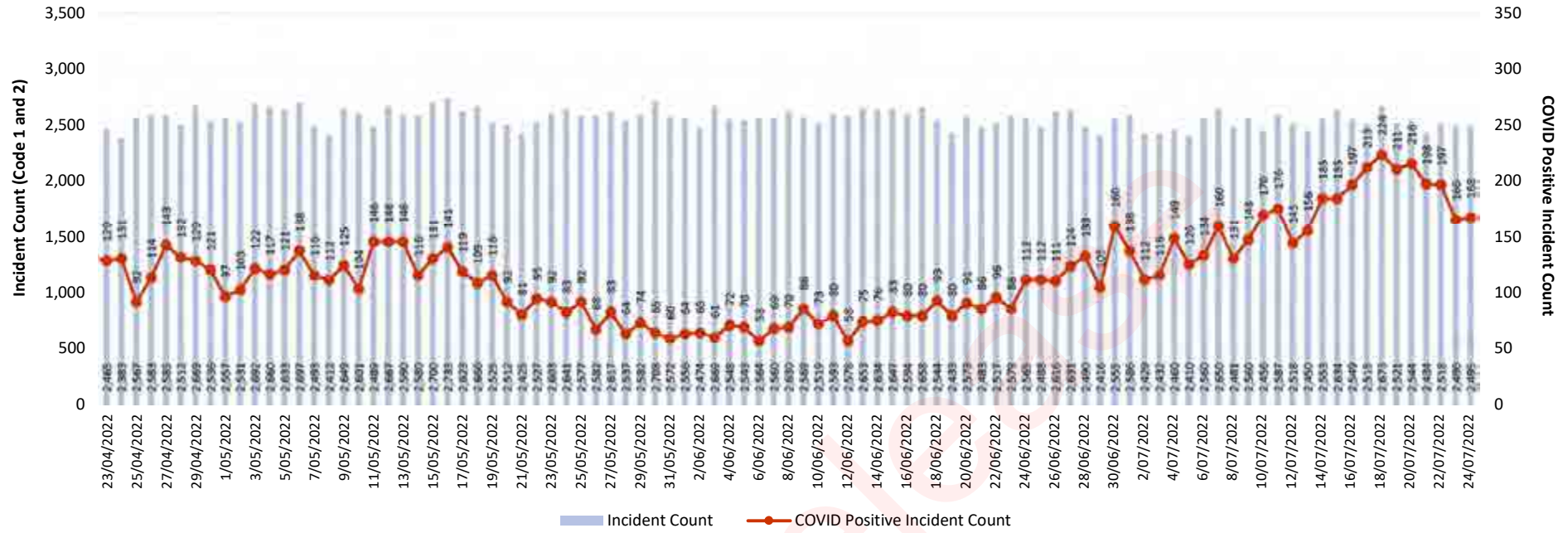
Top MPDS Determinant by Code 1 and 2 Only	2022/23 FYTD	% of Code 1 & 2 Incidents	Growth in 1 year	Growth in 5 years
Sick Person (Specific Diagnosis)	7,817	12.9%	603.6%	36.8%
Breathing Problems	7,326	12.1%	199.8%	69.8%
Chest Pain	7,227	11.9%	108.5%	49.5%
Falls	7,097	11.7%	22.4%	44.5%
Psychiatric / Abnormal Behaviour / Suicide Attempt	3,245	5.4%	0.4%	44.0%
Unconscious / Fainting (Near)	3,151	5.2%	14.3%	35.9%
Interfacility transfer; time sensitive (RED)	2,263	3.7%	-5.7%	10.6%
Abdominal Pain/Problems	2,256	3.7%	-11.1%	8.7%
Traumatic Injuries (Specific)	2,112	3.5%	-12.2%	-11.0%

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

DOH RTI 3906



Percent of COVID Positive Cases by Type

