BRISBANE

RTI Release

010422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 01/04/22

SOCS:	[redacted]
OCS:	[redacted]
CDS (North):	[redacted]
CDS (South):	[redacted] 10-22
CDS (State):	[redacted]
OC:	[redacted] S
SENIOR OPS SUPER(S):	[redacted] MN/ [redacted] MS
OPS SUPER(S):	[redacted] MN /

RTI Release

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	Region	Station/ OpCen
1	07:00	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 Successful					OPCENS	Brisbane
4	07:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful					OPCENS	Brisbane
5	07:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful					OPCENS	Brisbane
6	08:00	ACUTE	Spoke to SOCC. Room manager suggested speaking to Q6 or Q4 OpCen to see if their CDS's can assist with callbacks due to extensive list of long-pending cases	Q6 CDS will assiste where possible with callbacks until 2nd Q5 CDS commences shift at 1000				OPCENS	Brisbane
7	09:30	ACUTE	Q4 OCS called to assist with 2x Kawana crews to assist with Brisbane workload	For Information only				OPCENS	Brisbane
8	09:30	ACUTE	Spoke to Q4 OCS who will ask CDS to assist with callbacks for long-pending cases in between own workload	As per SOCC				OPCENS	Brisbane
9									
10									
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14									
15									
16									
17									
18									
19									
20									

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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
		Capalaba	MST	07:00	07:16	00:16		Nil reason given. Code 1's and Code 2's pending. Reported to OIC by OC	
		Capalaba	MST	07:00	07:33	00:33		Nil reason given. Code 1's and Code 2's pending. Reported to SOS and OIC by OCS	

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
05:35			MST			16	Officer is now commencing rosterd days off. Officer to complete a SHE report for the region to address future strategies to minimise fatige scores greater than 12		SOCC	Dor

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COMPLAINTS

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

FALSE CALLS

Time	Region	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By
01:25	MNT			Nil on CLI. Pt name: 21/03/1980	, Brisbane City	- Brisbane City	Initially Kidney Pain - Later Threatening suicide.	

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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	Region	Coding	Time	Reason	Operational Impact

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

RTI Release

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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	NIL	
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		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**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		
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		

RTI Release

010422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

BRISBANE

SHIFT: NIGHT

DATE: 01/04/22

SOCS:

OCS:

CDS (North):

CDS (South): (1800-2200)
(2200-0600)

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT / MST

OPS SUPER(S): MNT / MST

RTI Release

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	Region	Station/ OpCen
1	18:00	ACUTE	BCP Print	For Information only	MLT			OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
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15									
16									
17									
18									
19									
20									

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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

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

RTI Release

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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		(1800-2200) (2200-0600) OT
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		(OT)
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		(1830-0230) (OT)
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		(OT)
Acute Call Taking		(1930-0530)
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	**DAY SUPPORT 0700-1700hrs**	**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		(1700-0500)
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		(1830-0000)
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		

RTI Release

020422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 02/04/2022

SOCS: [redacted]

OCS: [redacted]

CDS (North): [redacted]

CDS (South): [redacted]

CDS (State): [redacted]

OC: [redacted]

SENIOR OPS SUPER(S): [redacted] (MNT), [redacted] (MST)

OPS SUPER(S): [redacted] (MNT), Vacant (MST)

RTI Release

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	Region	Station/ OpCen
1	06:56	ACUTE	BCP Print	For Information only		15690847		OPCENS	Brisbane
2	07:03	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:30	ACUTE	Cairns OpCen BCP Radio Link Test Successful	Completed by				OPCENS	Brisbane
4	08:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	Completed by				OPCENS	Brisbane
5	08:30	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Completed by				OPCENS	Brisbane
6									
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RTI Release

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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact
	MNT	4B	07:08	Unable to be facilitated by PTS	1200 IFT log on attending to PTS workload - CAH to Woodford
	MNT	4B	08:05	Unable to be facilitated by PTS	1200 IFT log on attending to PTS workload - CAH to Wamuran
	MNT	4B	08:47	Unable to be facilitated by PTS	Pending in acute due to workload - PCH to North Lakes
	MNT	4B	08:56	Unable to be facilitated by PTS	1200 IFT log on attending to PTS workload - CAH to Caboolture
	MNT	4B	08:53	Unable to be facilitated by PTS	Pending in acute due to workload - CAH to Banksia Beach - Hotswap at 17:22hrs
	MNT	3B	10:00	Unable to be facilitated by PTS	Pending in acute due to workload - PCH to Boonah - BNH unable to accept after 1630 - rebooked
	MNT	3B	07:19	Unable to be facilitated by PTS	1200 IFT log on attending to PTS workload - CAH to RBH -
	MST	3B	15:13	Unable to be facilitated by PTS	Pending in acute due to workload - PAH to LCH
	MNT	3B	14:20	Unable to be facilitated by PTS	Pending in acute due to workload - CAH to Kilcoy
	MNT	3B	14:09	Unable to be facilitated by PTS	Pending in acute due to workload - CAH to Kilcoy
	MNT	3B	14:57	Unable to be facilitated by PTS	Pending in acute due to workload - CAH to RBH
	MST	4B	15:01	Unable to be facilitated by PTS	Pending in acute due to workload - MAH to Alexandra Hills
	MNT	4B	14:57	Unable to be facilitated by PTS	Pending in acute due to workload - PCH to Ferny Grove
	MNT	4B	16:53	Unable to be facilitated by PTS	Pending in acute due to workload - PCH to Geebung
	MST	4B	16:42	Unable to be facilitated by PTS	Pending in acute due to workload - QEH to Durack

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

RTI Release

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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	Vacant / covered by MN Meals	
Night Shift Meal Relief		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	<1200	
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**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	>1200	
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking	(0530-1730)	
Acute Call Taking	(0830-2030)	(1400-0000)
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		

RTI Release

DOH RTI 3376

020422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 02/04/2022

SOCS:	[redacted]
OCS:	[redacted]
CDS (North):	[redacted]
CDS (South):	[redacted] L 10-22
CDS (State):	NIL
OC:	[redacted]
SENIOR OPS SUPER(S):	[redacted] MN/ [redacted] N MS
OPS SUPER(S):	[redacted] MN/ [redacted] MS

RTI Release

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	Region	Station/ OpCen
1	18:30	ACUTE	BCP Print	For Information only	Dor			OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only	Dor			OPCENS	Brisbane
3	21:05	ACUTE	Received call from SOCC ( ) to ask about CDS/EMD/on road staffing tonight. Advised 1 CDS after 2200 and nil Virtual CDS	SOCC will liaise with Q6 and Q4 to see if they can assist with CDS callback throughout the night after 2200	BT			OPCENS	Brisbane
4	2130 2300		Telstra Team leader Adelaide - advised static on Emergency line 3 - Telstra advised would conduct testing from there end to identify problem	Call back fron TL Adelaide advised problem identified as power spike on line wanted to change from line 3 to line 4 for later works to rectify problem. Esculated through OpCen SOS / FSG	Dor			OPCENS	Brisbane
5	23:00		Due to high volume work load Brisbane OpCen EMD's auth to extend past meal windows to assist with work load.	Info only	Dor			OPCENS	Brisbane
6	00:10		Southport OCS advised could see multiple rafts in system	OCS Southport offered support to iniate RAFTS for both OpCen's	Dor			OPCENS	Brisbane
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RTI Release

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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		10-22
CDS - Virtual/Statewide		NIL
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		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**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		
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		

RTI Release

030422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 03/04/2022

SOCS:	[redacted]
OCS:	[redacted]
CDS (North):	[redacted]
CDS (South):	Vacant
CDS (State):	Vacant
OC:	[redacted]
SENIOR OPS SUPER(S):	[redacted] (MNT), [redacted] (MST)
OPS SUPER(S):	[redacted] (MNT), [redacted] (MST)

RTI Release

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	Region	Station/ OpCen
1	07:04	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	07:39	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:35	ACUTE	Cairns OpCen BCP Radio Link Test Successful	Test completed by				OPCENS	Brisbane
4	07:35	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	Test completed by				OPCENS	Brisbane
5	07:35	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Test completed by				OPCENS	Brisbane
6	11:45	ACUTE	MDT not tracking	RFS notified and looking into it				MNT	Mitchelton
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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	**DAY SUPPORT 0700-1700hrs**	**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	r>1200, <1200-1830	
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking	(0800-1800)	(1100-2300)
Acute Call Taking	(0830-2030)	(1200-0000)
Acute Call Taking	(0530-1730)	(1830-2200) CHUB (1200-1830)
Acute Call Taking		(1500-0100)
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		

RTI Release

030422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 03/04/2022

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State): (>2400)

OC:

SENIOR OPS SUPER(S): (MN) / MS)

OPS SUPER(S): (MN) / Vacant (MS)

RTI Release

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2	18:45	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	19:00	ACUTE	Nil CCP for Northlakes or Caboolture	Kedron CCP moved up to Northlakes for optimum CCP cover				MNT	Brisbane
4	19:15	ACUTE	Nathan CCP 1900 finish is extending shift to assist with CCP coverage due to vacancies	Finished shift 1945. Authrorised by MS SOS				MST	Brisbane
5	00:00	ACUTE	Nil Virtual CDS from 00:00. Brisbane CDS will cover and liaise with OpCens. Q4 CDS will assist with Brisbane callbacks	SOCC aware				OPCENS	Statewide
6									
7									
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16									
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RTI Release

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

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RTI Release

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Incident	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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QAS Brisbane OpCen Staff - Acute Shift Allocations

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OCS - 3501		
CDS - Brisbane North		
CDS - Brisbane South		
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		(>0400)
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		(>0500)
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	**DAY SUPPORT 0700-1700hrs**	**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		(1700-0000)
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		(>0000)
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking		(1500-0100)
Acute Call Taking		(1200-2200)
Acute Call Taking		(1100-2300)
Acute Call Taking		(0830-2030)
Acute Call Taking		(1930-0530)
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	**NAME & SHIFT TIME**	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

RTI Release

040422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 04/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT [redacted] and MST [redacted]

OPS SUPER(S): MST P[redacted] and MNT [redacted]

RTI Release

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4	07:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	carried out by EMD				OPCENS	Brisbane
5	07:30	ACUTE	Townsville OpCen BCP Radio Link Test Successful	carried out by EMD				OPCENS	Brisbane
6	07:22	ACUTE	SEQ on extreme escalation	For Information only				MNT & MST	
7									
8									
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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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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	0730-1930	
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	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1400-2400hrs**
Acute Call Taking	0530-1730	
Acute Call Taking	0600-1600	) 1100-2200
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	0800-1500	
Acute Call Taking	) 0900-2100	
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		

RTI Release

DOH RTI 3376

040422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 04/04/22

SOCS:	[redacted]
OCS:	[redacted]
CDS (North):	[redacted]
CDS (South):	Q6 assisting with callbacks
CDS (State):	[redacted]
OC:	[redacted]
SENIOR OPS SUPER(S):	[redacted] (MNT), [redacted] (MST)
OPS SUPER(S):	[redacted] (MNT), [redacted] (MST)

RTI Release

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	Region	Station/ OpCen
1	19:51	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	20:06	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	19:30	ACUTE	CLEM7 northbound tunnel closed 2100-0600 for maintenance	Dispatchers advised crews via page				OPCENS	Brisbane
4									
5									
6									
7									
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11									
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16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		Q6 assisting with callbacks
CDS - Virtual/Statewide		
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		>0400
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	**DAY SUPPORT 0700-1700hrs**	**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		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking		(1500-0100)/ (1400-0000)
Acute Call Taking		(1400-0200)
Acute Call Taking		(2100-0500)
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		

RTI Release

DOH RTI 3376

140422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 14/04/2022

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

RTI Release

[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	Region	Station/ OpCen
1	06:00	ACUTE	BCP Print	For Information only	[redacted]	1[redacted]	[redacted]	OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	14:20	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	[redacted]			OPCENS	Brisbane
4	14:20	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	[redacted]			OPCENS	Brisbane
5	14:20	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	[redacted]			OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
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14									
15									
16									
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

RTI Release

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

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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	(0500-1700)	
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	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1400-2400hrs**
Acute Call Taking	(0630-	
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 - Toowoomba	(0630-1830)	
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	(0500-1500)	(1000-2000)
Acute Call Taking	(0530-1730)	(1200-0000)
Acute Call Taking	(0730-1930)/	(1200-0000)
Acute Call Taking	(0830-2030)	
Acute Call Taking	(0830-2030)	
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	**NAME & SHIFT TIME**	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

RTI Release

DOH RTI 3376

140422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 14/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): [redacted] MNT and [redacted] MST

OPS SUPER(S): [redacted] MNT and [redacted] MST

RTI Release

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	Region	Station/ OpCen
1	18:30	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	19:00	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	20:00	ACUTE	Confirmed gas leak from a 450kg bottle in a residential area - possible protracted incident	Notification SMS sent - QAS stood down at 2030 - source of gas leak located - cylinder had been tampered with QFES have secured	[redacted]	[redacted]		OPCENS	Brisbane
4	21:15	ACUTE	SEQ on extreme escalation	For Information only	[redacted]			MNT & MST	
5		ACUTE							
6									
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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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		[redacted]
South		
Bayside		
Meal Relief - Northside		[redacted]
Meal Relief - Southside		
Night Shift Meal Relief	[redacted]	)
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	**DAY SUPPORT 0700-1700hrs**	**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	[redacted]	1600-0200
Acute Call Taking		1930-0530
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		[redacted]
Dispatch Clinical Hub	[redacted]	
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		

RTI Release

DOH RTI 3376

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 15/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): / MST

OPS SUPER(S): / MST

RTI Release

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	Region	Station/ OpCen
1	08:00	ACUTE	BCP Print	For Information only	MLT			OPCENS	Brisbane
2	09:00	ACUTE	BCP Laptop Log On Successful	For Information only	MLT			OPCENS	Brisbane
3	08:00	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	MLT			OPCENS	Brisbane
4	08:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	MLT			OPCENS	Brisbane
5	08:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	MLT			OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
14:00			MST	Mt Gravatt		car vs ped. 14yom			MST PSO	
14:00			MST	Capalaba		car vs ped. 14yom			MST PSO	
14:00			MNT	Kedron Park		car vs ped. 14yom			MST PSO	
14:00			MNT	Balmoral		car vs ped. 14yom			MST PSO	
14:00			OPCENS	Brisbane		car vs ped. 14yom			MST PSO	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		[redacted]
South		
Bayside		
Meal Relief - Northside		[redacted]
Meal Relief - Southside		
Night Shift Meal Relief	[redacted]	
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	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1400-2400hrs**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1700-2100)
POSITION		**AFTERNOON SUPPORT 1700-0300hrs**
Acute Call Taking	[redacted]	
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		[redacted]
Dispatch Clinical Hub	[redacted]	
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking	(0530-1730)	(1300-0100)
Acute Call Taking		(1200-0000)
Acute Call Taking		(1200-0000)
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		

RTI Release

DOH RTI 3376

150422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 15/04/22

SOCS:	[redacted]
OCS:	[redacted]
CDS (North):	[redacted]
CDS (South):	[redacted]
CDS (State):	working from Southport
OC:	[redacted]
SENIOR OPS SUPER(S):	[redacted] MNT and [redacted] MST
OPS SUPER(S):	[redacted] MNT and [redacted] MST

RTI Release

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	Region	Station/ OpCen
1	18:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3		ACUTE						OPCENS	Brisbane
4		ACUTE						OPCENS	Brisbane
5		ACUTE						OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		working from Southport
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		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**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		
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		

RTI Release

160422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

BRISBANE

SHIFT: DAY

DATE: 16/04/22

SOCS:
OCS:
CDS (North):
CDS (South):
CDS (State):
OC:
SENIOR OPS SUPER(S): (MS) / (MN)
OPS SUPER(S): (MS) / (MN)

RTI Release

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	Region	Station/ OpCen
1	07:05	ACUTE	BCP Print	For Information only	BT			OPCENS	Brisbane
2	07:05	ACUTE	BCP Laptop Log On Successful	For Information only	BT			OPCENS	Brisbane
3	07:15	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
4	07:15	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
5	07:15	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
6	10:00	ACUTE	EMD given Dispatch exposure due to additional staff and workload	Exposure on North board with	BT			OPCENS	Brisbane
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

Unit	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MST		16:10	Possible live grenade found by member of the public in . QPS QAS and Army in attendance	ADF removed device. Nil explosion	AF

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
10:30			OPCENS	Brisbane	4	Reminded EMD of something from the past.	Pt transported to hospital	PSO to follow up with EMD	MS PSO group	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact
15755816	MNT	3B	09:03	PTS unable to facilitate	CAH > RBH mobile Pt
15756456	MNT	4B	12:00	PTS unable to facilitate	PCH > Aspley
15756467	MNT	4B	12:00	PTS unable to facilitate	PCH > Bridgeman Downs
15756520	MST	4B	12:15	PTS unable to facilitate	RLH > Victoria Point
15756550	MST	3B	12:20	PTS unable to facilitate	QEH > PAH
15756549	MNT	4B	12:15	PTS unable to facilitate	RBH > Forititude Valley
15756590	MST	4B	12:29	PTS unable to facilitate	QEH > 8 Mile Plains
15756609	MST	4B	12:35	PTS unable to facilitate	PAH > Wynnum West
15756624	MST	4B	14:00	PTS unable to facilitate	PAH > Mt Ommaney
15756651	MNT	4B	12:46	PTS unable to facilitate	RDH > Kallangur
15756657	MNT	4B	12:49	PTS unable to facilitate	RDH > Kippa Ring
15756745	MST	4B	13:00	PTS unable to facilitate	MAH > Coorparoo
15756787	MNT	4B	13:27	PTS unable to facilitate	RDH > Kippa Ring
15757230	MNT	4B	15:57	PTS unable to facilitate	PCH > Taigum
15757095	MNT	4B	15:16	PTS unable to facilitate	RDH > Clontarf
15756940	MNT	4B	14:25	PTS unable to facilitate	RDH > Narangba
15757007	MST	4B	14:41	PTS unable to facilitate	MAH > Annerley
15757207	MNT	4B	16:18	PTS unable to facilitate	CAH > Morayfield mobile Pt
15757578	MST	4B	17:27	PTS unable to facilitate	PAH > Durack
15757590	MST	4B	17:33	PTS unable to facilitate	QEH > Coopers Plns
15757628	MNT	4B	17:47	PTS unable to facilitate	RDH > Caboolture

RTI Release

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

RTI Release

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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		
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	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1200-2400hrs**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		N (1400-2400)
Acute Call Taking		(1400-2400)
Acute Call Taking		(1400-2400)
Acute Call Taking		
POSITION		**AFTERNOON SUPPORT 1700-0300hrs**
Acute Call Taking		(1400-0200)
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	(0830-2030)	
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		

RTI Release

DOH RTI 3376

160422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 16/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT / MST

OPS SUPER(S): MNT / MST

RTI Release

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	Region	Station/ OpCen
1	18:00	ACUTE	BCP Print	For Information only	[redacted]	1[redacted]	[redacted]	OPCENS	Brisbane
2		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 Release

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

RTI Release

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

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
01:00			MNT	Caboolture		Home Abortion			PSO MNT	
01:00			OPCENS	Brisbane		Home Abortion			PSO MNT	
01:00			MNT	Narangba		Assault, volatile scene.			PSO MNT	
01:00			MNT	North Lakes		Assault, volatile scene.			PSO MNT	
01:00			OPCENS	Brisbane		Assault, volatile scene.			PSO MNT	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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	**DAY SUPPORT 0700-1700hrs**	**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		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking		1930-0530)
Acute Call Taking		(1930-0530)
Acute Call Taking		(1930-0530)
Acute Call Taking		(1930-0530)
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		

RTI Release

170422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 17/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT [redacted] - MST [redacted]

OPS SUPER(S): MNT [redacted] - MST [redacted]

RTI Release

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	Region	Station/ OpCen
1	06:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	06:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:15	ACUTE	Cairns OpCen BCP Radio Link Test Successful					OPCENS	Brisbane
4	07:15	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful					OPCENS	Brisbane
5	07:15	ACUTE	Townsville OpCen BCP Radio Link Test Successful					OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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	>1600	
South	>1430	
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		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1400-2400hrs**
Acute Call Taking		1200-2200 (S 1430-1830)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		**AFTERNOON SUPPORT 1700-0300hrs**
Acute Call Taking		(North)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER	**NAME & SHIFT TIME**	**NAME & SHIFT TIME**
Acute Call Taking	0530-1730	1200-0000
Acute Call Taking		1500-0100
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		

Not for Release

DOH RTI 3376

170422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 17/04/2022

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT / MST

OPS SUPER(S): MNT / MST

RTI Release

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	Region	Station/ OpCen
1	18:05	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3									
4									
5									
6									
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11									
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16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

Unit	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MNT		03:54	- House Fire,	QAS (Crew, CCP, HARU & SOS) and QFES on scene 0410 - Senior Officer initial SMS sent 0500 - Senior Officer update SMS sent 0520 - SOS and Acute crew remaining as QFES still in BA - PSO activated	

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
05:00			MNT	Geebung		House Fire			PSO MNT	
05:00			MNT	Kedron Park		House Fire			PSO MNT	
05:00			MNT	N. Lakes		House Fire			PSO MNT	
05:00			OPCENS	Kedron		House Fire			PSO MNT	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		(1830-0500) (0500-0630)
Central 2 (Central Nightshift)		
Central 1		[redacted]
South		
Bayside		
Meal Relief - Northside		[redacted]
Meal Relief - Southside		
Night Shift Meal Relief	[redacted]	
POSITION		**NIGHT SHIFT**
Acute Call Taking		(1830-0500)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1930-0530)
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1700hrs**	**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	[redacted]	(1400-0200)
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		[redacted]
Dispatch Clinical Hub	[redacted]	
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		

RTI Release

DOH RTI 3376

180422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 18/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

RTI Release

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	Region	Station/ OpCen
1	06:30	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	06:30	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
3	09:15	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
4	09:15	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
5	09:15	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		
POSITION		**NIGHT SHIFT**
Acute Call Taking	(0500-1700)	
Acute Call Taking		
Acute Call Taking	(0630-1630)	
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	**DAY SUPPORT 0700-1700hrs**	**AFTERNOON SUPPORT 1400-2400hrs**
Acute Call Taking	(0730-1930)	(1400-2400)
Acute Call Taking	(0830-1930)	(1400-2400)
Acute Call Taking	(0900-2100)	(1400-2400)
Acute Call Taking	(1100-2200)	(1400-2400)
Acute Call Taking		(1400-2400)
Acute Call Taking		(1400-0100)
POSITION		**AFTERNOON SUPPORT 1700-0300hrs**
Acute Call Taking		(1430-0030)
Acute Call Taking		(1400-0200)
Acute Call Taking		(1700-0300)
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		

RTI Release

180422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 18/04/2022

SOCS:

OCS:

CDS (North):

CDS (South): (1000-2200)

CDS (State): (and South from 2200-0600)

OC:

SENIOR OPS SUPER(S): (MNT), (MST)

OPS SUPER(S): MNT), (MST)

RTI Release

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	Region	Station/ OpCen
1	21:18	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	21:34	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	21:45	ACUTE	Caloundra crew on Move-Up to Caboolture to assist with workload	For Information only	[redacted]		[redacted]	MNT	Brisbane
4	00:30	ACUTE	Forced entry with assistance from QFES.	OS attended. Premises secured without any requirement for BAS	[redacted]	[redacted]	[redacted]	MNT	Brisbane
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		(1000-2200)
CDS - Virtual/Statewide		(and South 2200-0600)
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		(2045-0630)
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	**DAY SUPPORT 0700-1700hrs**	**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		
Dispatch Clinical Hub		
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking		(1930-0730)
Acute Call Taking		(2100-0500)
Acute Call Taking		(1400-0100)
Acute Call Taking		(1430-0030)
Acute Call Taking		(1400-0200)
Acute Call Taking		
STAFF ALLOCATED TO SEQ PTS		
POSITION	**NAME & SHIFT TIME**	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

RTI Release

220422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 22/04/2022

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

RTI Release

[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	Region	Station/ OpCen
1	06:00	ACUTE	BCP Print	For Information only		1		OPCENS	Brisbane
2	07:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:00	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	08:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	08:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	08:15	ACUTE	SEQ de-escalated – now experiencing NORMAL hospital delays.	For Information only				SEQ	
7	10:20	ACUTE	SEQ escalated - now experiencing MODERATE hospital delays	For Information only				SEQ	
8	15:50	ACUTE	SEQ escalated – now experiencing EXTREME hospital delays	For Information only				SEQ	
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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	Vacant	
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern	(0630-1500) (1500-0300)	
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	(0630-1830)/ (0700-1700)	
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		
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	M Pinel	
Dispatch Clinical Hub		R Daly
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking	(0500-1700)	(1200-0000)
Acute Call Taking	(0530-1730)	(1200-0000)
Acute Call Taking	(0530-1730)	
Acute Call Taking	(0830-1930)	
Acute Call Taking	(0830-2030)	
Acute Call Taking	(0830-2030)	
STAFF ALLOCATED TO SEQ PTS		
POSITION	**NAME & SHIFT TIME**	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

RTI Release

DOH RTI 3376

220422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 22/04/22

SOCS:	
OCS:	
CDS (North):	(consolidation)
CDS (South):	(consolidation) &
CDS (State):	Vacant
OC:	
SENIOR OPS SUPER(S):	MST and MNT
OPS SUPER(S):	MST and MNT

RTI Release

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	Region	Station/ OpCen
1	18:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3		ACUTE							
4		ACUTE							
5		ACUTE							
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

Unit	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MNT		00:00	QAS/QPS/QFES on scene. QPS negotiator as well as QFES .	Bravo Crew, HARU and OS on scene. Negotiations ongoing at handover.	

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

RTI Release

Back To Main Page

How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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QAS Brisbane OpCen Staff - Acute Shift Allocations

SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
SOCS - 3502 Room Supervisor		
OCS - 3501		
CDS - Brisbane North		(consolidation)
CDS - Brisbane South		(consolidation) &
CDS - Virtual/Statewide		vacant
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		till 0300 ther
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		1930-0730
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		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
POSITION		**AFTERNOON SUPPORT 1700-0300hrs**
Acute Call Taking		vacant
Acute Call Taking		till 0300 then vacant
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		

RTI Release

DOH RTI 3376

230422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 23/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State): >1000<

OC:

SENIOR OPS SUPER(S): MNT /

OPS SUPER(S): MNT /

RTI Release

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	Region	Station/ OpCen
1	06:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	07:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	06:53	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	06:53	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	06:53	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	08:35	ACUTE	SEQ de-escalated – now experiencing NORMAL hospital delays.	For Information only				OPCENS	Brisbane
7	09:30	ACUTE	Emergency Rule removed.	For Information only				OPCENS	Brisbane
8	10:42	ACUTE	SEQ escalated – now experiencing MC	For Information only				OPCENS	Brisbane
9	12:15	ACUTE	Brisbane Opcen Escalated.	State SOS advised.				OPCENS	Brisbane
10	12:30	ACUTE	PTS unable to meet workload with officers on shift.	Contacted WPU SOS, approval for 2x PTS crews and VOT.				OPCENS	Brisbane
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

Back To Main Page

How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	(Assessment)	
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	)	
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(0830-2030)
Acute Call Taking		(0830-2030)
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		

RTI Release

230422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 23/04/22

SOCS:	
OCS:	
CDS (North):	
CDS (South):	till 2200 then vacant
CDS (State):	vacant
OC:	
SENIOR OPS SUPER(S):	MNT and MST
OPS SUPER(S):	MST and MNT

RTI Release

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	Region	Station/ OpCen
1	18:15	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	22:30	ACUTE	FI case created for a crew at QEH - person with a knife at the ambulance ramp - QAS crew safe	QPS attended immediately - SOS notified and attended - MNT SOS notified of incident as crew from Northgate	[redacted]	[redacted]	[redacted]	MST	
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
02:06		Multiple	MNT	Brisbane		yom hanging - deceased	P1 activated		MNT PSO Group	
02:02		Informant Off Duty Officer	MST			Officer involved in incident whilst off duty	P1 activated		MST PSO Group	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		till 2200 then vacant
CDS - Virtual/Statewide		vacant
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		from 2030
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		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
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		1830-0630
Acute Call Taking		1830-0630
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		

RTI Release

DOH RTI 3376

240422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 24/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): [redacted] MN/ [redacted] MS

OPS SUPER(S): [redacted] MN 10-22/ [redacted] MS

RTI Release

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	Region	Station/ OpCen
1	06:00	ACUTE	BCP Print	For Information only	Dor			OPCENS	Brisbane
2	06:30	ACUTE	BCP Laptop Log On Successful	For Information only	Dor			OPCENS	Brisbane
3	06:50	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
4	06:50	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
5	06:50	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	AF			OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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**
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		

RTI Release

240422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 24/04/22

SOCS:	
OCS:	
CDS (North):	
CDS (South):	
CDS (State):	(1800-2200) Vacant (2200-0600)
OC:	
SENIOR OPS SUPER(S):	MNT / MST
OPS SUPER(S):	MNT / MST

RTI Release

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	Region	Station/ OpCen
1	19:10	ACUTE	BCP Print	For Information only	MLT			OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	20:30	ACUTE	Emergency Rule enacted	For Information only				OPCENS	Brisbane
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		(1800-2200) Vacant (2200-0600)
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		(1830-0000) (0000-0630)
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		**NIGHT SHIFT**
Acute Call Taking		(1830-0000 & OT 0000-0630)
Acute Call Taking		(1830-0000 & OT 0000-0630)
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		
Acute Call Taking		(1830-0000)
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		(1830-0630)
Acute Call Taking		(1830-0630)
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 - Rockhampton OpCen		(OT 1830-0630)
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		

RTI Release

250422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

BRISBANE

SHIFT: DAY

DATE: 25/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): [redacted] MN / [redacted] MS

OPS SUPER(S): [redacted] MN / [redacted] MS

RTI Release

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	Region	Station/ OpCen
1	06:45	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	06:45	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:30	ACUTE	Cairns OpCen BCP Radio Link Test Successful	Info only				OPCENS	Brisbane
4	07:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	Info only				OPCENS	Brisbane
5	07:30	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Info only				OPCENS	Brisbane
6	09:20	ACUTE	officer advised she would be heading to Forest Lake to deal with personal matter. Will be OOS but available for 1A if needed	Nil coverage for appox 1 hour				MST	Brisbane
7	17:30	ACUTE	Issues logging into Meal Management software for multiple consoles	Reported to FSG via email				OPCENS	Brisbane
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
		OpCen	Brisbane	06:30	07:00	00:30		Traffic conditions	

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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**
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		

RTI Release

250422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 25/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State): (1800-2200)
Vacant (2200-0600)

OC:

SENIOR OPS SUPER(S): MNT / MST

OPS SUPER(S): MNT / MST

RTI Release

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	Region	Station/ OpCen
1	18:00	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2		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 Release

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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
01:00			MST	Carina					MST PSO	
01:00			OPCENS	Brisbane					MST PSO	
01:00			OPCENS	Southport					MST PSO / Q6 OCS	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		(OT)
CDS - Virtual/Statewide		(1800-2200) Vacant (2200-0600)
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside		(1830-0300) (0300-0630)
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(OT)
Acute Call Taking		(OT)
Acute Call Taking		(0000-0630)
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		
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		(1830-0000)
FLEXIBLE WORK ARRANGEMENT STAFF		
POSITION		**NAME & SHIFT TIME**
Acute Call Taking		(1830-0300)
Acute Call Taking		(1930-0730)
Acute Call Taking		(1930-0730)
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		

RTI Release

260422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

BRISBANE

SHIFT: DAY

DATE: 26/04/22

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

RTI Release

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	Region	Station/ OpCen
1	07:41	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	08:20	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:10	ACUTE	Cairns OpCen BCP Radio Link Test Successful	all checked by and ok				OPCENS	Brisbane
4	08:15	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	all checked by and ok				OPCENS	Brisbane
5	08:21	ACUTE	Townsville OpCen BCP Radio Link Test Successful	all checked by and ok				OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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	(Q4)	
Operations Co-ordinator		
POSITION		**NIGHT SHIFT**
Northern		
Central 2 (Central Nightshift)		
Central 1		
South		
Bayside	0630-100 10-22	
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking	vacant	
Acute Call Taking	vacant	
Acute Call Taking	vacant	
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**
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	(0700-1700)	
Acute Call Taking	0700-1700	
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	0500-1700	1430-0030
Acute Call Taking	0730-1930	1400-0100
Acute Call Taking	0400-1400	1500-0300
Acute Call Taking	0730-1930	
Acute Call Taking	0900-2100 (0930-1930)	
Acute Call Taking	(1000 - 2000)	
STAFF ALLOCATED TO SEQ PTS		
POSITION	**NAME & SHIFT TIME**	
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		
PTS Call Taking		

RTI Release

DOH RTI 3376

260422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 26/04/2022

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State): 10-22

OC:

SENIOR OPS SUPER(S): MN/ MS

OPS SUPER(S):

RTI Release

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	Region	Station/ OpCen
1	19:00	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	19:00	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	18:30	ACUTE	Clem7 control called to advise tunnel closed northbound tonight from 2100 until approx 0600	Page sent to afternoon and night crews	[redacted]			OPCENS	Brisbane
4	18:30	ACUTE	R500 offline tonight	FCCP available as road resource	[redacted]			MST	Brisbane
5	01:00	ACUTE	Called Q4 OCS to see if they had capacity to assist with workload	Able to send Kawana crew down to help with lift assist at Caboolture but requested they return following that case	[redacted]	[redacted]	[redacted]	OPCENS	Brisbane
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

Unit	Region	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	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MNT		22:47	abdo pain. 1A1 - call back received pt arrest	pt neg, qps notified	

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

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

FALSE CALLS								
Time	Region	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By
01:59	MNT						Caller, wanting to remain anonymous QAS attended, unable to raise anyone . QPS were able to confirm the caller has history of making similar false claimes about the occupant in Nil forced entry	

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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
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		

RTI Release

DOH RTI 3376

290422 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 29/04/2022

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT [redacted] and MST [redacted]

OPS SUPER(S): MNT [redacted] and MST [redacted]

RTI Release

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	Region	Station/ OpCen
1	06:20	ACUTE	BCP Print	For Information only	[redacted]	1[redacted]		OPCENS	Brisbane
2	06:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	08:30	ACUTE	Cairns OpCen BCP Radio Link Test Successful	nil issue				OPCENS	
4	08:30	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	nil issue				OPCENS	
5	08:30	ACUTE	Townsville OpCen BCP Radio Link Test Successful	nil issue				OPCENS	
6	07:40	ACUTE	SEQ de-escalated to normal	For Information only				MNT & MST	
7	10:00	ACUTE	SEQ escalated to moderate	For Information only				MNT & MST	
8	12:07	ACUTE	SEQ escalated to extreme	For Information only				MNT & MST	
9	15:06	ACUTE	LR activation on [redacted] confirmed QPS required L&S	QPS attached and OS and another crew attached		[redacted]	[redacted]	MST	Mt Gravatt
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

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How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

Paramedic Occupational Violence Incident									
Incident	**Time**	**Officer(s) Involved**	**Region**	**Station**	**Incident Information**	**Type of Occupational Violence**	**Description**	**Notifications** *OS, SOS, PSDU, OCM*	**Entered By**
	15:06	as per IDR	MST	Mt Gravatt	QAS officer assaulted after departing scene - called for a pt with chest pain	Physical Violence		OS	
QPS Notified *(YES/NO)*	**Time QPS Notified**	**Attending Supervisor**	**Peer Support / Priorty One Activation**	**Caution Note Accuracy**	**Further Caution Note Actions Required**	**Call Back Actions Taken** *(If Applicable)*	**OCS Emailed CAD Report and Audio Files to OCM**	**Dot Point Summary Sent to OCM** *(If Appropriate)*	
YES	15:07		PEER SUPPORT	NON-EXISTENT	yes				
Comments (Essential Additional Information)									

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
08:51		Multiple	MNT			CPR in progress	Pt Signal 4	PSO Follow up	MN PSO Group	
10:22		Multiple	MNT			CPR in progress	Pt Signal 5	PSO Follow up	MN PSO Group	
15:07		As per IDR	MST			Crew assaulted	PSO activated - crew terminated shift	PSO Follow up	MS PSO Group	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
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		
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		

RTI Release

DOH RTI 3376

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 29/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

RTI Release

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	Region	Station/ OpCen
1	20:30	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	20:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	21:06	ACUTE	Tyre blew while transporting Pt, Nil injuiries to Pt or crew.	RACQ Advised, Transport crew arranged.		1		MNT	Brisbane
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1930-0530)
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		(1900-0500)
Acute Call Taking		
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		
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		

RTI Release

DOH RTI 3376

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 30/04/2022

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S):

OPS SUPER(S):

RTI Release

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	Region	Station/ OpCen
1	06:30	ACUTE	BCP Print	For Information only - Correct date & time	[redacted]	[redacted]		OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	14:50	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For information only				OPCENS	
4	14:50	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For information only				OPCENS	
5	14:50	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For information only				OPCENS	
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

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

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By
		Brisbane	OPCENS	07:00				EMD on sheets twice, did not present for 0700 start - contacted to confirm start time - EMD was asked to move to cover afternoon shift on 29/04	

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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	(0630-1700) (1700-1830)	
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	Vacant	
Acute Call Taking	Vacant	
Acute Call Taking		
Acute Call Taking		
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
POSITION	**DAY SUPPORT 0700-1900hrs**	**AFTERNOON SUPPORT 1200-2400hrs**
Acute Call Taking		
Acute Call Taking	(0900-1700)	
Acute Call Taking		
Acute Call Taking		
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 - Toowoomba OpCen	(0645-1600)	
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		

RTI Release

300422 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 30/04/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State): vacant

OC:

SENIOR OPS SUPER(S): MST and MNT

OPS SUPER(S): MST H and MNT

RTI Release

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	Incident	Unit	Region	Station/ OpCen
1	06:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	18:00	ACUTE	Emergency rule inplace	For Information only				OPCENS	
4	00:04	ACUTE	CAD freeze on 4 console for approximately 1 minute - only seemed to effect calltaker who were in PROQA	FSG and State SOS notified				OPCENS	
5	02:07	ACUTE	Patient located on the floor of the - both lifts are broken crew had to retrieve pt via the stairs	QFES attached - Manager of complex contacted and confirmed that both lifts were broken and nil arrangement to have them repair - SOS notified				MST	
6	05:55	ACUTE	80 cases in pending queue	For Information only				MNT & MST	
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		
POSITION		**NIGHT SHIFT**
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		(1930-0530)
Acute Call Taking		
Acute Call Taking		taken out of disp training
Acute Call Taking		vacant
ABOVE CORE ROSTER		**NAME & SHIFT TIME**
Acute Call Taking		
Acute Call Taking		
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		vacant
Acute Call Taking		vacant
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		

RTI Release

DOH RTI 3376

010522 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 01/05/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT [redacted] / MST [redacted]

OPS SUPER(S): MNT [redacted] / MST [redacted]

RTI Release

[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	Region	Station/ OpCen
1	06:00	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	17:20	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:20	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	07:20	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	07:20	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
6	06:00	ACUTE	Significant pending workload from over night - approximately 80 cases, longest at 13.5 hours	For Information only				OPCENS	Brisbane
7	08:00	ACUTE	South East Queensland remains escalated - experiencing EXTREME hospital delays	For Information only				SEQ	
8	08:00	ACUTE	Emergency Rule no longer in place - normal call taking procedures	For Information only				OPCENS	Brisbane
9	11:10	ACUTE	SOCC request CCPs be used primary as Infield Triage Officers.	Considered attachment. Potential for attaching North Lakes CCP to case, however being left available due to potential CCP requirement for nearby incident. Will continue to monitor IFTO appropriate cases near available CCPs.				OPCENS	Brisbane
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

Paramedic Occupational Violence Incident									
Incident	**Time**	**Officer(s) Involved**	**Region**	**Station**	**Incident Information**	**Type of Occupational Violence**	**Description**	**Notifications** *OS, SOS, PSDU, OCM*	**Entered By**
	07:38		MNT	Roma Street	Crew attended for long standing 2A.	Physical Violence	Unrelated Male approached crew while waiting outside building requesting Ventolin. Male threw coffee at the crew.	MNT SOS	
QPS Notified *(YES/NO)*	**Time QPS Notified**	**Attending Supervisor**	**Peer Support / Priorty One Activation**	**Caution Note Accuracy**	**Further Caution Note Actions Required**	**Call Back Actions Taken** *(If Applicable)*	**OCS Emailed CAD Report and Audio Files to OCM**	**Dot Point Summary Sent to OCM** *(If Appropriate)*	
YES	07:41			NON-EXISTENT	Male not from address				
Comments (Essential Additional Information)									

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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	**DAY SUPPORT 0700-1700hrs**	**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		(1500-0100)
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	(0630-1430)	(1100-2300)
Acute Call Taking		(1100-2300)
Acute Call Taking		(1200-2200)
Acute Call Taking		(1400-0000)
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		

RTI Release

DOH RTI 3376

010522 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

BRISBANE

SHIFT: NIGHT

DATE: 01/05/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MST [redacted] & MNT [redacted]

OPS SUPER(S): MST [redacted] and MNT [redacted]

RTI Release

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	Region	Station/ OpCen
1	18:30	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]			OPCENS	Brisbane
3	21:31	ACUTE	LR activation	Confirmed accidental	[redacted]	[redacted]	[redacted]	MST	
4		ACUTE							
5		ACUTE							
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

Unit	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MNT		21:59	- stab wounds	Code 1 transport with HARU and CCP to RBH	

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?

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

RTI Release

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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		1830-0000
Acute Call Taking		from 0230-1830
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		1930-0530
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		

RTI Release

DOH RTI 3376

020522 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 02/05/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): [redacted] MN/ [redacted] MS

OPS SUPER(S): [redacted] MN/ [redacted]

RTI Release

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	Region	Station/ OpCen
1	07:15	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2	07:15	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	07:15	ACUTE	Cairns OpCen BCP Radio Link Test Successful	Info Only				OPCENS	Brisbane
4	07:15	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	Info Only				OPCENS	Brisbane
5	07:15	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Info Only				OPCENS	Brisbane
6	07:15	ACUTE	SEQ now de-escalated to NORMAL hospital delays.	Info Only				OPCENS	Brisbane
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

Unit	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MST		09:48	yom fall from cliff	**SR - fall approx 20 mts TX PA**	

Cardiac Arrest – How many out of hospital cardiac arrests were attended and were they transported with ROSC?

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

RTI Release

RTI Release

Back To Main Page

How many cases were upgraded or downgraded during the shift?

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
15:00		As Per email	cairns	Brisbane		EMD had taken out of region call for fall from waterfall 100 mts - pt neg	P1 paged		SOCS	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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**
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		

RTI Release

DOH RTI 3376

020522 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 02/05/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): MNT / MST

OPS SUPER(S): MNT / MST

RTI Release

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	Region	Station/ OpCen
1	18:00	ACUTE	BCP Print	For Information only				OPCENS	Brisbane
2		ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	21:04	ACUTE	Duress Alarm activated	Crew at PAH with a resus patient. Unable to make contact with crew by phone / radio. MST OS at PAH notified, has seen crew take PT into Ed, and will check Duress on MDT. Confirmed accidental.				MST	
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

Unit	Region	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	Region	Incident	Time	Activity/Description	Action/Outcome	Entered By
	MST		19:39	Gasping for breath. CPR	ROSC - Code1 to PAH	
	MST		21:43	hanging	CPR commenced - Pt negative. QPS On scene	

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

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

RTI Release

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
23:10			MST	Mt Gravatt		Hanging, attempted resus			PSO MST	
23:10			MST	Wynnum		Hanging, attempted resus			PSO MST	
23:10			MNT	Kedron Park		Hanging, attempted resus			PSO MST	
23:10			MST	SOS		Hanging, attempted resus			PSO MST	
23:10			OPCENS			Hanging, attempted resus			PSO MST	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

Back To Main Page

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		(1830-2100) (2100-0630)
Central 2 (Central Nightshift)		
Central 1		[redacted]
South		
Bayside		
Meal Relief - Northside		[redacted]
Meal Relief - Southside		
Night Shift Meal Relief	[redacted]	
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**
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	[redacted]	(1830-0630)
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		[redacted]
Dispatch Clinical Hub	[redacted]	
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		

Not Released

DOH RTI 3376

030522 DAY BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: DAY

DATE: 03/05/22

SOCS:

OCS:

CDS (North):

CDS (South):

CDS (State):

OC:

SENIOR OPS SUPER(S): N MN/ MS

OPS SUPER(S): MN/

RTI Release

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	Region	Station/ OpCen
1	06:50	ACUTE	BCP Print	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
2	06:50	ACUTE	BCP Laptop Log On Successful	For Information only	[redacted]	[redacted]		OPCENS	Brisbane
3	07:00	ACUTE	Cairns OpCen BCP Radio Link Test Successful	Info Only	[redacted]	[redacted]		OPCENS	Brisbane
4	07:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	Info Only	[redacted]	[redacted]		OPCENS	Brisbane
5	07:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful	Info Only	[redacted]	[redacted]		OPCENS	Brisbane
6	09:20	ACUTE	South East Queensland now escalated – experiencing MODERATE hospital delays	Info Only	[redacted]	[redacted]		OPCENS	Brisbane
7	12:35	ACUTE	South East Queensland is now escalated - experiencing EXTREME hospital delays	Info Only	[redacted]	[redacted]		OPCENS	Brisbane
8									
9									
10									
11									
12									
13									
14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

Back To Main Page

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

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

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

RTI Release

PEER SUPPORT ACTIVATIONS										
Time	Incident	Officer/s Involved	Region	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	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		
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**
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		

RTI Release

030522 NIGHT BRISBANE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

BRISBANE

SHIFT: NIGHT

DATE: 03/05/22

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

RTI Release

[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	Region	Station/ OpCen
1	18:30	ACUTE	BCP Print	For Information only	BH			OPCENS	Brisbane
2	18:30	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	18:30	ACUTE	QAS Paramedic struck by patient	MS SOS Advised, QPS notified & responded to scene	BH			OPCENS	
4	18:30	ACUTE	Virtual CDS position vacant for night shift	Relevant OpCens notified	AF			OPCENS	
5	20:12	ACUTE	Emergency Rule in place - advised by State Opcen SOS	All Calltakers notified	BH			OPCENS	Brisbane
6									
7									
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14									
15									
16									
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

RTI Release

Were there any Significant Operational Incidents/Issues *(M.C.I.s, QAS vehicle accidents, cases incidents involving QPS / QFRS)?*

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

Were there any Significant Patient Care/Clinical Issues *(high acuity cases)?*

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

RTI Release

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

RTI Release

Staffing Issues (Late Log Ons/ Late Shift Starts)									
Officer(s)	Unit	Station / OpCen	Region	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By

RTI Release

Paramedic Occupational Violence Incident									
Incident	**Time**	**Officer(s) Involved**	**Region**	**Station**	**Incident Information**	**Type of Occupational Violence**	**Description**	**Notifications** *OS, SOS, PSDU, OCM*	**Entered By**
	18:19		MST		QAS Paramedic struck by patient	Physical Violence		MST SOS, Peer Support Email sent	BH
QPS Notified *(YES/NO)*	**Time QPS Notified**	**Attending Supervisor**	**Peer Support / Priorty One Activation**	**Caution Note Accuracy**	**Further Caution Note Actions Required**	**Call Back Actions Taken** *(If Applicable)*	**OCS Emailed CAD Report and Audio Files to OCM**	**Dot Point Summary Sent to OCM** *(If Appropriate)*	
YES	18:20		PEER SUPPORT	NON-EXISTENT					
Comments (Essential Additional Information)									

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

RTI Release

PEER SUPPORT ACTIVATIONS

Time	Incident	Officer/s Involved	Region	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
18:19			MST			Officer punched by member of the public in the arm	SOS and QPS attended. Officer elected to continue working	PSO to contact officer for welfare check	MS PSO group	
00:06			OPCENS			Officer had 3 labour calls and 3 CPR calls	Welfare check on EMD due to number of potentially emotive calls this shift.	PSO to contact officer for welfare check	MN PSO group	

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

Time	Incident	Officer/s Involved	Region	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	Region	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By

RTI Release

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

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

RTI Release

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	Region	Coding	Time	Reason	Operational Impact

RTI Release

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

RTI Release

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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		[redacted]
South		
Bayside		
Meal Relief - Northside		[redacted]
Meal Relief - Southside		
Night Shift Meal Relief	[redacted]	
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**
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	[redacted]	
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		[redacted]
Dispatch Clinical Hub	[redacted]	
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		

RTI Release

MAROOCHYDORE

RTI Release

DOH RTI 3376

010422 DAY MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

MAROOCHYDORE

SHIFT: DAY

DATE: 01/04/2022

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

RTI Release

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									
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7									
8									
9									
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14									
15									
16									
17									
18									
19									
20									
21									
22									
23									

RTI Release

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

RTI Release

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
	SCT		06:30	Hanging	SR continue CCP Code 1 starting resus SR confirmed asystole arrest CPR in progress - CODE 0	OCS
	SCT		16:24	not cons not breathing	SR obvious death	OCS

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
	SCT		06:25	SOB - turning blue -	SR GCS 9 Bradycardic back up code 1 - SR Pt arrested and all officers on board tx hot to HBH - crew have ROSC	OCS

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

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

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 Release

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

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

RTI Release

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
08:00			SCT			Hanging - CPR in progress - Code 0	P1	P1	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 Release

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

RTI Release

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

RTI Release

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

RTI Release

010422 NIGHT MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

MAROOCHYDORE

SHIFT: NIGHT

DATE: 01/04/22

OCS: [redacted]

CDS: [redacted]

SENIOR OPS SUPER(S): [redacted]

OPS SUPER(S): NIL SSC / [redacted]

DUTY OIC(S):

RTI Release

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	from 1800		very heavy workload SCT overnight, multiple pending acute cases & IFTs .. Consistant workload also Fraser Coast area & Bundy areas - Multiple IFTs pending MBH > HBH	callbacks continued throughout night. Hospitals understanding of delays (all pts remained stable overnight)				SCT WBY	
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RTI Release

HOSPITAL STATUS LOG								
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome
HBH	Escalation Level 1	01/04/22	18:35	01/04/22			OCS	

RTI Release

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
	SCT		18:37	hit by	crew disp with CCP tx hot > SCUH (? Closed HI)	

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 Release

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

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 Release

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

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

RTI Release

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 Release

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

RTI Release

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
19:03		2D4	1C	PRIMARY	Yes	brown snake bite - R522 tasked					
19:57		31A1	2A	PRIMARY	Yes	- R522 about to land for above case - will assess this pt also					

RTI Release

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

RTI Release

RTI Release

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR -	SCT		QAS Birtinya	QAS Nambour	EOS	suncoast cabs			
MAR -	SCT		SCUH	Nirimba	EOS - & veh retrieval	suncoast cabs			

RTI Release

DOH RTI 3376

020422 DAY MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

MAROOCHYDORE

SHIFT: DAY

DATE: 02/04/2022

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

RTI Release

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									
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23									

RTI Release

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

RTI Release

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
	SCT		10:37	29D2 - - car vs motorbike - # - car on fire	- - update tx to GGH	OCS
	SCT		12:12	17d06A - - fallen 5m from waterfall - .	QFES attached for assistance with extrication. Pt transported Code 2 to SCUH.	CDS
	SCT		13:48	25d06 - - male pt jumped 20m	I, transported Code1 to SCUH with FCCP and Dr escort.	CDS
	WBY		14:26	30d03 - - fall from horse - ? injury	Helo requested for extrication -	OCS
	DDS		15:50	9d1 - - uncons ? Breathing	SR uncons vitals tx KGH pt now awake	OCS
	SCT		15:25	27D04S - - stab wounds	Transported Code 2 to SCUH with CCP escort.	CDS
	WBY		15:59	17B01E - - fall from horse -	. Helo requested - declined as nil asset available. Pt transported via road to BBH	CDS

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

RTI Release

3173	DDS		16:05	? Deceased has been found	SR code 0 qps on scene	OCS

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

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 Release

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

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

RTI Release

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
16:15			SCT			GCS 5	P1	P1	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 Release

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

RTI Release

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
10:59		29D02	1B	PRIMARY	No	Car vs Motorbike leg # - fire spreading around the area - GGH 15 mins drive away	8511 is available - but tx to GGH preferable	OCS			
15:26		30d03	1B	PRIMARY	Yes	? injury post fall from horse		CDS			
15:50		17B01E	1C	PRIMARY	No	injuries following fall from horse -	Nil assets available - 8522 on scene at above.	CDS			

RTI Release

SCUH Transit Allocated Unit PTS 10-18 Trial Workload

Allocated SCUH Transit Unit					

RTI Release

RTI Release

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR -	SCT		MAROOCHYDORE	NAMBOUR	OPERATIONAL - EOS	SUNCOAST CABS			

RTI Release

020422 NIGHT MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

MAROOCHYDORE

SHIFT: NIGHT **DATE:** 02/04/22

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

RTI Release

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	01:45	ACUTE	26D1 , crew about to tx advised they had a flat tyre	RACQ called to change tyre, nil crews immediately avail to to take over pt (pt stable), continued with case after tyre change				SCT	
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23									

RTI Release

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

RTI Release

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
	SCT		18:18	9E1 uncons, CPR instructions began during call prior to call dropping out	crews disp with CCP SR: CPR in progress.. Pt code 0	Beaumont
	WBY		22:09	11E1 , choked on CPR in progress during call	SR: ROSC attained, delayed extrication, tx > BBH (prognosis not good)	Beaumont

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
	WBY		03:32	26C1 , confused, not making sence, not known to inf		Beaumont

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

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

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 Release

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

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

RTI Release

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
0800 (booked)		(EMD) (EMD)	WBY	Bundaberg MOC		choking, CPR instructions with EMD, pt tx with ROSC > BBH but prognosis not good	P1 paged	P1		t

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 Release

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

RTI Release

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
21:44		26A2	2C	PRIMARY	Yes	pain, hypertension - R522 disp					

RTI Release

SCUH Transit Allocated Unit PTS 10-18 Trial Workload

Allocated SCUH Transit Unit					

RTI Release

RTI Release

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	To	Reason	Company	Company Auth No.	Quoted Cost	Entered By
MAR -	SCT		QAS Noosa	SCUH	Staff movement	SCC			CDS
MAR -	SCT		QAS Coolum	QAS Tewantin	Staff movement	SCC			CDS

RTI Release

030422 DAY OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE
OPERATIONS BRIEF V2.11.1

Queensland Government

MAROOCHYDORE

SHIFT: DAY

DATE: 3/04/22

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

RTI Release

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	06:50	ACUTE	29D06. bike rider travelling at approx 120km/hr has run off into the bush.	sr@ , gcs 15, Open l/arm #, cerebel agitation, pt sedated and tx to HBH				WBY	M/BGH
2	08:20	ACUTE	25b06V. pt suffering issues, walked off into The has now returned armed with	sr@ QPS negotiator on scene. sr@pt now in custody of QPS. sr@ male pt, currrently handcuffed, left in care of QPS				SCT	
3	10:25	ACUTE	, issues,	SR@ pt, currently threatening violence, crew have cleared scene to safe distance. QPS requested. D.O dispatched. sr@ QPS arrived, male pt compliant, tx to HBH for				WBY	
5	12:00	ACUTE	Maryborough 0630/1830 officers, both have returned a Fatigue score of 8. The officers performed EA duties last night.	Officers are to be utilised only for code 1 cases. SOS aware				WBY	M/BGH
6	13:40	ACUTE	3283 responding to case, has broken down on .	As nil pt's on board, SOS aware and will organise appropriate resourcing				DDS	MURGON
7	15:30	ACUTE	Bruce Hwy, . 29D02p. Single vehicle rollover, pt self extricated.	sr@ male pt, self extricated, minor injuries only, tx to BBH				WBY	GIN GIN
8	16:35	ACUTE	. 7B02F. , currently on fire.	sr@ ni l injuries, QAS stood down				SCT	KAWANA
9	16:40	ACUTE	. 25B04. seen on the side of the bridge,	sr@ tuw the at the address, compliant,				WBY	
10	17:00	ACUTE	29D02p. Single vehicle rollover, 4wd and trailor, driver self extricated	sr@ male pt, self extricated, declining tx and treatment.				SCT	GYMPIE
12									
13									
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19									
20									

RTI Release

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
21									
22									
23									

RTI Release

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

RTI Release

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
	SCT		11:00	. 25B06B. pt armed with a . QPS does not wish QAS to attend yet, as nil staging has been organisied. QAS wilL attempt to keep officer at Maroochyodore	, QAS not required,	OCS
	SCT		13:15	. 27D04S. pt stabbed dispute.	SR@ multiple stab wounds to area, good radial pulse, gcs 15. Pt tx to	OCS
	SCT		13:20	. 27D04I. self inflicted wound .	t wound. Second pt- , laceraton to Both pt's tx to Hot.	OCS

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
	WBY		16:00	88yom, non responsive, located in bed.	sr@ pt covid +, PEA arrest, pt code 0	OCS

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

RTI Release

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**

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 Release

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

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

RTI Release

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
14:00			SCT	CALOUNDRA CALOUNDRA POD POD FCCP M/DORE M/DORE SOS		self inflicted wound	SR@ male, self inflicted injury to he pt with laceration from a	YES	P1 SOS SOCC	OCS
14:00			SCT	CALOUNDRA CALOUNDRA O/S CALOUNDRA CALOUNDRA		pt involved in a disturbance . ?stab wounds	sr@ multiple wounds to , good radial pulse, GCS 15, tx to SCUH	YES	P1 SOS SOCC	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
05:30	1-Jul		WBY	Childers		8	SOCC/SOS	SOCC/SOS	SOCC/SOS	OCS

RTI Release

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

RTI Release

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

RTI Release

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

RTI Release

030422 NIGHT MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

Queensland Government

MAROOCHYDORE

SHIFT: NIGHT

DATE: 03/04/2022

OCS:

CDS:

SENIOR OPS SUPER(S):

OPS SUPER(S):

DUTY OIC(S):

RTI Release

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									
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22									
23									

RTI Release

HOSPITAL STATUS LOG								
Hospital	**Status/ Escalation Level**	**Date Initiated**	**Time Initiated**	**Date Changed**	**Time Changed**	**Time On Status**	**Initiated By**	**Action/Outcome**
Bundaberg	Escalation Level 3	03/04/2022	20:00	03/04/22	22:00	02:00	OCS/SOCC	Spoke to SOCC and they liased with Exec

RTI Release

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

RTI Release

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

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

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 Release

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

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

RTI Release

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
21:30			SCT			pt post assault agitated anxiety - escalated in back of truck	p1	p1	sos 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 Release

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

RTI Release

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

RTI Release

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

RTI Release

040422 DAY MAROOCHYDORE OPCEN BRIEF

QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1

MAROOCHYDORE

SHIFT: DAY

DATE: 04/04/2022

OCS: [redacted]

CDS: [redacted]

SENIOR OPS SUPER(S): [redacted] SCT, [redacted] WBY

OPS SUPER(S): [redacted] SCT, [redacted] WBY

DUTY OIC(S):

RTI Release

[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	15:02	Acute	29B1 [redacted], single vehicle RTC, lost control and hit concrete then went down an embankment. ? Car was on fire but out now. [redacted] conscious and breathing walking around, unknown injuries.	QPS & QFES notified. Moderate damage to vehicle. [redacted]	OCS	[redacted]		DDS	Yarraman
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RTI Release

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

RTI Release

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
	WBY		14:05	, multiple people exposed and reacting to pest chemical, ? Some difficulty breathing, agitated throats, burning eyes.	QFES notified. Level 1 Bundaberg paged. Sitrep - 5 people minor reaction to spray. 2pts transported to BBH.	OCS

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
	WBY		07:52	32B3 , unknown situation, caller stated police will be required also, no further info as call dropped out.	QPS notified and approached scene 1st locating deceased . QAS completed ROLE form and cleared scene. QPS establishing crime scene.	OCS
	WBY		10:37	9B1 hanging, from QPS pt obviously deceased.	QPS on scene.	OCS

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

RTI Release

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

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Incident	**Time**	**Officer(s) Involved**	**LASN**	**Station**	**Incident Information**	**Type of Occupational Violence**	**Description**	**Notifications** *OS, SOS, PSDU, OCM*	**Entered By**
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Comments (Essential Additional Information)									

Paramedic Occupational Violence Incident									
Incident	**Time**	**Officer(s) Involved**	**LASN**	**Station**	**Incident Information**	**Type of Occupational Violence**	**Description**	**Notifications** *OS, SOS, PSDU, OCM*	**Entered By**
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Comments (Essential Additional Information)									

RTI Release

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
08:35			WBY	Hervey Bay		32B3 , traumatic arrest, deceased .	P1 paged.	Yes, P1.	OS	OCS
10:55			WBY	Bundaberg		9B1 deceased post hanging.	P1 paged.	Yes, P1.	SOS	OCS

WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)

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REPORTABLE FATIGUE SCORES (>5)

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

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