

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2024 - December 2024



## Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients <sup>1,5</sup>	Clinically Meaningful Pain Reduction % Trauma Patients <sup>1,5</sup>	% of Emergency & Urgent Patients Treated & Not Transported <sup>1</sup>
Far Northern Region	82.3	81.1	18.0
Cairns	82.0	81.3	18.0
Torres and Cape	100.0	75.0	18.5
Northern Region	68.8	74.7	17.4
North West	69.4	85.3	14.9
Townsville	68.7	73.7	17.8
Central Region	79.2	80.0	16.6
Central Queensland	82.5	79.0	15.8
Central West	90.0	72.7	22.5
Mackay	74.4	81.5	17.4
Sunshine Coast & Wide Bay Region	83.9	82.5	14.7
Sunshine Coast	84.9	82.1	13.8
Wide Bay	82.8	83.3	15.9
Darling Downs & South West Region	77.7	80.0	19.8
Darling Downs	80.0	82.1	21.6
South West	77.5	79.8	19.7
Metro North Region	76.4	82.0	16.0
Moreton	79.5	83.6	16.0
North Brisbane	72.7	80.5	15.9
Metro South Region	75.2	76.8	13.7
Logan	75.6	78.3	14.3
South Brisbane	77.7	76.5	12.1
West Moreton	71.7	74.9	14.9
Gold Coast Region	77.7	84.4	14.7
Gold Coast	77.7	84.4	14.7
Statewide	77.4	80.2	15.6



## Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) <sup>4</sup>	Occupational Violence Staff Safety Index <sup>2,3</sup>	% Eligible Officers with Current Performance Development Plans <sup>3,5,7</sup>	Injury Downtime Rate % <sup>3</sup>
Far Northern Region	1.78	9.6	26.0	2.47
Cairns	2.11	11.6	25.0	2.43
Torres and Cape	0.00	3.8	48.0	0.00
Northern Region	0.28	17.9	23.0	2.73
North West	0.00	4.1	28.0	0.00
Townsville	0.34	22.7	22.0	2.33
Central Region	0.62	6.3	42.0	2.25
Central Queensland	0.00	10.2	40.0	2.55
Central West	0.00	0.0	21.0	0.00
Mackay	1.64	3.0	47.0	2.17
Sunshine Coast & Wide Bay Region	0.95	8.0	23.0	5.21
Sunshine Coast	0.59	10.2	20.0	5.67
Wide Bay	1.70	7.4	30.0	4.63
Darling Downs & South West Region	1.02	4.0	38.0	1.79
Darling Downs	0.91	4.8	38.0	1.99
South West	2.44	2.6	43.0	2.13
Metro North Region	1.27	8.4	33.0	3.01
Moreton	2.19	9.8	37.0	3.29
North Brisbane	0.42	13.0	30.0	2.74
Metro South Region	0.92	12.3	24.0	2.38
Logan	0.41	15.6	22.0	1.87
South Brisbane	0.89	8.5	24.0	1.79
West Moreton	1.83	15.2	24.0	3.81
Gold Coast Region	0.58	7.1	30.0	2.18
Gold Coast	0.50	8.3	30.0	2.31
Statewide	0.96	8.3	29.0	2.65



## Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Dec 2023-24	Jul-Dec 2024-25	Jul-Dec 2023-24	Jul-Dec 2024-25	Jul-Dec 2023-24	Jul-Dec 2024-25	Jul-Dec 2023-24	Jul-Dec 2024-25
Far Northern Region	183	187	48	53	231	240	189	195
Cairns	176	179	43	48	219	227	181	186
Torres and Cape	7	8	4	4	12	12	8	8
Northern Region	217	225	61	62	278	286	229	231
North West	35	35	9	9	44	44	34	34
Townsville	182	189	52	53	234	243	195	197
Central Region	229	243	58	61	287	304	246	252
Central Queensland	132	138	33	34	165	172	144	144
Central West	5	5	2	2	7	7	6	6
Mackay	92	100	23	26	115	126	96	102
Sunshine Coast & Wide Bay Region	385	405	99	111	484	516	420	443
Sunshine Coast	228	239	63	72	291	311	256	269
Wide Bay	157	166	36	39	193	205	164	174
Darling Downs & South West Region	188	191	55	55	243	246	208	200
Darling Downs	177	179	50	49	227	228	194	186
South West	11	11	6	6	17	17	14	15
Metro North Region	458	492	187	183	645	675	582	613
Moreton	238	262	103	94	341	356	297	317
North Brisbane	220	229	84	89	304	319	286	295
Metro South Region	655	695	261	254	916	949	836	831
Logan	253	272	91	95	343	368	306	291
South Brisbane	240	251	115	104	355	356	329	332
West Moreton	162	171	56	55	218	226	201	208
Gold Coast Region	290	300	75	77	365	376	317	332
Gold Coast	290	300	75	77	365	376	317	332
Statewide	2,606	2,737	844	856	3,450	3,593	3,026	3,096

<sup>1</sup> In more remote areas small case volume may affect the values shown.

<sup>2</sup> 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.

<sup>3</sup> Statewide and Regional figure includes Comms data.

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

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

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

<sup>7</sup> Due to a reporting issue, the current Performance Development Plan figures are for the first quarter only.



## Service Delivery

Regions and Districts	Response Time Percentiles (mins)						Response Time (%)		% of Non-Emergency Incidents Attended to by the Appointment Time <sup>1</sup>		
	50th Percentile		90th Percentile		50th Percentile		%				
	1A	1A	1B	1B	1C	1C	2A	2A		< 30 mins	< 60 mins
	2A	2A	2B	2B	2C	2C	2B	2C			
Far Northern Region	8.4	18.2	10.2	20.4	10.7	21.4	22.5	57.1	49.2	82.5	77.8
Cairns	8.4	17.9	10.2	20.3	10.7	21.4	23.0	57.8	47.8	81.9	77.8
Torres and Cape	11.5	20.3	9.4	21.7	10.4	21.9	15.6	43.0	70.8	89.2	60.0
Northern Region	7.5	13.7	9.0	16.4	9.7	17.3	17.9	47.7	55.6	87.4	85.7
North West	6.5	11.8	7.7	12.6	8.0	12.9	11.4	31.0	67.6	91.7	72.7
Townsville	7.7	13.7	9.3	16.7	10.1	17.8	19.6	49.8	52.4	86.0	86.1
Central Region	8.3	17.5	9.7	20.1	10.0	20.5	17.0	47.7	56.1	88.1	67.4
Central Queensland	8.2	15.8	9.4	18.8	9.8	19.9	16.9	48.3	56.1	87.2	76.8
Central West	6.7	20.3	7.9	16.2	7.9	17.0	10.7	29.6	83.6	95.8	0.0
Mackay	8.8	19.2	10.2	21.8	10.4	21.5	17.6	47.5	53.8	88.3	62.2
Sunshine Coast & Wide Bay Region	9.3	19.1	11.9	24.0	13.5	26.0	28.0	63.4	38.3	77.9	62.4
Sunshine Coast	9.3	19.8	12.4	24.5	14.6	26.6	29.1	63.2	34.4	76.3	62.5
Wide Bay	9.2	18.8	11.1	23.2	12.2	25.0	26.0	63.6	43.7	79.9	62.2
Darling Downs & South West Region	8.0	20.6	9.5	22.5	10.3	23.8	17.6	50.8	54.9	87.3	72.7
Darling Downs	8.1	20.6	9.6	22.5	10.4	24.0	18.6	52.0	53.4	86.7	72.6
South West	7.6	18.6	7.8	19.2	7.7	18.3	9.4	25.8	75.5	94.7	89.5
Metro North Region	8.4	16.4	11.8	22.6	15.7	27.6	31.5	66.4	35.0	79.4	82.5
Moreton	9.0	17.7	12.7	23.9	16.9	28.5	33.8	67.9	35.2	79.6	82.0
North Brisbane	7.7	15.0	10.9	20.8	14.6	26.4	29.2	64.8	34.6	79.1	83.2
Metro South Region	9.0	18.1	12.8	24.2	16.8	28.7	33.3	68.3	37.2	77.5	76.1
Logan	9.5	18.2	13.2	24.3	18.1	29.5	36.2	70.2	32.5	75.2	75.1
South Brisbane	8.2	15.9	12.2	23.6	16.0	27.7	31.4	67.4	40.3	80.3	78.9
West Moreton	9.9	20.4	13.1	24.7	15.8	28.4	31.7	66.9	38.0	76.3	73.3
Gold Coast Region	8.9	17.0	11.7	22.3	15.5	27.3	29.3	65.4	39.3	83.4	76.0
Gold Coast	8.9	17.0	11.7	22.3	15.5	27.3	29.3	65.4	39.3	83.4	76.0
Statewide	8.7	17.7	11.5	22.7	13.6	26.4	25.6	61.8	45.7	82.7	76.7

<sup>1</sup> In more remote areas small case volume may affect the values shown.



## Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) <sup>1</sup>
Far Northern Region	\$1,075
Cairns	\$1,013
Torres and Cape	\$2,328
Northern Region	\$933
North West	\$965
Townsville	\$927
Central Region	\$1,180
Central Queensland	\$1,278
Central West	\$2,498
Mackay	\$974
Sunshine Coast & Wide Bay Region	\$976
Sunshine Coast	\$1,045
Wide Bay	\$870
Darling Downs & South West Region	\$1,243
Darling Downs	\$1,187
South West	\$1,974
Metro North Region	\$864
Moreton	\$828
North Brisbane	\$904
Metro South Region	\$908
Logan	\$855
South Brisbane	\$970
West Moreton	\$898
Gold Coast Region	\$971
Gold Coast	\$971
Statewide	\$975

<sup>1</sup> The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2024-2025.



## National comparison 2022-2023

Report on Government Services (ROGS) 2024 <sup>1</sup>	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 <sup>2</sup>	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

<sup>1</sup> ROGS 2024 relates to 2022-2023 data and activity.

<sup>2</sup> 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: 614,765  
Triple Zero (000) Calls Answered ≤ 10 secs: 89.6%



# 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 (Oct 23-Dec 23) and A3PDP24 (Jan 24-Sep 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 2023 preliminary data released 29 August 2024 using revised population data sourced from the Australian Bureau of Statistics 'Population estimates by age and sex, by Statistical Area Level 2, 2023' 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.