

# BRISBANE

RTI Release

# 011021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 01/10/2021

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

Vacant 0600-1200hrs - 1200-2200hrs

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:25	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	06:45	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	16:00	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only - By [REDACTED]				OPCENS	Brisbane
4	16:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only - By [REDACTED]				OPCENS	Brisbane
5	16:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only - By [REDACTED]				OPCENS	Brisbane
6	08:30	ACUTE	Reports of bag with medication left in QAS unit.	Incident happened overnight. Maroochydore OIC has checked unit and unable to find bag. CAH ED advised of lost property number.		[REDACTED]	401827	MNT	
7	10:10	ACUTE	SEQ now escalated - experiencing MODERATE hospital delays.	For Information only				OPCENS	Brisbane
8	11:45	ACUTE	OIC Bribie Is. incorrectly recorded as T1 supervisor at logon and placed on pending case. CDS requested OIC to be attached due to clinical presentation of patient.	Checked radio transmission at log on. Officer requested T2. OIC stood down after verifying data.		[REDACTED]	503381	MNT	
9	15:53	ACUTE	LR Activation	Accidental activation - nil duress			501212	MNT	Northgate
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

<b>HOSPITAL STATUS LOG</b>								
<b>Hospital</b>	<b>Status/ Escalation Level</b>	<b>Date Initiated</b>	<b>Time Initiated</b>	<b>Date Changed</b>	<b>Time Changed</b>	<b>Time On Status</b>	<b>Initiated By</b>	<b>Action/Outcome</b>

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501368	MNT		07:10		Deceased on scene	

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE



PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

Were any PTS cases required to be handed over to Acute and was there any impact on Acute?					
Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

**3rd Party Trip Information**

<b>Authorisation No.</b>	<b>LASN</b>	<b>Officer Name(s)</b>	<b>From</b>	<b>To</b>	<b>Reason</b>	<b>Company</b>	<b>Company Auth No.</b>	<b>Quoted Cost</b>	<b>Entered By</b>

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking		Vacant
Acute Call Taking		Vacant
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1500-0000)
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 011021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 01/10/21

OCS:	
OCS:	
CDS (North):	
CDS (South):	vacant from 2200
CDS (State):	
OC:	
SENIOR OPS SUPER(S):	
OPS SUPER(S):	

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	19:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	21:00	ACUTE	Brisbane OpCen escalated	For Information only				OPCENS	Brisbane
4	23:00	ACUTE	Brisbane OpCen assisting Toowoomba OpCen in call taking due to evacuation	information came from State SOS				OPCENS	Brisbane
5	00:00	ACUTE	MAH on bypass nil power	information came from PACH				MST	
6	06:00	ACUTE	Staff shortage in Brisbane OpCen	Nil dispatch meal relief until 1100 then only 1 meals dispatcher				OPCENS	Brisbane
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI



HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI REQUEST

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release



<b>Were any PTS cases required to be handed over to Acute and was there any impact on Acute?</b>					
<b>Incident</b>	<b>LASN</b>	<b>Coding</b>	<b>Time</b>	<b>Reason</b>	<b>Operational Impact</b>

RTI Re

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		till 2200 then vacant
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		till 2230 then
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		Vacant from 1900 ther - Toowoomba C/T from 2300
Acute Call Taking		Vacant till 2030 ther
Acute Call Taking		vacant from 2230
Acute Call Taking		vacant
Acute Call Taking		vacant
Acute Call Taking		vacant
ABOVE CORE ROSTER	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	DAY SHIFT	NIGHT SHIFT
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	DAY SHIFT	NIGHT SHIFT
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	DAY SHIFT	NIGHT SHIFT
POSITION	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS	DAY SHIFT	NIGHT SHIFT
POSITION	NAME & SHIFT TIME	NIGHT SHIFT
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 021021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 02/10/21

OCS:	[Redacted]
OCS:	[Redacted]
CDS (North):	[Redacted]
CDS (South):	1100-2300
CDS (State):	[Redacted]
OC:	[Redacted]
SENIOR OPS SUPER(S):	[Redacted]
OPS SUPER(S):	[Redacted]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:35	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	17:45	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	17:45	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	17:45	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	17:45	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	06:40	ACUTE	Contact from Q3 advising they are operational again from BCP site.	Q5 no longer monitoring Q3 AH PTS or Raft. Q6 advised of TWB Opcen Status.				OPCENS	TWB
7	08:00	ACUTE	Metro North and South STRU units vacant.	SEQ ACUTE advised doing Operational Meeting.				MNT/MST	
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501185	MST		06:45	Welfare check [redacted] no contact for [redacted] and has not presented for work.	Patient located deceased.	[redacted]
501304	MST		09:40	[redacted] located unconscious [redacted].	Patient deceased on scene.	[redacted]

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
[Redacted]	[Redacted] D	Brisbane	[Redacted]	11:00	13:00	02:00	M Sutton	Unable to make contact with [Redacted] by phone. [Redacted] [Redacted] [Redacted]. Conflicting with Rosters and Sheets. Potential Data entry error.	[Redacted]

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
14:45			MNT	North Lakes			PO activation	PSO will contact officer		KW

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South	From 1100	
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside	From 1100	
Meal Relief - Southside	Vacant	
Night Shift Meal Relief		
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking		
Acute Call Taking		Vacant
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		



# 021021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 02/10/21

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



1100-2300 then vacant



MST [redacted] and MNT [redacted]

MST vacant till 0100 the [redacted] and MNT [redacted]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	21:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	17:50	ACUTE	MST OS shift vacant	SOS aware, Pach OS available on road from 0100				MST	
4	00:26	ACUTE	The contact numbers for Energex are around the wrong way in the Softphone	Boss fault form sent - 1800 number is the primary				OPCENS	Brisbane
5	00:00	ACUTE	Brisbane OpCen escalated	For Information only - due to staffing shortage OCS's picking up ICEMS and RAFT's				OPCENS	Brisbane
6	02:30	ACUTE	Notified that at 0230 Rockhampton OpCen will have no call takers	Brisbane OpCen call taker put into AH PTS to pick up none urgent calls				OPCENS	Rocky
7	02:50	ACUTE	Telstra call regarding number of calls pending advise them of situation .	For Information only				OPCENS	Brisbane
8	03:00	ACUTE	Emergency disconnect for call takers due to volume	For Information only				OPCENS	Brisbane
9	03:00	ACUTE	Telstra 000 calling through caller details for calls that were unable to be answered by QAS EMD's due to workload - Call information also being rang through to Brisbane OCS for calls from other regions that are not being answered - emergency disconnected was in place at the time	6 calls in total called through to Brisbane OCS				OPCENS	Brisbane
10	04:00	ACUTE	Moli trace carried out on a Telstra call drop out - unable to make contact with caller	Welfare check carried out on return of Moli trace - unable to locate a patient				OPCENS	Brisbane
11									
12									
13									
14									
15									
16									
17									

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
18									
19									
20									

RTI Release

**HOSPITAL STATUS LOG**

<b>Hospital</b>	<b>Status/ Escalation Level</b>	<b>Date Initiated</b>	<b>Time Initiated</b>	<b>Date Changed</b>	<b>Time Changed</b>	<b>Time On Status</b>	<b>Initiated By</b>	<b>Action/Outcome</b>

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE



PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

Were any PTS cases required to be handed over to Acute and was there any impact on Acute?

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		to 2300 then vacant
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		vacant
Acute Call Taking		vacant
Acute Call Taking		vacant
Acute Call Taking		vacant
Acute Call Taking		vacant
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		1700-0300
Acute Call Taking		1700-0100 then vacant till 0300
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 031021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 3/10/2021

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

MST / MNT

MST / MNT

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:20	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	08:20	ACUTE	BCP Laptop Log On Unsuccessful	Contacted FSG due to being unable to connect to citrix. Previous successful tests have been connected by Wifi, not cellular. Ticket for configuration change and updates entered with support. To be fixed 04/10 - 1231768  FTG will supply temporary laptop for BCP purpose tonight.				OPCENS	Brisbane
3	07:35	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	07:35	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	07:35	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	06:00	ACUTE	Carried over from night brief - SEQ escalated to Extreme at 2305	For Information only	MLT			SEQ	Brisbane
7	06:30	ACUTE	EMD [REDACTED] CAD account has been disabled [REDACTED] is a casual EMD	Reported to FSG, and account activated.				OPCENS	Brisbane
8	06:45	ACUTE	Paramedic vacancy for CHUB. 0800-1800	CHUB Room manager trying to fill shift. Shift filled by CHUB room manager. Reported to State SOS.				OPCENS	CHUB
9	07:00	ACUTE	FCCP vacant from 0600-0900	For Information only				MST	Archerfield
10	07:00	ACUTE	MNT SOS vacant until 1400	For Information only				MNT	
11	07:00	PTS	SEQ PTS Bookings - approx 130 requests still to be processed for this week (04-11/10)	Various EMD's allocated to process emails/faxes when 000 workload allows.  59 outstanding requests.	MLT			OPCENS	SEQ PTS
12	13:23	ACUTE	SEQ De-escalated to normal operations	For Information only	MLT/BH			SEQ	Brisbane



Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
13	15:35	ACUTE	CAD session froze. EMD reports once per shift her CAD freezes. Server POLCADA30	Board picked up by alt EMD. Restart and connected with different server. Reported to FSG for investigation.				OPCENS	Brisbane
14									
15									
16									
17									
18									
19									
20									

RTI Release



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
504391	MNT		09:20	C/O back inj	Compression force injury. Helo assessed and unable to transport. Road transport to RBH	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501266	MST		12:52		Unworkable arrest	

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
12:50		Refer case	MST	refer case	refer case		bystander initiated CPR under instruction, QAS attended, continued CPR - deceased on scene	PSO to follow up	PSO Email	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By
12:35	MST			QAS Vehicle parked across driveway	Complaint form submitted to Metro South SOS via email	NFA for OpCen, referred to LASN SOS		BH/MLT

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLI	Incident Address	Stated Problem/Incident	Entered By



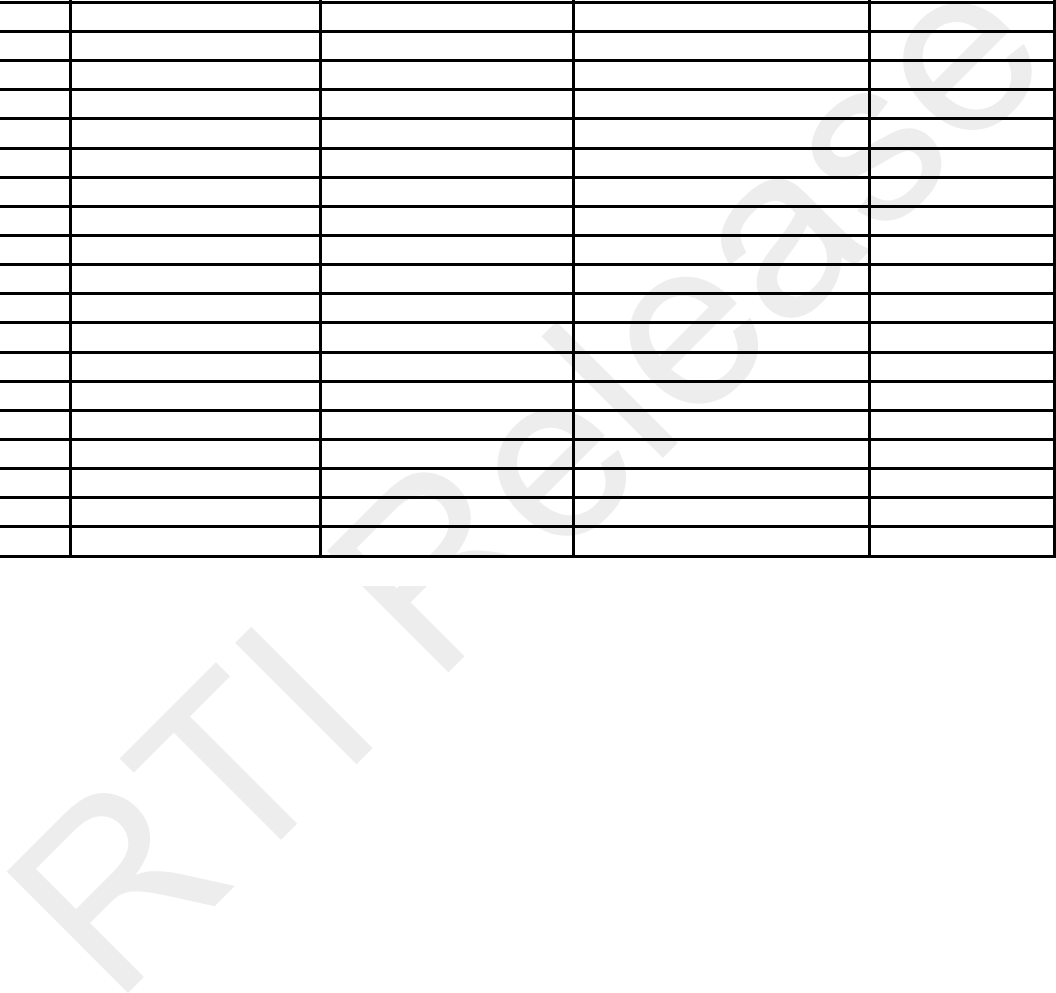
Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

Were any PTS cases required to be handed over to Acute and was there any impact on Acute?					
Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By



<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		1000-2200
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)	>1100 L	
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		(1700-0300)
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	NIGHT SHIFT
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

### 031021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 3/10/2021

OCS:	[REDACTED]
OCS:	[REDACTED]
CDS (North):	[REDACTED]
CDS (South):	VACANT
CDS (State):	[REDACTED]
OC:	[REDACTED]
SENIOR OPS SUPER(S):	MST [REDACTED] - MNT [REDACTED]
OPS SUPER(S):	MST [REDACTED] - MNT [REDACTED]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	20:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	19:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	18:47	ACUTE	SEQ Escalated to moderate pressure	For Information only				SEQ	Brisbane
4	23:30	ACUTE	SEQ Escalated to estreme pressure	For Information only				SEQ	Brisbane
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI

### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



[Back To Main Page](#)

How many cases were upgraded or downgraded during the shift?						
LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE



<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		VACANT
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		> 0000 0000-0630
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	DAY SHIFT	NAME, TIMES & OPCEN
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	DAY SHIFT	NAME, TIMES & OPCEN
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	DAY SHIFT	NAME & SHIFT TIME
POSITION	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		(1500-0100)
Acute Call Taking		(1500-0100)
Acute Call Taking		(1100-2300)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS	DAY SHIFT	NAME & SHIFT TIME
POSITION	NAME & SHIFT TIME	NAME & SHIFT TIME
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 041021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 04/10/2021

OCS:

[Redacted]

OCS:

[Redacted]

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

[Redacted] (MST), [Redacted] (MNT)

OPS SUPER(S):

[Redacted] (MST), [Redacted] (MNT)

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:00	ACUTE	BCP Print	For Information only			501137	OPCENS	Brisbane
2	07:08	ACUTE	BCP Laptop Log On Successful CAD Server: KEDCADQASCXA09	For Information only				OPCENS	Brisbane
3	07:30	ACUTE	Cairns OpCen BCP Radio Link Test Successfully completed by EMD T Cuffe	For Information only				OPCENS	Brisbane
4	07:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successfully completed by EMD T Cuffe	For Information only				OPCENS	Brisbane
5	07:30	ACUTE	Townsville OpCen BCP Radio Link Test Successfully completed by EMD T Cuffe	For Information only				OPCENS	Brisbane
6	06:00	ACUTE	Carried over from night shift - SEQ escalated to Extreme as at 2330	For Information only				SEQ	Brisbane
7	07:35	ACUTE	Nil crew allocated to Boondall Vacc Clinic on worksheets.	MN SOS advised crew to be allocated - showing on worksheets as Deception Bay BAU crew			936308	MNT	Brisbane
8	08:50	ACUTE	SEQ de-escalated - now at NORMAL hospital delays.	For Information only				SEQ	Brisbane
9	09:30	ACUTE	MST escalated to Moderate	For Information only				MST	Brisbane
10	09:35	ACUTE	Internet blocked websites required for access - ie barge timetables for Island cases	FSG advised - are aware of issue and has added to open ticket				OPCENS	Brisbane
11	11:00	ACUTE	SEQ escalated to moderate	For information only				MNT/MST	Brisbane
12	12:15	ACUTE	Console 3531 auto-pop for ECT not occurring	Reported to FSG, advised to restart softphone, when not successful, recommended OCS to restart CC Pulse console - issue resolved				OPCENS	Brisbane
13	12:50	ACUTE	Force entry at [REDACTED] for welfare check	Patient located at Gold Coast - Window able to be secured - BAS not required		1 [REDACTED]	501215	OPCENS	Brisbane
14	15:15	ACUTE	Problem description not populating into CAD audit trail x 2 cases identified	FSG advised		1 [REDACTED]		OPCENS	Brisbane
15									
16									

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
17									
18									
19									
20									

RTI Release

### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome
GPH	Redirection	04/10/21	12:30				GPH	

Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501169 507246	MST		07:13	<b>Case:</b> [REDACTED] - South Brisbane - Reports of a factory fire. Nil further details. <b>Response:</b> Bravo Crew, SOS	<b>S/R:</b> Contained factory fire. QFES in BA. <b>Outcome:</b> Nil pts transported.	

Were there any Significant Patient Care/Clinical Issues (high acuity cases)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501103 501107 506111 505086	MST		07:00	<b>Case:</b> [REDACTED] - West End - Case initially given as [REDACTED] > QPS on scene > ACID / OIL burns [REDACTED] <b>Response:</b> Initially Bravo Crew, HARU on change of details.	<b>S/R:</b> GS15. Large area of burns [REDACTED]. <b>Outcome:</b> Tx Code 1 to RBH	
501172 501173 508006 506415 506111	MNT		17:15	<b>Case:</b> [REDACTED] - Caboolture - 3x VEH RTC, 1x vehicle rollover. <b>Response:</b> Bravo S/O, Bravo Crew, LARU, CCP, HARU	<b>S/R:</b> All patients extricated. ?Nil obvious injuries. <b>Outcome:</b> Nil final sitrep on shift handover	

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501183 506175 991064	MNT		06:52	<b>Case:</b> [REDACTED]. Can't feel pulse > CPR in progress. <b>Response:</b> Bravo Crew, STRU, CCP	<b>S/R:</b> Pt Neg. <b>Outcome:</b> QPS required.	
503347, 936336, 8500	MST		07:37	<b>Case:</b> [REDACTED] DIB, Weakness, [REDACTED] <b>Response:</b> [REDACTED] phoned RSQ direct to activate Helo prior to pt arrival	<b>S/R:</b> Cardiac arrest on arrival at [REDACTED] <b>Outcome:</b> Pt Signal 4	


**Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

**Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI Re





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
16:50			MST	Durack			Priority One activated	Priority One	MS SOS	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide	(OT)	
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern	(0630-1100) (1100-1830)	
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside	(0630-1700) (1700-1830)	(0700-1700)
Meal Relief - Northside	(0600-1600)	
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	(2 hrs OT)	
Acute Call Taking	(2 hrs OT)	
Acute Call Taking	(OT)	
ABOVE CORE ROSTER	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		(OT)
Acute Call Taking		(OT)
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	DAY SHIFT	NIGHT SHIFT
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	DAY SHIFT	NIGHT SHIFT
POSITION	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking	(0700-1700)	(0900-2100)
Acute Call Taking	(0730-1830)	(1100-2300)
Acute Call Taking	(0730-1930)	(1400-0100)
Acute Call Taking		(1400-0200)
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS	DAY SHIFT	NIGHT SHIFT
POSITION	NAME & SHIFT TIME	NAME & SHIFT TIME
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		



# 041021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 04/10/2021

OCS:	
OCS:	
CDS (North):	
CDS (South):	
CDS (State):	
OC:	
SENIOR OPS SUPER(S):	(MST) (MNT)
OPS SUPER(S):	(MST) (MNT)

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI

**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

[Back To Main Page](#)

How many cases were upgraded or downgraded during the shift?						
LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

Staffing Issues (Late Log Ons/ Late Shift Starts)

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI



COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern		>0000:
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		>0300
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		1700-0300
Acute Call Taking		1700-0500
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

051021 DAY OPCEN BRIEF



QUEENSLAND AMBULANCE SERVICE  
OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 05/10/21

OCS:

OCS:

CDS (North):

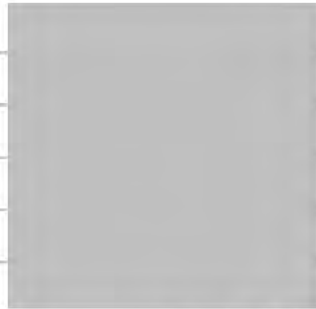
CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



(MNT) (1100-2300), (MST)

(MNT) MST Vacant

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:36	ACUTE	BCP Print	For Information only	JW			OPCENS	Brisbane
2	09:05	ACUTE	BCP Laptop Log On Successful	For Information only	JW			OPCENS	Brisbane
3	08:55	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	KB			OPCENS	Brisbane
4	08:55	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	KB			OPCENS	Brisbane
5	08:55	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	KB			OPCENS	Brisbane
6	10:16	ACUTE	Metro South escalated to moderate	For Information only	JW			MST	Brisbane
7	11:07	ACUTE	SEQ escalated to moderate	For Information only	JW			MNT & MST	Brisbane
8	14:00	ACUTE	Request from MN and MS SOS to provide 1 Acute unit to assist with PTS workload until 1700. 501471 and 501133 provided by Acute.	For Information only	KB			MNT & MST	Brisbane
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									





<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



Staffing Issues (Late Log Ons/ Late Shift Starts)

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

<b>COMPLAINTS</b>								
<b>Time</b>	<b>LASN</b>	<b>Complainant's Name</b>	<b>Phone Number</b>	<b>Description</b>	<b>Action Taken/Reported To</b>	<b>Further Action Required</b>	<b>Summary</b>	<b>Entered By</b>

<b>FALSE CALLS</b>								
<b>Time</b>	<b>LASN</b>	<b>Incident</b>	<b>Callers Phone No</b>	<b>Callers Name As per CLI</b>	<b>Address of Caller As Per CLi</b>	<b>Incident Address</b>	<b>Stated Problem/Incident</b>	<b>Entered By</b>

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI Re



<b>3rd Party Trip Information</b>									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	NIGHT SHIFT
OCS - Day Support Shift		
Acute Call Taking	(0630-1630)	
Acute Call Taking		(1430-0030)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	DAY SHIFT	NIGHT SHIFT
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	DAY SHIFT	NIGHT SHIFT
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	DAY SHIFT	NIGHT SHIFT
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking	(0630-1630)	(1000-2200)
Acute Call Taking	(0730-1830), (0630-1630)	(1000-2200)
Acute Call Taking		(1000-2200)
Acute Call Taking		(1100-2200)
Acute Call Taking		(1200-0000)
Acute Call Taking		(1700-0000)
STAFF ALLOCATED TO SEQ PTS	DAY SHIFT	NIGHT SHIFT
POSITION	NAME & SHIFT TIME	NIGHT SHIFT
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 051021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 5/10/2021

OCS:

OCS:

CDS (North):

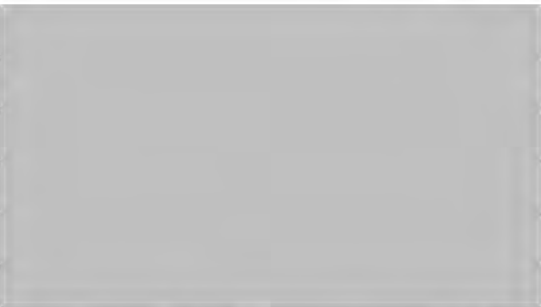
CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



(MST) (MNT)

(MNT), MST Vacant

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI

**HOSPITAL STATUS LOG**

<b>Hospital</b>	<b>Status/ Escalation Level</b>	<b>Date Initiated</b>	<b>Time Initiated</b>	<b>Date Changed</b>	<b>Time Changed</b>	<b>Time On Status</b>	<b>Initiated By</b>	<b>Action/Outcome</b>

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501132 507087	MST		19:53	<b>Case:</b> ██████████ - House fire. <b>Response:</b> Bravo crew, SOS	<b>S/R:</b> 1x patient assessed for smoke inhalation. <b>Outcome:</b> Nil transport of patient. Remained on scene while QFES in BA.	

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
601458 506035	MST		23:19	<b>Case:</b> ██████████. Chest infection sats 28%. <b>Response:</b> Bravo crew, CCP	<b>S/R:</b> CPR in progress. <b>Outcome:</b> DNR in place. CPR ceased.	

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


RTI Release





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

## 3rd Party Trip Information

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3501 dispatch		
OCS - 3502 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		2030-0730
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
OCS - Day Support Shift		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		



# 291021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 29/10/21

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

(MNT), (MST)

(MNT), (MST)

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	07:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	12:10	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:30	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	07:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	08:30	ACUTE	Townsville OpCen BCP Radio Link - Unsuccessful Link down	Troubleshooting completed - unable to resolve				OPCENS	Brisbane
6	09:00	ACUTE	Repatriation Flight due at 1110	Case created, units logged and changed to dedicated channel				OPCENS	Brisbane
7	10:00	ACUTE	Townsville OpCen BCP Radio Link - Still unable to transmit	OpCen SOS advised, NOC advised and have escalated. Transmission fault Ref: SNI2216508				OPCENS	Brisbane
8	12:30	ACUTE	Repatriation Flight case completed. 1 patient transported.	Crews returned to BAU				OPCENS	Brisbane
9	15:00	ACUTE	Townsville OpCen BCP Radio Link - Still unable to transmit	OpCen SOS advised may take up to 5 days to resolve issue - Brisbane OpCen unable to be BCP for Townsville Radios until resolved				OPCENS	Brisbane
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501322 506302	MST		08:19	DOOLANDELLA -	<b>ACTION:</b> CCP + ACP ATTACHED. <b>SITREP:</b> SIG <b>OUTCOME:</b> REFERRED TO QPS	CDS
501207 506083	MNT		08:17	- DECEASED	<b>ACTION:</b> CCP + ACP ATTACHED. <b>SITREP:</b> SIG <b>OUTCOME:</b> REFERRED TO QPS	CDS

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


RTI Release





Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE



PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

<b>COMPLAINTS</b>								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

<b>FALSE CALLS</b>								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside	(0630-1630)	
Meal Relief - Southside	(0500-1700)	
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>Z</b>
OCS - 3501 Dispatch		
Acute Call Taking	(0630-1630)	
Acute Call Taking	(0700-1600)	
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking	(0700-1600)	(1300-0000)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

### 291021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 29/10/21

OCS:	
OCS:	
CDS (North):	
CDS (South):	
CDS (State):	
OC:	
SENIOR OPS SUPER(S):	(MNT) / (MST)
OPS SUPER(S):	(MNT) / (MSt)

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	20:27	ACUTE	BCP Print	For Information only			501308	OPCENS	Brisbane
2	20:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	18:44	ACUTE	Townsville OpCen BCP Radio Link still down.	Will take 5 days to get fixed. If Townsville Opcen call that their radios are down, they are to goto their BCP as Brisbane Opcen link is also down.				OPCENS	Brisbane
4	00:00	ACUTE	Nine code 1 cases pending. Longest is 29minutes. Twenty four code 2 cases pending. Longest is 1.5hrs.	Low on road resources.				OPCENS	Brisbane
5									
6	01:52	ACUTE	Call from MN OS. 501365 PT had a second seizure in the ambulance. [REDACTED] [REDACTED] [REDACTED]	Crew to be out of service to get paperwork complete and self debrief for a short period				MNT	Brisbane
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									



### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Were there any Significant Patient Care/Clinical Issues (high acuity cases)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
506083/ 506111/ 501155	MNT		20:02	█ - GSW to neck/head	Transported code 1 to █	█
507352/ 501235/ 506035	MNT		20:23	█ Motorcycle RTC	Pt GCS14 - Code 1 to █	█
506035/ 506111/ 501172/ 507087	MNT		22:39	█ Ped vs car	Pt stable, FAST negative. Code 2 to █	█
501368/ 506111	MNT		23:16	█ stabbed	Conscious Pt - single stab wound - Code 1 to █	█
501148 506422 506111 507322	MSt		04:36	<b>Case:</b> █ - Reports Car vs Bicycle. <b>Response:</b> Bravo Crew, CCP, HARU, OS	<b>S/R:</b> GCS15. Talking to QPS on arrival. ?Minor injuries.  <b>Outcome:</b> Tx Code 2 to	PL

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
502545/ 506337	MST		00:03	Parkinson - █ ? Arrest. CPR commenced.	Pt signal 4 - QPS required.	█
501151 501552 506084 506111 507332	MSt		04:54	<b>Case:</b> █. Unconscious, Not breathing. CPR in progress. <b>Response:</b> Bravo Crew x2, CCP, HARU, OS	<b>S/R:</b> CPR in progress.  <b>Outcome:</b> CPR terminated. Pt Neg. QPS on scene.	PL

--	--	--	--	--	--	--

**Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

**Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI Release

[Back To Main Page](#)

How many cases were upgraded or downgraded during the shift?

LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

**Staffing Issues (Late Log Ons/ Late Shift Starts)**

<b>Officer(s)</b>	<b>Unit</b>	<b>Station / OpCen</b>	<b>LASN</b>	<b>Shift Start</b>	<b>Logged On / Started Shift</b>	<b>Early / Late by</b>	<b>Authorised By?</b>	<b>Reason Needed or Given / Operational Impact</b>	<b>Entered By</b>

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By



**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

<b>Incident</b>	<b>LASN</b>	<b>Coding</b>	<b>Time</b>	<b>Reason</b>	<b>Operational Impact</b>

RTI RE

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		1900-0700
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
OCS - 3501 Dispatch		
Acute Call Taking		1300-0000
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		1700-0500
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

301021 DAY BRISBANE OPCEN BRIEF.xlsm



# QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 30/10/2021

OCS:	
OCS:	
CDS (North):	
CDS (South):	
CDS (State):	
OC:	
SENIOR OPS SUPER(S):	MNT [ ] / MST [ ]
OPS SUPER(S):	MNT [ ] / MST [ ]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:10	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	08:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:50	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	07:50	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	06:50	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Transmission link failure issue resolved				OPCENS	Brisbane
6	11:00	ACUTE	Donning and Doffing station at RBH has been removed.	RBH ED have provided short term solution until resolved. MNT SOS working with CHUB.				MNT	
7	11:45	ACUTE	SEQ now escalated - experiencing EXTREME hospital delays.	For Information only				OPCENS	Brisbane
8	13:30	ACUTE	Radio Notification - Severe Weather event expected, please drive to conditions and notify Opcen of any lights out / damage or impassable roads.	For Information only				OPCENS	Brisbane
9	14:00	ACUTE	Officer has not had a 10 hour break since 0130 29/10. has been attached to 15 jobs.	MST SOS and ROC advised. SMS sent to potential officers to ensure Officer gets 10 hour break either tonight or tomorrow day. Potential fatigue issue.			501529	MST	
10	15:30	ACUTE	Console 3533 not logging into CAD	Troubleshooting not successful. Reported Ref #				OPCENS	Brisbane
11	15:55	PTS	Officer has put 95 Unleaded in Sedan and is unable to pay for it with fuel card.	MST SOS advised and will arrange payment at fuel station.			560519	MST	Sunnybank Hills
12	17:00	ACUTE	Console 3533 now functional	Hung session issue resolved				OPCENS	Brisbane
13									
14									
15									
16									
17									
18									
19									

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
20									

RTI Release

**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

[Back To Main Page](#)

**How many cases were upgraded or downgraded during the shift?**

LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE



3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	Vacant	
ABOVE CORE ROSTER	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - 3501 Dispatch		
Acute Call Taking		
Acute Call Taking	(1000-2000)	
Acute Call Taking	(1000-2200)	
Acute Call Taking	Vacant	
Acute Call Taking		
Acute Call Taking		(1600-2400)
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		(1400-0200)
Acute Call Taking		(1400-0200)
Acute Call Taking		
Acute Call Taking		(1830-0430)
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
POSITION	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS	NAME & SHIFT TIME	NAME & SHIFT TIME
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

### 301021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 30/10/21

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



II

MN [redacted] /MS [redacted]

MN [redacted] /MS [redacted]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:50	ACUTE	BCP Print	For Information only	S.H		601617	OPCENS	Brisbane
2	19:35	ACUTE	BCP Laptop Log On Successful	For Information only	S.H			OPCENS	Brisbane
3	18:45	ACUTE	officer has a fatigue score of 16.	MS SOS advised to send a single officer from south Brisbane across to pair up for the night. Sending 0700 logon full crew across to relieve  officer in the morning.	S.H			OPCENS	Brisbane
4	12:55	ACUTE	Telstra Victoria called. Saw that calls were pending for up to 6mins. Requesting to impliment 4min rule.	Advised to not impliment the 4min d/c rule and revise at 0200. Call takers are catching up on calls efficiently in Brisbane.	S.H			OPCENS	Brisbane
5	01:06	ACUTE	Adelaide Telstra called. They have implimented 4min d/c rule.	Adelaide telstra will call through with contact number and address with whatever details they can get after d/c. Emergency disconnected activated.	S.H			OPCENS	Brisbane
6	01:20	ACUTE	Bay & South dispatch boards merged	resulted in 1x additional call taker due to increased call volume @ 0120 - 333 triple 0 calls presented - MN & MS OS's informed	KP			OPCENS	Brisbane
7	04:08	ACUTE	Called Telstra and they advised that the 4min rule was canceled.	Advised Opcen SOS and canceled Emergency Disconnect.	S.H			OPCENS	Brisbane
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501237 906066 507352	MNT		02:32	<p><b>Case:</b> ██████████ - From QFES &gt; House fire ?persons inside. Nil further details.</p> <p><b>Response:</b> Delta S/O, SOCC OS, MN OS, HARU</p>	<p><b>S/R:</b> 3x Houses fully involved. Multiple QFES units on scene, staff in BA. Unk if anyone located in buildings due to strength of fire.</p> <p><b>Outcome:</b> Nil pts transported. Case still continuing at shift handover.</p>	PL
606185	MNT	1 ██████████	02:56	<p><b>Case:</b> ██████████ - Couch / Balcony on fire.</p> <p><b>Response:</b> CCP POD</p>	<p><b>S/R:</b> 1x ██████████ pt. Minor burns. Bravo Unit req. Code 2.</p> <p><b>Outcome:</b> ██████████.</p>	PL

Were there any Significant Patient Care/Clinical Issues (high acuity cases)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501124 506083 506111 507494	MNT		18:53	<p><b>Case:</b> ██████████ 06 - ██████████ - Case initially ██████████ on road, Unconscious, Not Breathing ?RTC. Further details, ██████████.</p> <p><b>Response:</b> CCP Crew, CCP Pod, HARU, OS</p>	<p><b>S/R:</b> ██████████. GCS3. Vitals WNL.</p> <p><b>Outcome:</b> Tx Code 2 to ██████████</p>	PL
501223 501245 501495 502538 507352	MNT		23:04	<p><b>Case:</b> ██████████ - RTC, field initiate. 3x VEH RTC on Bruce Hwy,</p> <p><b>Response:</b> 2x Bravo Units, OS</p>	<p><b>S/R:</b> High mech rtc. 100km/hr into stationary veh. 3x pts requiring C-Spine precautions due to speed.</p> <p><b>Outcome:</b> 1x Code 2 to ██████████ 2x Code 2 to ██████████</p>	PL
501264 501237 506084 506111	MNT		23:58	<p><b>Case:</b> ██████████. Stabbing ██████████</p> <p><b>Response:</b> Bravo Unit x2, CCP, HARU</p>	<p><b>S/R:</b> Confirmed stab wounds. GCS15. Tachy @ 120. Strong pulses.</p> <p><b>Outcome:</b> Tx Code 2 to ██████████</p>	PL

936320 506112 507352	MNT		00:00	<b>Case:</b> [REDACTED] . [REDACTED] d stab wound [REDACTED] <b>Response:</b> Bravo Unit, CCP, OS	<b>S/R:</b> GCS15, [REDACTED] <b>Outcome:</b> Tx Code 2 to [REDACTED]	PL
----------------------------	-----	--	-------	--	---	----

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		1830-0430
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
OCS - 3501 Dispatch		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		1300-2300
Acute Call Taking		t
Acute Call Taking		1400-0200
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		



### 311021 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 31/10/21

OCS:	
OCS:	
CDS (North):	
CDS (South):	
CDS (State):	
OC:	
SENIOR OPS SUPER(S):	MNT [ ] & MST [ ]
OPS SUPER(S):	MNT [ ] & MST [ ]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	07:00	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	09:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:30	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only - carried out by [REDACTED]				OPCENS	Brisbane
4	08:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only - carried out by [REDACTED]				OPCENS	Brisbane
5	08:30	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only - carried out by [REDACTED]				OPCENS	Brisbane
6	08:05	ACUTE	SEQ escalated to extreme	For Information only				OPCENS	Brisbane
7	07:00	ACUTE	Down 7 call takers in Brisbane OpCen	For information only				OPCENS	Brisbane
8	12:00	ACUTE	Brisbane OpCen off escalation	For information only				OPCENS	Brisbane
9	15:09	ACUTE	SEQ de-escalated to normal pressure	For information only				OPCENS	Brisbane
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



Staffing Issues (Late Log Ons/ Late Shift Starts)

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
	unknown	as per case details	MNT			Physical Violence	officer bitten	SOS	
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
YES	09:11		PEER SUPPORT	NON-EXISTENT					
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI R

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
09:30		As per PSO Email	MST			Single Vehicle RTC male deceased on scene	Priority One Activated	Priority One	MS SOS on scene	JW

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI



COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI Re

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern	till 1500 then	
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	vacant	
Acute Call Taking	vacant	
Acute Call Taking	vacant	
Acute Call Taking	vacant	
Acute Call Taking		
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
OCS - 3501 Dispatch		
Acute Call Taking	vacant after 1500	
Acute Call Taking	vacant till 1100	1200-0000
Acute Call Taking	till 1500 then vacant	1300-2300
Acute Call Taking	vacant	
Acute Call Taking	vacant	
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

### 311021 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 31/10/21

OCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

MNT / MST

MNT / MST

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:10	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	19:25	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
01:00			MNT	D. Bay				PSO MNT	PSO MNT	
01:00			MNT	Caboolture				PSO MNT	PSO MNT	
01:00			MNT	North Lakes				PSO MNT	PSO MNT	
01:00			OPCENS	Brisbane				PSO MNT	PSO MNT	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE



3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		Vacant
Acute Call Taking		Vacant
Acute Call Taking		Vacant
Acute Call Taking		Vacant
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
OCS - 3501 Dispatch		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1300-2300)
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 011121 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 01/11/21

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



MT NTH

MT Sth

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	07:45		BCP Print	For Information only		1		OPCENS	Brisbane
2	07:50		BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:00		Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	08:00		Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	08:00		Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	10:20		SE Escalated moderate	Info only					
7	12:00		sE Escalated extreme	Info only					
8	16:08		QAS unit attending female pt inferior stemi CCP onboard. Crew advised side swiped by semi trailer after departing scene/ Nil injuries reported from RTC - crew cont code 1 to [REDACTED] due to pt medical condition.	QPS notified/SOS advised of case.		[REDACTED]	[REDACTED]	MNT	Cab
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

<b>COMPLAINTS</b>								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

<b>FALSE CALLS</b>								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLI	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

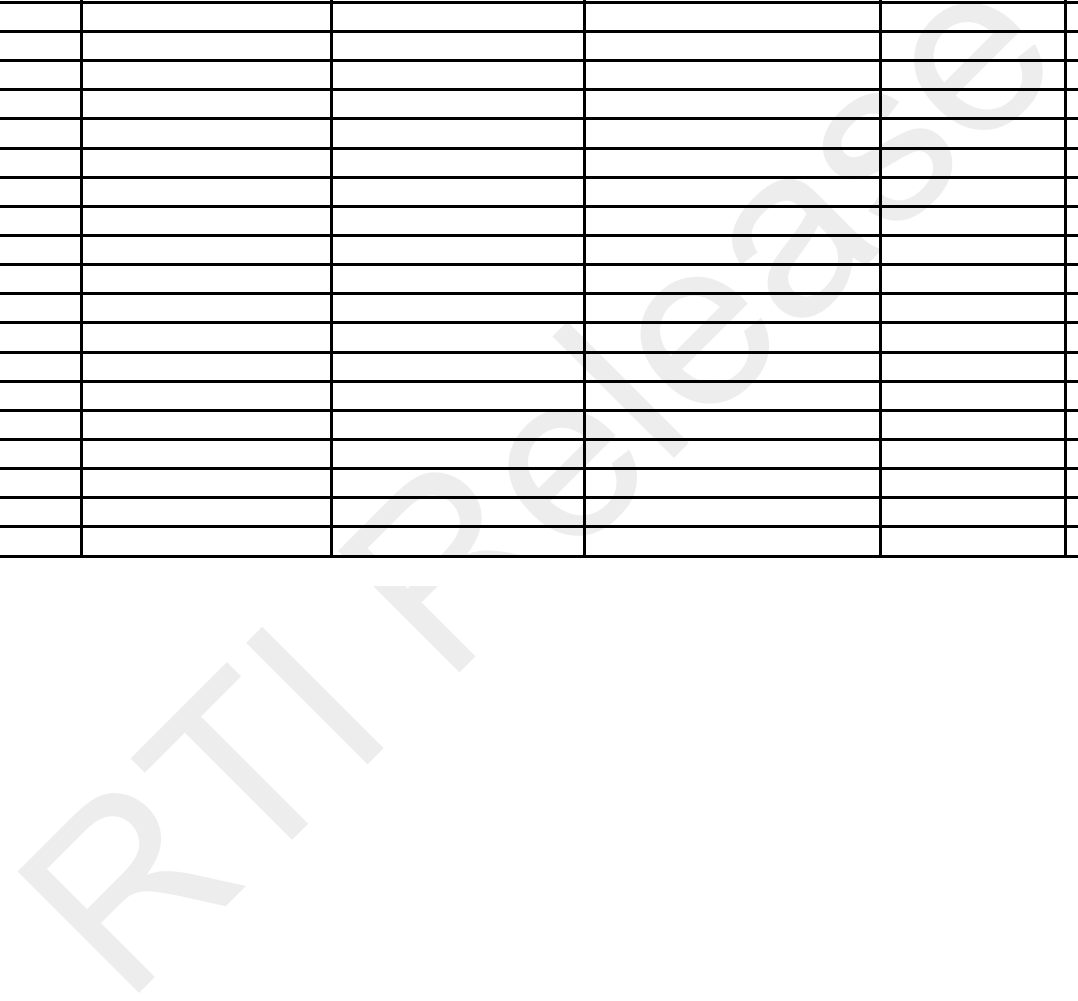
**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By



<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1400-2400hrs
OCS - 3501 Dispatch		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SHIFT	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	DAY SHIFT	NIGHT SHIFT
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF	DAY SHIFT	NIGHT SHIFT
POSITION	DAY SHIFT	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS	DAY SHIFT	NIGHT SHIFT
POSITION	NAME & SHIFT TIME	NAME & SHIFT TIME
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 011121 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 01/11/21

OCS:	[REDACTED]
OCS:	[REDACTED]
CDS (North):	Vacant
CDS (South):	Vacant
CDS (State):	Vacant
OC:	[REDACTED]
SENIOR OPS SUPER(S):	[REDACTED]
OPS SUPER(S):	[REDACTED]



Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	18:00	ACUTE	sent home by SOCC due to illness	Maroochydore CDS will assist with covering vacancy - No CDS in Brisbane or virtual					Brisbane
3	00:30	PTS	LR received - 562512	Confirmed accidental activation.			562512	MST	Carina
4	00:50	PTS	Patient still waiting at  to be taken home after	PTS crew attended  at 1750 and was advised patient was making her own way home. Case closed QAS SNR. ACUTE facilitating transport home.				OPCENS	Spring Hill
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501195	OPCENS		01:00	██████████ - Unk aged ██████ found with ██████ after jumping ~40m off bridge. GCS 13/14 upon arrival/ Tx to ██████	CCP/HARU/SOS attended.	█████

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

<b>COMPLAINTS</b>								
<b>Time</b>	<b>LASN</b>	<b>Complainant's Name</b>	<b>Phone Number</b>	<b>Description</b>	<b>Action Taken/Reported To</b>	<b>Further Action Required</b>	<b>Summary</b>	<b>Entered By</b>

<b>FALSE CALLS</b>								
<b>Time</b>	<b>LASN</b>	<b>Incident</b>	<b>Callers Phone No</b>	<b>Callers Name As per CLI</b>	<b>Address of Caller As Per CLi</b>	<b>Incident Address</b>	<b>Stated Problem/Incident</b>	<b>Entered By</b>



**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - 3502 Room Supervisor		
OCS - 3501 Room/Calltaker		
CDS - Brisbane North		Vacant
CDS - Brisbane South		Vacant
CDS - Virtual/Statewide		Vacant
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern		(1700-0630)
Central 2 (Central Nightshift)		
Central 1		
South		(1700-0300) (0300-0630)
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		&
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		&
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
OCS - 3501 Dispatch		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 211121 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 21/11/21

SOCS:

OCS:

CDS (North):

(0600-1200)  
(1200-2200)

CDS (South):

CDS (State):

Vacant (0600-1200)  
(1200-1800)

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:49	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	07:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:00	ACUTE	Cairns OpCen BCP Radio Link Test Successfully completed by EMD	For Information only				OPCENS	Brisbane
4	07:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successfully completed by EMD	For Information only				OPCENS	Brisbane
5	07:00	ACUTE	Townsville OpCen BCP Radio Link Test Successfully completed by EMD	For Information only				OPCENS	Brisbane
6	06:00	ACUTE	SEQ Escalated to Moderate - carried over from 2105 20/11/21	For Information only				SEQ	
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Were there any Significant Patient Care/Clinical Issues (high acuity cases)?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501547 506175	MST		10:40	<b>Case:</b> ██████████ - ██████████ Obvious death. Pt ██████████ ██████████. <b>Response:</b> Bravo, CCP Crew	<b>S/R:</b> Pt Neg.. <b>Outcome:</b> QPS on scene.	PL
501293 601444 501305	MST		13:42	<b>Case:</b> ██████████ Initial complaint suicidal ██████████. <b>Response:</b> Bravo Crew x3, CCP Crew	<b>S/R:</b> GCS15. Walking / talking. QPS on scene. <b>Outcome:</b>	PL
501378 501073 506047	MST		14:02	<b>Case:</b> ██████████ Case given as seizure. <b>Response:</b> Bravo Crew	<b>S/R:</b> CPR in progress. CCP / second crew attached <b>Outcome:</b>	PL
601421 506292	MST		14:31	<b>Case:</b> ██████████. Witnessed arrest. CPR in progress. AED on scene. <b>Response:</b> Bravo Crew	<b>S/R:</b> CPR in progress. CCP / second crew attached <b>Outcome:</b> ROSC. Code 1 to PAH	PL
501063 501147 506316 506422 507332	MST		15:10	<b>Case:</b> ██████████ > CPR in progress. <b>Response:</b> Bravo Crew x2, OIC, F/CCP, OS	<b>S/R:</b> CPR in progress. <b>Outcome:</b> Pt Neg. QPS advised.	PL



--	--	--	--	--	--	--

**Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

**Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.**

Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI Release



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
██████████		Brisbane	██████████	06:30	07:40	01:10		Slept through alarm - ██████████ ██████████	██████████

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI REQUEST

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
16:00			MST/LASN16	Brisbane			MST PSO advised.	To be contacted by MST PSO.	MST PSO Group.	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

<b>COMPLAINTS</b>								
<b>Time</b>	<b>LASN</b>	<b>Complainant's Name</b>	<b>Phone Number</b>	<b>Description</b>	<b>Action Taken/Reported To</b>	<b>Further Action Required</b>	<b>Summary</b>	<b>Entered By</b>

<b>FALSE CALLS</b>								
<b>Time</b>	<b>LASN</b>	<b>Incident</b>	<b>Callers Phone No</b>	<b>Callers Name As per CLI</b>	<b>Address of Caller As Per CLi</b>	<b>Incident Address</b>	<b>Stated Problem/Incident</b>	<b>Entered By</b>

<b>Aeromedical Response Requests (Notification / Activation / Escalation Matrix)</b>											
<b>Time</b>	<b>Incident</b>	<b>MPDS Determinant</b>	<b>Code</b>	<b>Primary/ IFT</b>	<b>Approved Yes/No</b>	<b>Provide details on all requests</b>	<b>Enter the reason given for declining/deviation of the aeromedical resource</b>	<b>Requesting Supervisor</b>	<b>SOS</b>	<b>Escalation Process Enacted</b>	<b>SOS Escalation Comments</b>

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE



3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
SOCS - 3502		
OCS - 3501		
CDS - Brisbane North	(0600-1200)	
CDS - Brisbane South	(1200-2200)	
CDS - Virtual/Statewide	Vacant (0600-1200)	
Operations Co-ordinator	(1200-1800)	
POSITION		NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1	(0630-1100)	
	(1100-2300)	
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	(0700-0800 & 1700-1830)	
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking	(1100-1830)	
Acute Call Taking	(0300-1300)	
POSITION		AFTERNOON SUPPORT 1400-2400hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub	(0800-1700)	
Dispatch Clinical Hub		S Morriss (OT)
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		(1200-2200)
Acute Call Taking		1200-0000
Acute Call Taking		(1400-0200)
Acute Call Taking		(1400-0000)
Acute Call Taking		(1500-0300)
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# 211121 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 21/11/2021

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

MNT - [REDACTED] / MST - [REDACTED]

MNT - [REDACTED] / MST - [REDACTED]

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	20:25	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	20:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	19:24	ACUTE	No CCP at Kedron, North Lakes or Caboolture. Additional CCP from Archerfield moved to Kedron.	For Information only				OPCENS	Brisbane
4	21:44	ACUTE	Multiple Code 1's pending on MNT	Common Calling Crews				MNT	Brisbane
5	21:45	ACUTE	Brisbane OpCen escalated. EMD's to utilise peak demand script	For Information only				OPCENS	Brisbane
6	22:25	ACUTE	SEQ escalated to moderate	For Information only				SEQ	Brisbane
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501274 508003	MNT	█	22:15	█	SR - Gained access, deceased on arrival	KH
506035 507332 601405 906004	MST	█	00:15	█ - YOM motorbike vs stationary car	SR - GCS 14, vitals normal. Lower limb pain, was GCS 3 for a long time. █ OUTCOME - Tx to █ with CCP	KH

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


RTI Release





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

<b>Officer(s)</b>	<b>Unit</b>	<b>Station / OpCen</b>	<b>LASN</b>	<b>Shift Start</b>	<b>Logged On / Started Shift</b>	<b>Early / Late by</b>	<b>Authorised By?</b>	<b>Reason Needed or Given / Operational Impact</b>	<b>Entered By</b>

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
22:15							Signal 4	PSO to follow up	MNT PSO	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
			MNT	North Lakes		Officer has injured r back	Assessment at . Officer has elected to stay on shift		Officer notified SOS OS notified OpCen	

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By



COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
SOCS - 3502 Room Supervisor		
OCS - 3501		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		NIGHT SHIFT
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		> 2300 2300-0630
POSITION		NIGHT SHIFT
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		1830-2300
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1400-2400hrs
Acute Call Taking		(1200-0000)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		1500-0300
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE		
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH		
Dispatch Clinical Hub		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		NAME & SHIFT TIME
Acute Call Taking		1200-2200
Acute Call Taking		1400-0200
Acute Call Taking		1830-0000
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	NAME & SHIFT TIME	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		



# 221121 DAY BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: DAY

DATE: 22/11/21

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

	(0600-1600)

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	06:40	ACUTE	BCP Print	For Information only		1		OPCENS	Brisbane
2	06:43	ACUTE	BCP Laptop Log On Successful CAD Server: POLCADQASCXA05	For Information only				OPCENS	Brisbane
3	12:50	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	12:50	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	12:50	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	06:00	ACUTE	SEQ escalated to moderate -carried over from 2225 22/11/2021	For Information only				SEQ	
7	06:15	ACUTE	BOC has no call takers and Central 1 & 2 dispatch will remain combined until 0700 due to unscheduled absences	OpCen SOS advised and emergency disconnect enacted across all OpCens. Additional Call Takers being sourced from State. All 0700 starts SMS'd to start early if possible. BOC Director aware.				OPCENS	Brisbane
8	06:23	ACUTE	CAD freeze on console 3502 when attempting to open an SCT screen (CAD Server: KEDCADQASCXA13)	Console restarted and new session on different server obtained, nil further issues - FSG and OpCen SOS adv				OPCENS	Brisbane
9	10:17	ACUTE	SEQ escalated to extreme	All uniformed staff required for operational response.				SEQ	
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
501236	MNT	██████████	06:09	QPS ICEMS requesting welfare check as patient had advised Lifeline of ██████████	<p>QAS attended and nil response at residence - QFES assisted with forced entry - nil pt at location - MNT SOS ██████████ attended and documented damage for QBuild to be arranged to fix door.</p> <p>1432 - PT ██████████ called back after arriving at residence and is extremely irate at the damage to ██████████ property and allegations that QAS has read ██████████ journals and left ██████████ property in disarray - advised that the attending SOS will make contact to advise of eta of QBuild and to follow-up on his concerns</p>	MLT

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI Released



## Staffing Issues (Late Log Ons/ Late Shift Starts)

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
██████████		Brisbane	██████████	07:00				Officer did not present for shift - ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ ██████████ officer located safe and well, though rotation started tomorrow	██████████

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE



PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
QAS Brisbane OpCen Staff - Acute Shift Allocations		
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
SOCS - 3502		
OCS - 3501	(0630-1400) (1400-1830)	
CDS - Brisbane North		
CDS - Brisbane South	(0600-1600 from MOC) (OT)	
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION	DAY SHIFT	NIGHT SHIFT
Northern	(0630-1200) (1200-1830)	
Central 2 (Central Nightshift)		
Central 1	Vacant (0630-0700) (0700-1830)	
South	(0630-0900) (0900-1830)	
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION	DAY SHIFT	NIGHT SHIFT
Acute Call Taking	(0630-0700) (OT) (0700-1700)	
Acute Call Taking	(0630-0700) (OT) (0700-1700)	
Acute Call Taking	(0630-0700) (OT) Vacant (0700-0730)	
Acute Call Taking	(0730-1830) (0630-0700) (OT)	
Acute Call Taking	(FSG 0700-??) Vacant (0630-0710)	
Acute Call Taking	State QA 0710-?? Vacant (0630-0700)	
Acute Call Taking	(FSG 0735-??) Vacant (0630-0815)	
Acute Call Taking	(FSG 0815-??)	
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	NAME & SHIFT TIME	AFTERNOON SUPPORT 1400-2400hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION	NAME & SHIFT TIME	AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
CLINICAL HUB DISPATCH	NAME & SHIFT TIME	NAME & SHIFT TIME
Dispatch Clinical Hub	0800-1700	
Dispatch Clinical Hub		Vacant (1700-0000)
FLEXIBLE WORK ARRANGEMENT STAFF	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking	(1000-2200)	(1200-0000)
Acute Call Taking		(1200-0000)
Acute Call Taking		(1200-0000)
Acute Call Taking		(1300-0000)
Acute Call Taking		(1400-0000)
Acute Call Taking		(1430-0030)
Acute Call Taking		(1700-0000)
STAFF ALLOCATED TO SEQ PTS	NAME & SHIFT TIME	NAME & SHIFT TIME
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

### 221121 NIGHT BRISBANE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



BRISBANE

SHIFT: NIGHT

DATE: 22/11/2021

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):



(Maroochydore)

MNT - / MST -

MNT - / MST -

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:10	ACUTE	BCP Print	For Information only			501068	OPCENS	Brisbane
2	18:15	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	19:00	ACUTE	SEQ continued extreme escalation from 1010	For Information only				SEQ	Brisbane
4	05:25	ACUTE	SEQ de-escalated to normal pressure	For Information only				SEQ	Brisbane
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

RTI



HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

[Back To Main Page](#)

<b>How many cases were upgraded or downgraded during the shift?</b>						
LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release



**Were any PTS cases required to be handed over to Acute and was there any impact on Acute?**

Incident	LASN	Coding	Time	Reason	Operational Impact

RTI RE

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

<a href="#">Back To Main Page</a>		
<b>QAS Brisbane OpCen Staff - Acute Shift Allocations</b>		
<b>SUPERVISORY TEAM</b>	<b>DAY SHIFT</b>	<b>NIGHT SHIFT</b>
SOCS - 3502 Room Supervisor		
OCS - 3501		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		(Maroochydore)
Operations Co-ordinator		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Northern		
Central 2 (Central Nightshift)		
Central 1		
South	> 2000	from 2000
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
<b>POSITION</b>		<b>NIGHT SHIFT</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1400-2400hrs</b>
Acute Call Taking		z 1200-0000
Acute Call Taking		1200-0000
Acute Call Taking		1200-0000
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>POSITION</b>		<b>AFTERNOON SUPPORT 1700-0300hrs</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>ABOVE CORE ROSTER</b>	<b>NAME &amp; SHIFT TIME</b>	<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO ALT OPCEN CALL TAKING QUEUE</b>		
<b>POSITION</b>	<b>NAME, TIMES &amp; OPCEN</b>	<b>NAME, TIMES &amp; OPCEN</b>
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>CLINICAL HUB DISPATCH</b>		
Dispatch Clinical Hub		
Dispatch Clinical Hub		1700-0000
<b>FLEXIBLE WORK ARRANGEMENT STAFF</b>		
<b>POSITION</b>		<b>NAME &amp; SHIFT TIME</b>
Acute Call Taking		1300-0000
Acute Call Taking		1430-0030
Acute Call Taking		1830-0230
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
<b>STAFF ALLOCATED TO SEQ PTS</b>		
<b>POSITION</b>	<b>NAME &amp; SHIFT TIME</b>	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

# MAROOCHYDORE

RTI Release

# 011021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 01/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):


Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI/R



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4411	WBY		13:30	- single vehicle rollover into fence, single occupant.	Level 1 paged, pt encapsulated GCS 15 minor injuries, all services on scene - NBR	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4525 4526	SCT		10:49	? Deceased	pt neg, qps notified	
401964	SCT		15:27	/ deceased	pt neg, qps notified	

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
12:20	[REDACTED]	28C01J	1C	PRIMARY	Yes	[REDACTED] Onset of stroke symptoms at 1145. NIHSS- 8 score = 13		[REDACTED]			

RTI Release

**SCUH Transit Allocated Unit PTS 10-18 Trial Workload**

Allocated SCUH Transit Unit					


RTI Released



3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

# 011021 NIGHT MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: NIGHT

DATE: 01/10/2021

OCS:

CDS:

SENIOR OPS SUPER(S):

WBY: (12-24)+ (EA) - DD:

OPS SUPER(S):

WBY (EA)

DUTY OIC(S):

SSC OS:NONE

DD OS:NONE

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:00		Multiple transfers from MBH with minimal resources, no Maryborough night crew x RED1B MBH-->PCH Brisbane RED2B MBH --> HBH RED 2C MBH-->HBH X PINK 3A MBH --> HBH	1 2 x 4 X 7 Liaised with SOS, all avenues exhausted for overtime, unable to fill vacant night shifts. Liaised with HBH NUM who advised nil beds in HBH and will most likely be ramping any incoming units. Liaised with MBH re resourcing issues for QAS and bed issues in HBH, stated all patients must go as they only have a junior Dr on overnight and they will be ramping any incoming QAS units. Liaised with PSDU for assistance with the multiple transfers given staffing levels	OCS			WBY	
2	18:00		4541 MRY 07-19 + EA ramped at HBH since 1747	Contacted HBH NUM who advised she would attempt to get them unramped. Crew still ramped at 1957 Numerous calls to SOS and PSDU for assistance. Patient in wheelchair handed over to HBY night crew 4524 at 2040 - Patient finally off loaded at 2100	OCS		4541	WBY	
3	23:15		USC student (Tewantin crew 941) left at MBH during road retrieval	FCCP/DR road retrieval up to MBH through to SCUH - solo officer and usc student 941. Initially requested to take family - CDS advised to take student and arrange [redacted] in taxi however FCCP determined clinical requirement to her her travel and Uni student was left - arranged Taxi to QAS Gympie and further collection of student by 401784 SOS aware	CDS		401941	SCT	
4	23:51	ACUTE	4B02S [redacted] with severe PV bleed	Pt actively bleeding on arrival, approx 500ml loss and pt GCs15 hypotensive and tachy - CCP on board. Transport to [redacted]	OCS/CDS		401853 406786	SSC	
5	03:32		29B02 Takura RTC - ALOC patient with [redacted]. Responding unit delayed finding alternat route due to fallen tree on road and then became bogged.	QPS transported solo officer to patient for assessment whilst other officer remained with vehicle. QPS then transported patient and officer back to bogged vehicle location to rendezvous with EA officer for transport to [redacted]. RACQ called for assistance	OCS		4526 4528	WBY	
6									
7									

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI Release

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4404 4421	WBY	████████	19:29	7B02F QFES Standby for kitchen fire	████████ assessed by QAS and 1 person transported to ██████	OCS
4501 4541	WBY	████████	01:10	7B02F QFES Standby for ? Structural fire	Several patients assessed for smoke inhalation and transported 1 to ██████	OCS

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
9	21:25	&	WBY	MRY		Physical Violence	struck out at officers. Officer deflected the blows and nil injuries sustained	SOS,OS,PSDU	OCS
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
YES	21:27	s	PRIORITY ONE	NON-EXISTENT					
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
21:25			WBY	MRY		struck out at officers several times	Minor injuries to officer	YES	SOS, OS, PSDU	OCS
23:51			SSC			with severe PV Bleed			SOS	OCS

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release

**SCUH Transit Allocated Unit PTS 10-18 Trial Workload**

Allocated SCUH Transit Unit					


RTI Release

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110011	SCT	[REDACTED]	QAS M'Dore	QAS Nambour	Staff Movement	SSC Cab			CDS

RTI RELEASED

# 021021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 02/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):




Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	14:45		RACQ notification	Unit with flat tyre	Dor		4593	WBY	
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI R

**HOSPITAL STATUS LOG**

<b>Hospital</b>	<b>Status/ Escalation Level</b>	<b>Date Initiated</b>	<b>Time Initiated</b>	<b>Date Changed</b>	<b>Time Changed</b>	<b>Time On Status</b>	<b>Initiated By</b>	<b>Action/Outcome</b>

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4315 4327 8500	WBY		14:00	all pt's off motor bikes, L leg # and L sided injuries, shoulder, arm and leg.	SR - 4327 loading pt with lower lig injury onto 8500 - pt with shoulder & knee injury 3rd pt also by road C/O knee injury	Dor
4415 4700	WBY		16:16	- vehicle vs parked truck - ? Entrapment with pt entrapped	Level 1 paged. SR pt currently trapped in veh, unable to complete assessment pt not responsive to voice but appears breathing.	Dor

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


RTI Release



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
17:00			WBY	Bundaberg		Vehicle into parked truck - pt arrested in transit to hosp - pt neg, at hosp	P1 paged.		SOS	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI



COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
12:18	[REDACTED]	29B01	2A	PRIMARY	Yes	Fractured [REDACTED] on Fraser Island		[REDACTED]			
14:46	[REDACTED]	29B01	1C	PRIMARY	Yes	[REDACTED] motorbike RTC fractured leg and head injury		[REDACTED]			

RTI Release

**SCUH Transit Allocated Unit PTS 10-18 Trial Workload**

Allocated SCUH Transit Unit					


RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110021	SCT		Caloundra	Kawana	Operational	SunCoast Cabs			Dor

# 021021 Night MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: Night

DATE: 2/10/2021

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):


Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI R

### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI#

<b>COMPLAINTS</b>								
<b>Time</b>	<b>LASN</b>	<b>Complainant's Name</b>	<b>Phone Number</b>	<b>Description</b>	<b>Action Taken/Reported To</b>	<b>Further Action Required</b>	<b>Summary</b>	<b>Entered By</b>

<b>FALSE CALLS</b>								
<b>Time</b>	<b>LASN</b>	<b>Incident</b>	<b>Callers Phone No</b>	<b>Callers Name As per CLI</b>	<b>Address of Caller As Per CLi</b>	<b>Incident Address</b>	<b>Stated Problem/Incident</b>	<b>Entered By</b>

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release






RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110021	SCT		SCUH	QAS Kawana	Staff movements - EOS	Suncoast Cabs			

RTI RELEASE

# 031021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 03/10/2021

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

[REDACTED] WBY, [REDACTED] WBY

[REDACTED] WBY, [REDACTED] SCT

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	11:14	Acute	██████████. Car v electric scooter ██████████. Called in by ██████████. QPS.	Level 1 SCT paged. Green pt up and walking around transported to ██████████.	OCS	██████████	B401724	SCT	
2	11:38	Acute	██████████, single vehicle roll over, ██████████ pt out of the vehicle, unknown injuries.	QPS & QFES notified. Level 1 Bundaberg paged. ? Medical episode prior to crash. GCS15 pt transported to ██████████.	OCS		B4442	WBY	Childers
3	12:08	Acute	██████████ climbing down mountain fell approx 10 metres, back injury. Pt located approx 100 metres from bottom of track. Dangerous extrication.	QPS & QFES notified. SOS notified. RSQ notified but no aerial assets available. Protracted incident waiting on remote rescue team. Pt escorted down mountain by QFES.	OCS		B401853 B406891	SCT	
4	12:43	Acute	██████████, single motorb ke crash, ██████████ conscious and breathing ? Compound leg #.	QPS & QFES notified. Level 1 Bundaberg paged. Compound # t b/fib, realigned at scene, met R522 at showgrounds. Pt transported to ██████████.	OCS		B4509 B4442 A4700	WBY	Childers
5	12:52	Acute	██████████, single vehicle roll over ██████████ conscious and breathing, head pain, cuts and grazes on arms and legs.	QPS & QFES notified. Level 1 Bundaberg paged. ██████████ with chest pain, conscious and breathing transported to ██████████.	OCS		B4536	WBY	Bundaberg
6	15:12	Acute	██████████, from QFES - pool acid / chlorine spill. Unknown if any pts.	QPS notified. QAS staged awaiting advice from QFES. 1pt GCS inhaled fumes from spill. Stable pt transported to ██████████.	OCS		B401776 B406891	SCT	Caloundra
7	17:13	Acute	██████████ car v pedestrian, ██████████ unconscious, head injury. Pt breathing.	QPS & QFES notified. Level 1 Fraser Coast paged.	OCS		B4525 A4526 N4S11	WBY	Hervey Bay
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen

RTI Release

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
B401918 B401903	SCT		09:56	cardiac arrest, CPR in progress, 1 shock given. RSQ notified and R511 tasked.	Pt deceased, QPS notified.	OCS
B4527 N4S11	WBY		10:24	not conscious and not breathing. CPR in progress.	Pt deceased, QPS notified.	OCS

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

--	--	--	--	--	--	--

RTI Release





**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
14:50						abused by caller and quite upset at end of shift.	P1 paged.	Yes, P1.		OCS

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
10:23		09E02	1A	PRIMARY	Yes	cardiac arrest					

RTI Release

**SCUH Transit Allocated Unit PTS 10-18 Trial Workload**

Allocated SCUH Transit Unit					


RTI Release



3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

# 031021 NIGHT MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: NIGHT

DATE: 03/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):


Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI #

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4542 936343	WBY		21:03	████████████████████ bitten by dog, during dog fight, reported severe multiple bites to arm and face.	Level 1 paged, SR cons alert █████ pt bleeding controlled nil BU required. Tx █████ with esc	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

[Back To Main Page](#)

How many cases were upgraded or downgraded during the shift?

LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome

**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI REQUEST



PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
19:28	Night	██████████	SCT	Gympie		13	Officer advised to change with partner between driving and pt care all drug administrations will be confirmed with second officer. Officer advised to complete SHE report		SOS	████
19:36	Night	██████████	SCT	Gympie		10	Officer advised to change with partner between driving and pt care all drug administrations will be confirmed with second officer. Officer advised to complete SHE report		SOS	████



<b>COMPLAINTS</b>								
<b>Time</b>	<b>LASN</b>	<b>Complainant's Name</b>	<b>Phone Number</b>	<b>Description</b>	<b>Action Taken/Reported To</b>	<b>Further Action Required</b>	<b>Summary</b>	<b>Entered By</b>

<b>FALSE CALLS</b>								
<b>Time</b>	<b>LASN</b>	<b>Incident</b>	<b>Callers Phone No</b>	<b>Callers Name As per CLI</b>	<b>Address of Caller As Per CLi</b>	<b>Incident Address</b>	<b>Stated Problem/Incident</b>	<b>Entered By</b>

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release




RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110031	SCT		QAS Cooroy	QAS Tewantin	Staff Movements - EOS	Suncoast Cabs			

RTI RELEASE

# 041021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 04/10/2021

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

WBY, SCT

WBY, SCT

Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	11:52	Acute	██████████, single vehicle roll over, unknown pts, unknown injuries.	QPS & QFES notified. Level 1 SCT paged. Jack-knifed caravan and vehicle went into barrier. ███ adults and ███ children ███ with pain in top of head. ███ assessed at scene, no transport. No transport for any others.	OCS	██████████	B401727 B406793	SCT	Gympie
2	12:28	Acute	██████████, car on fire, no injuries reported. Car on fire in back yard. Called in by QFES.	QPS notified. No pts, QAS not required.	OCS	██████████	B406893	SCT	Nambour
3	12:31	Acute	██████████, 2 pts heat exhaustion, 1pt still on track approx 1.5 km's from car park unable to proceed any further.	QPS & QFES notified. RSQ notified. Pt safely winched into R511 and transported to heli base to meet crew and transport to ███.	OCS	██████████	B401776 N406891 B401941	SCT	
4	13:16	Acute	██████████, 4 vehicle RTC, no entrapments, unknown pts, called in by QPS.	QFES notified. Level 1 Bundaberg paged. 6 green pts, no transport.	OCS	██████████	A4700 B4S08 B4403	WBY	Bundaberg
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									



**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
A406786 B406991 B401954	SCT		09:38	of status unknown, CPR in progress.	CPR performed by QAS at scene, no ROSC, pt deceased, QPS notified.	OCS
B4433 A4494	WBY		14:17	unconscious and not breathing, CPR in progress.	CPR performed by QAS. Pt deceased. QPS notified.	OCS

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

--	--	--	--	--	--	--	--

RTI Release



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
15:45		EMD	WBY	Howard Bundaberg Hervey Bay OpCen		fainted, unconscious and not breathing. CPR in progress. QAS performed CPR on scene.	P1 paged.	Yes, P1.	SOS	OCS

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By



Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
14:30		30B1	2A	Primary	Yes	dislocated shoulder that popped back in yesterday, same again today, numbness in arm, ? Nerve involvement.		OCS			

RTI Released




RTI Released

**3rd Party Trip Information**

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

RTI RELEASE

# 041021 NIGHT MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: NIGHT

DATE: 04/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):


Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI #



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4537 8522	WBY		20:39	dislocated shoulder	GCS 15 obvious deformity to shoulder, ? AC joint possible sprain to L) ankle. 4537 extended time on the ground waiting for 8522 due to weather. 8522 Tx	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



--	--	--	--	--	--	--	--

RTI Release



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

<b>Officer(s)</b>	<b>Unit</b>	<b>Station / OpCen</b>	<b>LASN</b>	<b>Shift Start</b>	<b>Logged On / Started Shift</b>	<b>Early / Late by</b>	<b>Authorised By?</b>	<b>Reason Needed or Given / Operational Impact</b>	<b>Entered By</b>

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
20:55	[REDACTED]	30B01	2A	PRIMARY	Yes	[REDACTED] dislocated shoulder - rsq holding job until QAS on scene as there is a road transport that needs to occur		[REDACTED]			

RTI Released






RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110041	SCT		Kawana	Beerwah	Operational	SunCoast Cabs			Dor
MAR - 2110042	SCT		Kawana	Caloundra	Operational	SunCoast Cabs			Dor

RTI RELEASE

# 051021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 05/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):


Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI #

## HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
406893 401824	SCT		10:38	electric shock	SR: GCS 13, continue bu code 1, tx >	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
401784 401824	SCT		14:30	collapsed, CPR in progress during call		

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
QPS Notified <i>(YES/NO)</i>	Time QPS Notified	Attending Supervisor	Peer Support / Priority One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken <i>(If Applicable)</i>	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By
12:00				Officer attitude & Rx	complaint form 2 sent to SOS group	yes		

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLI	Incident Address	Stated Problem/Incident	Entered By

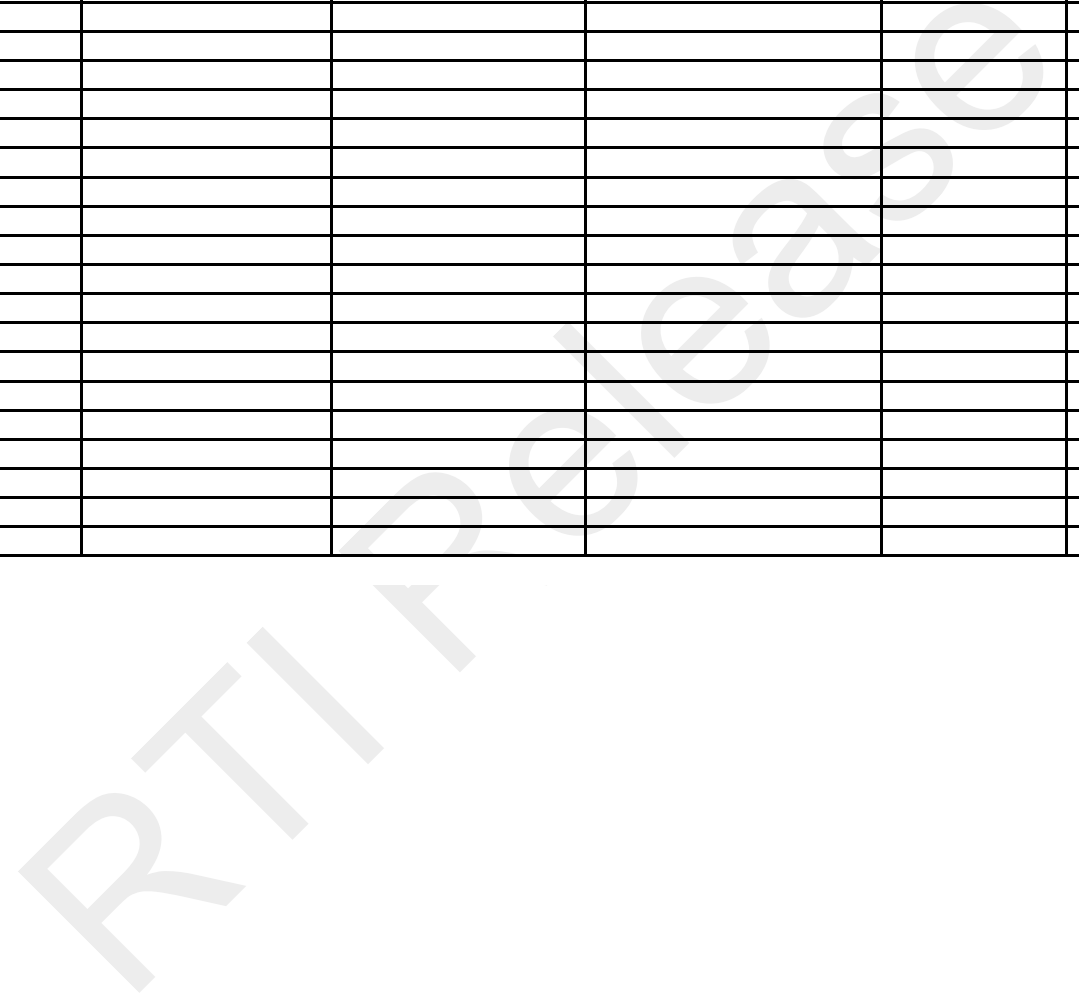
Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments
11:40	[REDACTED]	10D2	1B	PRIMARY	Yes	[REDACTED] tasked to meet crew at [REDACTED] for tx > [REDACTED]		CDS			

RTI Release




RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR - 2110051	SCT	[REDACTED]	QAS Caloundra	QAS Kawana	EOS	suncoast cabs		61.00	[REDACTED]
MAR - 2110052	SCT	[REDACTED]	QAS Caloundra	QAS Birtinya	collect vehicle				CDS



# 051021 NIGHT MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: NIGHT

DATE: 05/10/2021

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

[REDACTED] SCT, [REDACTED] WBY

[REDACTED] SCT, [REDACTED] WBY



Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI #

### HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
A406786 B401901	SCT		19:08	fall, not conscious, pt stopped breathing during call, CPR in progress.	Pt ventilated post CPR and transported to .	OCS
B4536 A4700 B4416	WBY		03:03	dif breathing and unresponsive.	Pt arrested when placed on QAS stretcher. Pt deceased.	OCS

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By


RTI Release



Staffing Issues (Late Log Ons/ Late Shift Starts)

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By



Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI RE

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI



COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

**Aeromedical Response Requests (Notification / Activation / Escalation Matrix)**

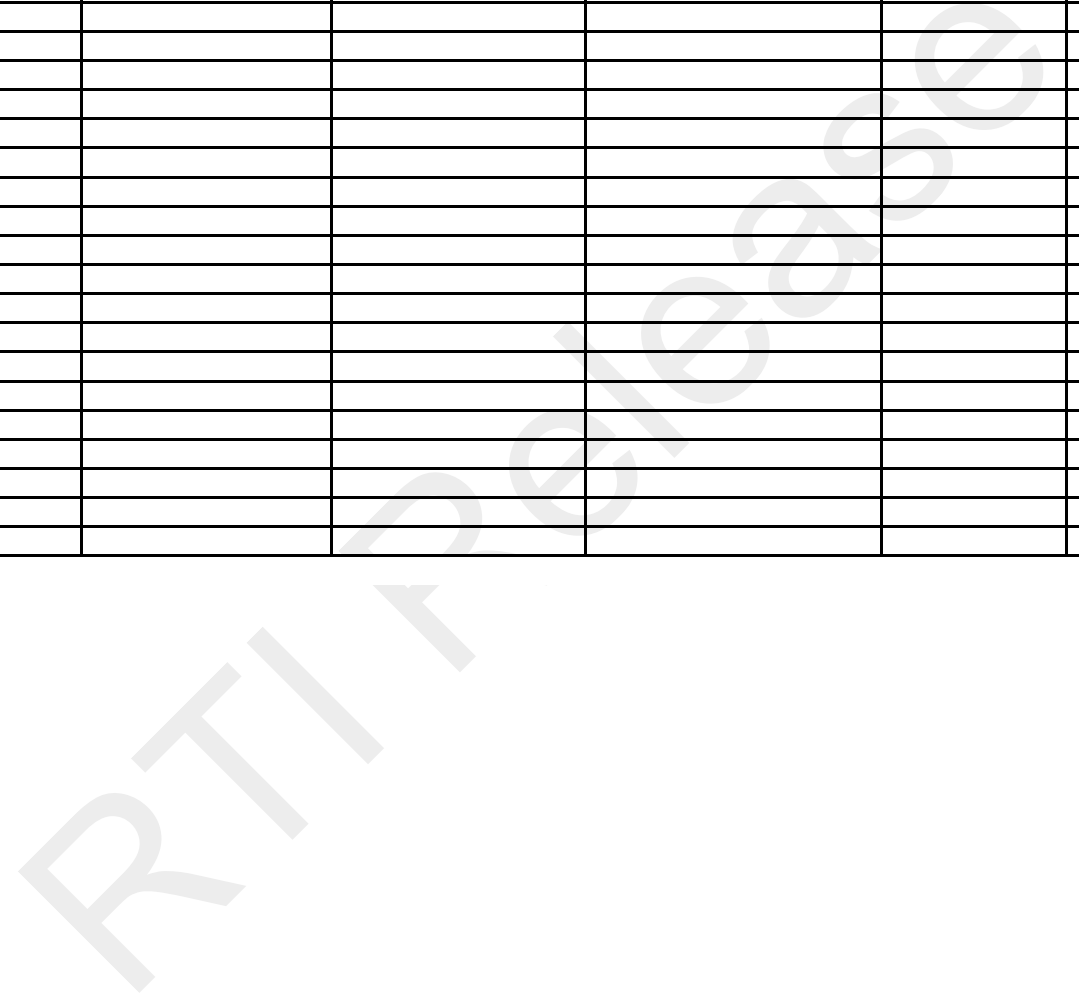
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release




RTI Released

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By



# 291021 DAY MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: DAY

DATE: 29/10/21

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):



Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	09:00	ACUTE	SCT on moderate escalation		Beaumont			WBY	
2									
3	16:34	ACUTE	██████████ bitten by sea snake - ██████████ with pt	SR: pt asymptomatic, tx >	Beaumont	██████████	401782 406786	SCT	
4	16:42	ACUTE	██████████ smoke issuing, unk if anyone injured	crews disp with CCP & OS... SCT Gr 1 paged SR OS: BBQ has exploded, ignition source unk, nil injuries at this stage	Beaumont	██████████	406891 401771 401827 406786	SCT	
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

RTI

## HOSPITAL STATUS LOG

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome



<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4504 4505	WBY		06:57	veh vs ped, ? # ankle, facial inj	SR: cons alert pt, compound # ankle ? # hip, req CCP (nil avail)	
403875 401823 406786 8500	SCT		10:34	# leg, fall from motorbike	SR: was travelling at approx R500 tasked via RSQ, tx in R500 >	
4505 4720	WBY		14:41	crashed off jetski onto river bank,	came off jet ski at speed, for extrication (QFES disp), ? with QFES driver	

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

RTI Release



**Staffing Issues (Late Log Ons/ Late Shift Starts)**

Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications <i>OS, SOS, PSDU, OCM</i>	Entered By
<b>QPS Notified</b> <i>(YES/NO)</i>	<b>Time QPS Notified</b>	<b>Attending Supervisor</b>	<b>Peer Support / Priority One Activation</b>	<b>Caution Note Accuracy</b>	<b>Further Caution Note Actions Required</b>	<b>Call Back Actions Taken</b> <i>(If Applicable)</i>	<b>OCS Emailed CAD Report and Audio Files to OCM</b>	<b>Dot Point Summary Sent to OCM</b> <i>(If Appropriate)</i>	
Comments (Essential Additional Information)									

RTI REQUEST

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)										
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

REPORTABLE FATIGUE SCORES (>5)										
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI

COMPLAINTS								
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

Aeromedical Response Requests (Notification / Activation / Escalation Matrix)											
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	SOS	Escalation Process Enacted	SOS Escalation Comments

RTI Release



**SCUH Transit Allocated Unit PTS 10-18 Trial Workload**

Allocated SCUH Transit Unit					


RTI Released

3rd Party Trip Information

Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By

# 291021 NIGHT MAROOCHYDORE OPCEN BRIEF



## QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



MAROOCHYDORE

SHIFT: NIGHT

DATE: 29/10/21

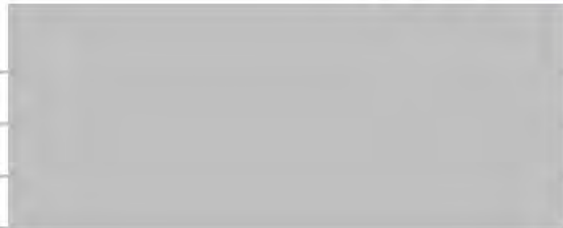
OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):



Shift Report (Any issues/items of interest for noting that do not fit into another category or require further elaboration)									
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/OpCen
1	18:30	ACUTE	[REDACTED] [REDACTED] The pt is extremely aggressive and verbal.	sr@ pt has nil injuries, EEA required, QPS escort to [REDACTED]	[REDACTED]	[REDACTED]	4425 4421	WBY	BARGARA
3	18:40	ACUTE	[REDACTED] [REDACTED]. single vehicle rtc	[REDACTED] significant impact and damage to vehicle. When QPS has confronted the pt, extremely agitated and aggressive to QPS. Pt tx to [REDACTED]	[REDACTED]	[REDACTED]	401954	SCT	COOROY
4	19:05	ACUTE	401815 currently has a tyre deflating.	RACQ called to repair the vehicle	[REDACTED]	[REDACTED]	401815	SCT	NAMBOUR
5	19:40	ACUTE	[REDACTED] 2 pt's [REDACTED] have run into fencing wire.	[REDACTED] both pt's transported to [REDACTED] for further investigation and treatment.	[REDACTED]	[REDACTED]	401942 401952 406786 406801	SCT	COOROY
6	20:05	ACUTE	[REDACTED], fall in bathroom, nil further details.	[REDACTED] pt located in bath, code 0, extensive amount of blood seen. QPS notified	[REDACTED]	[REDACTED]	401962	SCT	TEWANTIN
7	21:45	ACUTE	[REDACTED]. 2 persons assaulted. QPS attending.	sr@ 2 persons with minor injuries, tx to [REDACTED]	[REDACTED]	[REDACTED]	401784 406891	SCT	COOLUM
8	00:50	ACUTE	4433 currently having gear box issues, vehicle is located at BBH Dem	RACQ attending.	[REDACTED]	[REDACTED]	4433	WBY	B/BERG
9									
10									
11									
12									
13									
14									
15									
16									
17									

**HOSPITAL STATUS LOG**

Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome

<b>Were there any Significant Operational Incidents/Issues (M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By
4494 4524	WBY		18:35	Persons at the address has hit a natural gas line out the front of the address.	sr@ gas line damaged, 100mtr perimeter set, eta for repair 1.5hrs, request QAS officer remain on scene. 2015sr@ exclusion zone is now 200mtrs, 50 houses evacuated, expected time for specialist to arrive is 2030hrs. sr@specialist has arrived, cutting equipment is needed, eta to scene is 2145hrs(information from 4S08). 2145hrs-sr@ leak contained, officer has cleared, nil injuries.	

<b>Were there any Significant Patient Care/Clinical Issues (high acuity cases)?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Were there any activations of First Responder Groups/Honorary Station personnel and were there any issues associated with this?</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By

<b>Did QAS assist/Was QAS Assisted by any other jurisdictions? i.e. NSW/PNG/NT etc.</b>						
Unit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered By