

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2023 - March 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>
<b>Far Northern Region</b>	<b>84.1</b>	<b>85.6</b>	<b>16.9</b>
Cairns	83.8	85.2	16.8
Torres and Cape	100.0	100.0	19.1
<b>Northern Region</b>	<b>76.3</b>	<b>78.4</b>	<b>15.8</b>
North West	73.0	85.5	14.8
Townsville	76.6	77.5	16.0
<b>Central Region</b>	<b>81.6</b>	<b>79.9</b>	<b>15.0</b>
Central Queensland	83.3	83.1	14.1
Central West	83.3	75.0	21.7
Mackay	78.7	76.0	15.9
<b>Sunshine Coast &amp; Wide Bay Region</b>	<b>84.1</b>	<b>82.6</b>	<b>13.9</b>
Sunshine Coast	85.2	81.5	12.6
Wide Bay	82.9	84.2	15.8
<b>Darling Downs &amp; South West Region</b>	<b>76.0</b>	<b>81.0</b>	<b>16.8</b>
Darling Downs	76.0	80.9	16.6
South West	76.2	82.1	19.2
<b>Metro North Region</b>	<b>78.4</b>	<b>82.0</b>	<b>15.5</b>
Moreton	78.0	81.0	16.1
North Brisbane	78.9	82.8	14.9
<b>Metro South Region</b>	<b>76.7</b>	<b>78.3</b>	<b>12.6</b>
Logan	78.0	79.9	12.9
South Brisbane	79.6	77.2	11.5
West Moreton	71.6	77.2	13.8
<b>Gold Coast Region</b>	<b>81.9</b>	<b>85.0</b>	<b>13.8</b>
Gold Coast	81.9	85.0	13.8
<b>Statewide</b>	<b>79.3</b>	<b>81.2</b>	<b>14.5</b>

### Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) <sup>1</sup>	Occupational Violence Staff Safety Index <sup>2,3</sup>	% Eligible Officers with Current Performance Development Plans <sup>3,5</sup>	Injury Downtime Rate % <sup>1</sup>
<b>Far Northern Region</b>	<b>1.12</b>	<b>8.2</b>	<b>37.0</b>	<b>1.81</b>
Cairns	1.26	9.5	37.0	1.65
Torres and Cape	0.00	2.9	36.0	5.39
<b>Northern Region</b>	<b>1.70</b>	<b>13.3</b>	<b>36.0</b>	<b>2.18</b>
North West	4.10	13.2	23.0	0.12
Townsville	1.37	15.4	39.0	2.13
<b>Central Region</b>	<b>2.63</b>	<b>7.8</b>	<b>52.0</b>	<b>2.07</b>
Central Queensland	2.91	13.0	50.0	2.46
Central West	4.81	0.0	6.0	0.00
Mackay	2.13	2.8	56.0	1.31
<b>Sunshine Coast &amp; Wide Bay Region</b>	<b>1.32</b>	<b>4.7</b>	<b>32.0</b>	<b>3.82</b>
Sunshine Coast	1.22	5.2	30.0	3.99
Wide Bay	1.19	4.8	35.0	2.89
<b>Darling Downs &amp; South West Region</b>	<b>2.93</b>	<b>6.2</b>	<b>54.0</b>	<b>1.59</b>
Darling Downs	3.33	6.1	53.0	1.52
South West	0.00	10.5	62.0	2.51
<b>Metro North Region</b>	<b>1.56</b>	<b>5.2</b>	<b>39.0</b>	<b>2.13</b>
Moreton	2.06	5.0	47.0	2.53
North Brisbane	0.59	8.7	33.0	1.74
<b>Metro South Region</b>	<b>1.31</b>	<b>7.5</b>	<b>28.0</b>	<b>2.71</b>
Logan	1.05	6.6	33.0	1.60
South Brisbane	1.18	5.0	24.0	2.22
West Moreton	0.37	14.8	29.0	4.91
<b>Gold Coast Region</b>	<b>0.91</b>	<b>7.8</b>	<b>33.0</b>	<b>1.86</b>
Gold Coast	0.96	9.0	33.0	1.69
<b>Statewide</b>	<b>1.63</b>	<b>6.4</b>	<b>35.0</b>	<b>2.25</b>

### Daily Activity\*

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Mar 2022-23	Jul-Mar 2023-24	Jul-Mar 2022-23	Jul-Mar 2023-24	Jul-Mar 2022-23	Jul-Mar 2023-24	Jul-Mar 2022-23	Jul-Mar 2023-24
<b>Far Northern Region</b>	<b>187</b>	<b>187</b>	<b>52</b>	<b>47</b>	<b>239</b>	<b>234</b>	<b>198</b>	<b>192</b>
Cairns	179	180	47	43	226	223	188	184
Torres and Cape	9	7	5	4	13	11	9	8
<b>Northern Region</b>	<b>215</b>	<b>220</b>	<b>63</b>	<b>61</b>	<b>278</b>	<b>281</b>	<b>231</b>	<b>230</b>
North West	34	35	9	8	43	43	34	33
Townsville	181	185	54	52	235	238	197	197
<b>Central Region</b>	<b>232</b>	<b>234</b>	<b>54</b>	<b>59</b>	<b>286</b>	<b>292</b>	<b>248</b>	<b>248</b>
Central Queensland	133	135	31	33	163	168	144	145
Central West	5	5	2	2	7	7	7	6
Mackay	94	94	21	23	116	117	97	97
<b>Sunshine Coast &amp; Wide Bay Region</b>	<b>377</b>	<b>393</b>	<b>93</b>	<b>100</b>	<b>470</b>	<b>493</b>	<b>411</b>	<b>427</b>
Sunshine Coast	225	232	61	63	287	296	254	260
Wide Bay	152	161	32	36	184	197	157	167
<b>Darling Downs &amp; South West Region</b>	<b>181</b>	<b>189</b>	<b>52</b>	<b>54</b>	<b>233</b>	<b>243</b>	<b>201</b>	<b>211</b>
Darling Downs	170	178	47	49	217	227	188	196
South West	10	11	5	6	15	17	13	14
<b>Metro North Region</b>	<b>452</b>	<b>467</b>	<b>173</b>	<b>186</b>	<b>625</b>	<b>654</b>	<b>558</b>	<b>589</b>
Moreton	236	245	100	103	335	348	290	302
North Brisbane	216	222	73	83	290	306	268	287
<b>Metro South Region</b>	<b>640</b>	<b>665</b>	<b>245</b>	<b>259</b>	<b>885</b>	<b>924</b>	<b>805</b>	<b>843</b>
Logan	248	258	88	90	335	349	300	308
South Brisbane	233	243	106	113	340	356	313	330
West Moreton	159	164	51	56	210	220	192	205
<b>Gold Coast Region</b>	<b>285</b>	<b>293</b>	<b>70</b>	<b>75</b>	<b>354</b>	<b>368</b>	<b>303</b>	<b>321</b>
Gold Coast	285	293	70	75	354	368	303	321
<b>Statewide</b>	<b>2,568</b>	<b>2,649</b>	<b>802</b>	<b>840</b>	<b>3,370</b>	<b>3,489</b>	<b>2,955</b>	<b>3,062</b>

<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.  
 \*All Daily Activity figures have been rounded to whole numbers which may slightly effect the totals shown

### 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		50th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
<b>Far Northern Region</b>	<b>8.5</b>	<b>18.2</b>	<b>10.3</b>	<b>21.0</b>	<b>11.0</b>	<b>21.5</b>	<b>23.8</b>	<b>58.7</b>	<b>45.2</b>	<b>80.5</b>	<b>75.7</b>
Cairns	8.5	18.0	10.3	21.0	11.0	21.5	24.4	59.3	44.5	80.1	75.7
Torres and Cape	6.5	21.5	10.4	21.4	10.7	21.2	14.1	39.1	56.1	85.8	75.0
<b>Northern Region</b>	<b>7.6</b>	<b>14.2</b>	<b>9.5</b>	<b>16.7</b>	<b>9.8</b>	<b>17.4</b>	<b>18.2</b>	<b>48.5</b>	<b>52.9</b>	<b>86.3</b>	<b>82.8</b>
North West	6.7	11.9	7.4	13.1	7.9	13.2	11.6	30.7	69.1	91.7	75.0
Townsville	7.7	14.4	9.7	16.9	10.3	17.8	19.8	50.6	48.7	84.7	82.9
<b>Central Region</b>	<b>7.7</b>	<b>16.0</b>	<b>9.3</b>	<b>19.5</b>	<b>9.6</b>	<b>20.0</b>	<b>16.3</b>	<b>43.8</b>	<b>54.7</b>	<b>87.6</b>	<b>70.3</b>
Central Queensland	7.8	14.9	9.0	18.1	9.5	18.9	16.4	44.6	55.4	86.6	72.4
Central West	5.6	12.2	7.5	20.4	7.6	17.0	8.9	27.7	75.3	95.8	66.7
Mackay	7.7	18.7	9.7	21.1	10.0	21.4	16.5	43.5	52.1	88.2	69.3
<b>Sunshine Coast &amp; Wide Bay Region</b>	<b>9.0</b>	<b>19.5</b>	<b>11.5</b>	<b>23.2</b>	<b>12.7</b>	<b>24.7</b>	<b>26.3</b>	<b>60.7</b>	<b>38.0</b>	<b>76.3</b>	<b>67.0</b>
Sunshine Coast	8.9	19.6	12.1	23.6	13.5	25.1	27.1	60.1	35.6	75.1	67.4
Wide Bay	9.0	19.3	10.9	22.7	11.8	23.9	24.9	61.5	41.8	78.3	65.5
<b>Darling Downs &amp; South West Region</b>	<b>8.0</b>	<b>19.3</b>	<b>9.3</b>	<b>21.8</b>	<b>9.9</b>	<b>22.8</b>	<b>17.9</b>	<b>49.5</b>	<b>51.5</b>	<b>86.8</b>	<b>70.6</b>
Darling Downs	8.0	19.7	9.4	21.8	10.1	23.0	18.6	50.1	50.3	86.1	70.5
South West	6.5	13.7	7.4	22.5	7.2	15.4	9.8	37.1	69.7	96.3	74.5
<b>Metro North Region</b>	<b>8.3</b>	<b>16.1</b>	<b>12.5</b>	<b>24.0</b>	<b>15.7</b>	<b>27.6</b>	<b>32.4</b>	<b>67.0</b>	<b>33.6</b>	<b>74.1</b>	<b>81.5</b>
Moreton	9.0	17.5	13.6	25.5	16.9	28.5	34.8	68.9	34.5	73.5	80.0
North Brisbane	7.5	14.5	11.4	22.0	14.5	26.3	29.8	65.2	32.5	74.8	84.0
<b>Metro South Region</b>	<b>8.9</b>	<b>18.0</b>	<b>13.2</b>	<b>24.9</b>	<b>16.6</b>	<b>28.6</b>	<b>33.2</b>	<b>68.4</b>	<b>37.0</b>	<b>75.0</b>	<b>80.6</b>
Logan	9.2	18.0	13.6	25.0	17.9	29.2	35.6	70.1	31.5	73.0	81.0
South Brisbane	8.5	16.3	12.8	24.2	15.6	27.8	31.7	67.3	42.8	78.4	82.3
West Moreton	9.2	20.3	13.2	25.7	15.9	28.4	32.1	67.4	36.6	72.6	77.1
<b>Gold Coast Region</b>	<b>8.6</b>	<b>16.4</b>	<b>11.8</b>	<b>22.6</b>	<b>14.9</b>	<b>26.9</b>	<b>27.6</b>	<b>62.1</b>	<b>40.0</b>	<b>78.1</b>	<b>78.3</b>
Gold Coast	8.6	16.4	11.8	22.6	14.9	26.9	27.6	62.1	40.0	78.1	78.3
<b>Statewide</b>	<b>8.5</b>	<b>17.4</b>	<b>11.6</b>	<b>23.2</b>	<b>13.3</b>	<b>26.1</b>	<b>25.3</b>	<b>61.1</b>	<b>44.4</b>	<b>80.7</b>	<b>79.0</b>

### Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) <sup>1</sup>
<b>Far Northern Region</b>	<b>294K</b>	<b>\$1,034</b>
Cairns	263K	\$979
Torres and Cape	30K	\$2,218
<b>Northern Region</b>	<b>271K</b>	<b>\$871</b>
North West	29K	\$920
Townsville	242K	\$862
<b>Central Region</b>	<b>423K</b>	<b>\$1,159</b>
Central Queensland	226K	\$1,200
Central West	11K	\$2,347
Mackay	186K	\$1,029
<b>Sunshine Coast &amp; Wide Bay Region</b>	<b>703K</b>	<b>\$972</b>
Sunshine Coast	468K	\$1,045
Wide Bay	235K	\$863
<b>Darling Downs &amp; South West Region</b>	<b>320K</b>	<b>\$1,152</b>
Darling Downs	296K	\$1,093
South West	24K	\$1,952
<b>Metro North Region</b>	<b>1.082M</b>	<b>\$808</b>
Moreton	528K	\$751
North Brisbane	554K	\$873
<b>Metro South Region</b>	<b>1.564M</b>	<b>\$879</b>
Logan	579K	\$841
South Brisbane	659K	\$947
West Moreton	327K	\$831
<b>Gold Coast Region</b>	<b>663K</b>	<b>\$911</b>
Gold Coast	663K	\$911
<b>Statewide</b>	<b>5.320M</b>	<b>\$934</b>

### National comparison 2022-2023

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

<sup>1</sup> In more remote areas small case volume may affect the values shown.  
<sup>2</sup> The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2023-2024.  
<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: 892,378  
 Triple Zero (000) Calls Answered ≤ 10 secs: 91.7%



# 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 full-time 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 (Jan 23-Dec 23) and A3PDP24 (Jan 24-Mar 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 LASNs 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.