

Queensland Ambulance Service

Public Performance Indicators financial year - July 2023 - June 2024

Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients ^{1,5}	Clinically Meaningful Pain Reduction % Trauma Patients ^{1,5}	% of Emergency & Urgent Patients Treated & Not Transported ¹
Far Northern Region	82.9	83.8	17.3
Cairns	82.6	83.5	17.2
Torres and Cape	100.0	93.8	19.4
Northern Region	75.2	77.5	16.1
North West	72.2	82.5	15.4
Townsville	75.4	76.8	16.2
Central Region	80.8	79.2	15.0
Central Queensland	81.6	82.2	14.3
Central West	85.7	81.5	21.3
Mackay	79.5	75.1	15.7
Sunshine Coast & Wide Bay Region	84.1	83.3	14.1
Sunshine Coast	84.6	82.7	12.9
Wide Bay	83.6	84.1	15.9
Darling Downs & South West Region	74.7	80.7	17.3
Darling Downs	74.7	80.8	17.1
South West	74.1	79.2	19.4
Metro North Region	78.3	81.7	15.8
Moreton	77.9	81.2	16.3
North Brisbane	78.7	82.1	15.3
Metro South Region	76.3	78.3	12.9
Logan	77.9	79.4	13.4
South Brisbane	79.2	78.1	11.6
West Moreton	70.6	77.1	13.9
Gold Coast Region	80.1	84.1	14.0
Gold Coast	80.1	84.1	14.0
Statewide	78.6	80.8	14.8

Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) ⁴	Occupational Violence Staff Safety Index ^{2,3}	% Eligible Officers with Current Performance Development Plans ^{2,3}	Injury Downtime Rate % ¹
Far Northern Region	2.59	7.4	19.0	2.07
Cairns	3.00	9.4	19.0	1.93
Torres and Cape	0.00	2.1	14.0	3.90
Northern Region	2.22	13.3	19.0	2.18
North West	3.79	12.9	22.0	0.09
Townsville	2.08	15.7	19.0	2.04
Central Region	3.37	7.5	39.0	1.93
Central Queensland	3.70	12.0	39.0	2.23
Central West	4.70	0.0	29.0	0.36
Mackay	3.25	3.8	42.0	1.31
Sunshine Coast & Wide Bay Region	1.73	5.0	19.0	3.97
Sunshine Coast	1.47	5.3	16.0	4.12
Wide Bay	2.00	5.8	24.0	3.19
Darling Downs & South West Region	3.39	5.6	34.0	1.62
Darling Downs	3.61	5.7	32.0	1.59
South West	2.60	9.1	30.0	2.59
Metro North Region	2.34	5.5	32.0	2.22
Moreton	2.36	6.2	34.0	2.39
North Brisbane	1.81	8.5	30.0	1.92
Metro South Region	2.13	6.7	21.0	2.66
Logan	1.64	6.0	26.0	1.54
South Brisbane	2.40	0.4	18.0	2.20
West Moreton	1.06	12.5	20.0	4.71
Gold Coast Region	1.27	7.6	22.0	1.78
Gold Coast	1.40	8.8	22.0	1.67
Statewide	2.28	6.2	25.0	2.29

Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Jun 2022-23	Jul-Jun 2023-24	Jul-Jun 2022-23	Jul-Jun 2023-24	Jul-Jun 2022-23	Jul-Jun 2023-24	Jul-Jun 2022-23	Jul-Jun 2023-24
Far Northern Region	187	189	52	48	239	237	198	194
Cairns	179	181	47	44	226	225	189	186
Torres and Cape	8	7	4	4	13	12	9	8
Northern Region	217	219	64	61	281	280	234	229
North West	35	35	9	8	44	43	34	33
Townsville	182	184	55	52	237	237	199	196
Central Region	231	234	55	60	286	294	248	249
Central Queensland	132	135	31	34	163	169	144	145
Central West	5	5	2	2	7	7	7	6
Mackay	94	94	22	24	116	118	97	98
Sunshine Coast & Wide Bay Region	378	395	94	102	472	497	411	430
Sunshine Coast	225	234	62	65	287	299	253	262
Wide Bay	153	161	32	36	185	198	157	168
Darling Downs & South West Region	182	189	53	55	235	244	203	210
Darling Downs	171	178	48	49	219	228	189	196
South West	11	11	5	6	16	17	14	14
Metro North Region	452	473	176	188	628	660	565	597
Moreton	236	248	101	103	337	351	294	308
North Brisbane	216	224	75	85	291	309	271	289
Metro South Region	642	670	247	259	890	929	812	844
Logan	249	261	88	90	337	351	302	306
South Brisbane	234	244	108	113	342	356	317	331
West Moreton	159	166	51	56	211	222	193	207
Gold Coast Region	284	293	71	76	355	369	305	323
Gold Coast	284	293	71	76	355	369	305	323
Statewide	2,573	2,663	812	848	3,386	3,511	2,976	3,076

¹ In more remote areas small case volume may affect the values shown.

² Statewide figures represent a percentage of all eligible staff, with exception of 'Occupational Violence Staff Safety Index' which represents physical and/or verbal abuse per 100,000 hrs worked in Regional and District Operations.

³ Statewide and Regional figure includes Comms data.

⁴ Regional figures include eligible Regional Office and Operations Centre personnel. Statewide figure includes eligible employees in Operations Centres and State Headquarters.

⁵ Clinically Meaningful Pain Reduction data used in this report is an internal measure only and figures will differ from RoGs Reporting.

⁶ All Daily Activity figures have been rounded to whole numbers and totals may differ slightly.

Service Delivery

Regions and Districts	Response Time Percentiles (mins)						Response Time (%)			% of Non-Emergency Incidents Attended to by the Appointment Time ¹	
	50th Percentile		90th Percentile		50th Percentile		90th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
Far Northern Region	8.5	18.0	10.2	20.8	10.9	21.4	23.6	58.7	46.1	80.7	75.3
Cairns	8.5	17.7	10.2	20.7	10.9	21.4	24.3	59.3	45.2	80.2	75.3
Torres and Cape	8.5	22.7	10.3	22.0	10.8	22.0	13.8	38.0	59.1	87.0	75.0
Northern Region	7.6	13.9	9.4	16.6	9.8	17.4	17.9	47.5	53.7	86.6	83.0
North West	6.9	11.6	7.6	13.2	7.9	13.3	11.6	30.5	70.6	91.4	81.6
Townsville	7.8	14.2	9.7	16.9	10.2	17.8	19.5	49.7	49.0	85.1	83.0
Central Region	7.8	16.3	9.4	19.8	9.6	19.9	16.3	44.1	53.6	87.3	70.1
Central Queensland	7.8	14.6	9.1	18.4	9.5	18.8	16.4	44.8	54.0	86.3	73.3
Central West	6.8	13.6	8.5	21.6	7.7	17.6	9.3	28.8	77.3	95.8	66.7
Mackay	7.7	18.8	9.8	21.3	10.0	21.3	16.5	43.7	51.4	87.9	68.4
Sunshine Coast & Wide Bay Region	9.1	19.6	11.6	23.3	12.8	24.9	26.6	61.2	38.9	76.4	69.1
Sunshine Coast	9.3	19.6	12.2	23.7	13.6	25.3	27.4	60.6	36.3	75.0	69.9
Wide Bay	9.0	19.3	10.9	22.8	11.9	24.1	25.2	62.1	42.8	78.7	66.2
Darling Downs & South West Region	8.0	20.2	9.4	22.2	10.1	23.1	18.1	50.3	51.9	86.6	70.7
Darling Downs	8.2	20.5	9.5	22.2	10.2	23.2	19.0	50.9	50.8	86.0	70.6
South West	6.5	15.5	7.3	22.6	7.1	16.1	9.6	34.6	67.9	94.9	76.2
Metro North Region	8.2	16.0	12.3	23.7	15.6	27.4	31.9	66.5	33.3	75.1	80.7
Moreton	8.9	17.3	13.4	25.0	16.8	28.4	34.2	68.4	35.0	74.7	79.4
North Brisbane	7.6	14.5	11.3	21.5	14.5	26.1	29.4	64.6	31.3	75.4	82.9
Metro South Region	8.9	17.8	13.1	24.6	16.6	28.6	33.2	68.5	36.1	75.6	79.2
Logan	9.1	18.0	13.5	24.7	17.9	29.2	35.7	70.3	30.2	73.3	79.6
South Brisbane	8.5	16.0	12.7	24.2	15.6	27.8	31.5	67.3	42.8	78.5	81.0
West Moreton	9.4	20.0	13.0	25.3	15.8	28.4	32.2	67.3	34.9	74.5	75.4
Gold Coast Region	8.7	16.8	11.8	22.3	14.9	26.9	27.7	62.4	40.3	78.5	77.6
Gold Coast	8.7	16.8	11.8	22.3	14.9	26.9	27.7	62.4	40.3	78.5	77.6
Statewide	8.5	17.3	11.6	23.0	13.3	26.1	25.3	61.1	44.4	80.9	78.2

¹ In more remote areas small case volume may affect the values shown.

Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Far Northern Region	294K	\$1,049
Cairns	263K	\$994
Torres and Cape	30K	\$2,229
Northern Region	271K	\$907
North West	29K	\$948
Townsville	242K	\$899
Central Region	423K	\$1,181
Central Queensland	226K	\$1,230
Central West	11K	\$2,417
Mackay	186K	\$1,035
Sunshine Coast & Wide Bay Region	703K	\$994
Sunshine Coast	468K	\$1,061
Wide Bay	235K	\$891
Darling Downs & South West Region	320K	\$1,177
Darling Downs	296K	\$1,117
South West	24K	\$1,986
Metro North Region	1.082M	\$823
Moreton	528K	\$774
North Brisbane	554K	\$879
Metro South Region	1.564M	\$902
Logan	579K	\$860
South Brisbane	659K	\$970
West Moreton	327K	\$861
Gold Coast Region	663K	\$944
Gold Coast	663K	\$944
Statewide	5.320M	\$957

¹ The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FY 2023-2024.

National comparison 2022-2023

Report on Government Services (ROGS) 2024 ¹	QAS	National
Patient Experience - Overall	97%	97%
Level of care provided by Paramedics	96%	97%
Level of trust & confidence in Paramedics	93%	93%
Cost per Incident	\$952.91	\$1,298.46
Cost per Capita	\$218.99	\$209.91
Total Incidents	1.236M	4.246M
Incidents per 1,000 People	229.8	161.7
Response to Incident Ratio	1.17	1.30
Total Patients Attended	1.249M	4.042M
Patients Transported	1.092M	3.421M
No. of Patients Treated Not Transported	157K	621K
% of Patients Treated Not Transported	13%	15%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	93.4%	93.4%
Number of Triple Zero (000) calls received	1.130M	4.112M
Cardiac Arrest Survival Rate ²	24%	24%
Total Salaried Staff (Ambulance Operatives only)	4,787	19,164
Ambulance Operatives	88.9%	83.0%
Operational Workforce Attrition	2.8	4.4
Paramedics per 100,000 Population	75.2	63.1

¹ ROGS 2024 relates to 2022-2023 data and activity.

² The National range of Cardiac Arrest Survival Rates is shown; rates can vary due to differences in calculation methodology.

No. of Triple Zero (000) Calls Received by Operations Centres Statewide: 1,188,646
 Triple Zero (000) Calls Answered <= 10 secs: 91.3%



Public Performance Indicators Explanatory Notes



Care for patients

Clinically Meaningful Pain Reduction % Cardiac Patients

This measure provides an indication of the effective management of severe cardiac pain by the ambulance service. The outcome measure, 'clinically meaningful pain reduction', is defined as a minimum two point reduction (on a 10 point scale) in pain score from pre-to post-treatment.

The denominator for this indicator includes a count of all patients aged 16 years and above with a cardiac related final assessment and an initial pain score equal to or greater than seven points (on a 10 point scale) who are administered an analgaesic agent (GTN, Fentanyl or Morphine). The numerator contains a count of the number of these patients who report a clinically meaningful reduction in pain.

Clinically Meaningful Pain Reduction % Trauma Patients

This measure provides an indication of the effective management of severe traumatic injury related pain by the ambulance service. The outcome measure, a 'clinically meaningful pain reduction', is defined as a minimum two point reduction (on a 10 point scale) in pain score from pre-to post-treatment.

The denominator for this indicator includes a count of all patients aged 16 years and above with a trauma related final assessment and an initial pain score equal to or greater than seven points who are administered an analgaesic agent (Morphine, Fentanyl, Methoxyflurane or Ketamine). The numerator contains a count of the number of these patients who report a clinically meaningful reduction in pain.

% of Emergency & Urgent Patients Treated & Not Transported

This measure provides the percentage of emergency (Code 1) and urgent (Code 2) patients who request an ambulance service via the Triple Zero (000) system and receive treatment by a QAS paramedic but are not transported by the ambulance service to a healthcare facility for additional assessment and care. This is presented as a percentage of all emergency and urgent patients who are attended to by QAS.



Care for staff

Clinical Attrition % (ROGS Definition)

This measures the level of employee attrition in the operational workforce. It is calculated as the number of fulltime equivalent (FTE) employees who exit the organisation, as a proportion of the number of FTE employees. It is based on staff FTE defined as 'operational positions where paramedic qualifications are either essential or desirable to the role'.

Occupational Violence Staff Safety Index

(previously Crew Safety Index)

This measure provides an indication of the rate of exposure of operational paramedics to deliberate physical violence and verbal abuse by patients and/or bystanders. This is calculated as the number of reported cases of occupational violence (recorded within the Safety Health and Environment (SHE) reporting system) per 100,000 hours worked (calculated as the sum of all hours worked inclusive of overtime and leave).

% Eligible Officers with Current Performance Development Plans

This measure provides the proportion of operational personnel with current performance development plans recorded within the Learning Management System (LMS), as a percentage of operational personnel (ROGS definition). Performance development plans support a culture where supervisors and employees are accountable for their performance. Outstanding performance is recognised and opportunities are provided for ongoing professional development. Data reflects A3PDP23 (Jul 23-Dec 23) and A3PDP24 (Jan 24-Jun 24).

Injury Downtime Rate %

Injury downtime rate measures lost time at work due to injury as a percentage of total hours worked. It is a way for QAS to assess the effect of its staff rehabilitation strategies.



Daily activity

Emergency & Urgent Incidents

This measure provides an average daily count of the number of emergency and urgent ambulance incidents attended by QAS.

Emergency (Code 1) incidents are potentially life threatening events that necessitate the use of ambulance warning devices (lights and sirens).

Urgent (Code 2) incidents may require an undelayed response but do not necessitate the use of ambulance warning devices (lights and sirens).

Non-Emergency & Medically Authorised Incidents

This measure provides an average daily count of the number of non-emergency incidents (Code 3 and Code 4) attended by an ambulance or patient transport service unit without the use of ambulance warning devices (lights and sirens). This count includes Medically Authorised Incidents where patients are seen by a medical practitioner and deemed by the medical practitioner as non-emergency but requiring ambulance transport.

Total Incidents

This measure provides an average daily count of emergency, urgent and non-emergency events that resulted in one or more responses by the ambulance service.

Total Patients Transported by Road

This measure provides an average daily count of patients transported by the ambulance service in a road-based vehicle.



Service delivery

Response Time Performance for Emergency & Urgent Responses (mins) - 50th Percentile / 90th Percentile

A response is the dispatch of an ambulance service vehicle - Code 1A 'actual time critical', Code 1B 'emergent time critical', Code 1C 'potential time critical' and Code 2A immediate 'urgent response'.

A response time is the period from the time when the call is received to when the first ambulance service vehicle arrives at the scene. All Code 1 & 2A Response times (in mins) for the 50th and 90th percentiles are presented in this report:

- 50th percentile - Time within which 50 per cent of emergency incidents are responded to.
- 90th percentile - Time within which 90 per cent of emergency incidents are responded to.

Response Time Performance for Urgent Responses

Response time performance measurements for codes 2B and 2C are shown as the percentage of first arrivals on scene within 30 minutes (for Code 2B) and 60 minutes (for Code 2C) - these are benchmarks set by QAS to guide performance management.

Percentage of Non-Emergency Incidents Attended to by the Appointment Time

This measure reports the proportion of medically authorised road transports (code 3) (excluding Queensland Health and aero-medical transports) which arrive on time for a designated appointment, or are met for returned transport within two hours of notification of completion of appointment (code 4). Some regions are affected by small case numbers.



Value for money

Population

Population estimate calculations for QAS Districts are based upon 2022 preliminary data released 28 September 2023 using revised population data sourced from the Australian Bureau of Statistics 'Population estimates by age and sex, by Statistical Area Level 2, 2022' and prepared by the Information Support, Research & Evaluation Unit, QAS.

Statistical Area Level 2 percentage split across some Districts provided by GIS.

Cost Per Incident (Emergency, Urgent & Non-Emergency Medically Authorised)

This measure of cost efficiency is calculated by dividing the total QAS Road Ambulance costs by the total Road Ambulance Activity (sum of all emergency, urgent and non-emergency incidents) attended during that period.



National comparison 2022-2023

Government Services report

All reported elements are sourced from the Report on Government Services -

<https://www.pc.gov.au/ongoing/report-on-government-services/2024/health/ambulance-services>

ROGS cost per incident and cost per capita are based on the total ambulance service organisations' expenditure.