

Queensland Ambulance Service performance report

Our Performance

The Queensland Ambulance Service (QAS) serves over four million Queenslanders across our vast state of 1.77 million square kilometres. Our services are delivered from 287 ambulance response locations across Queensland.

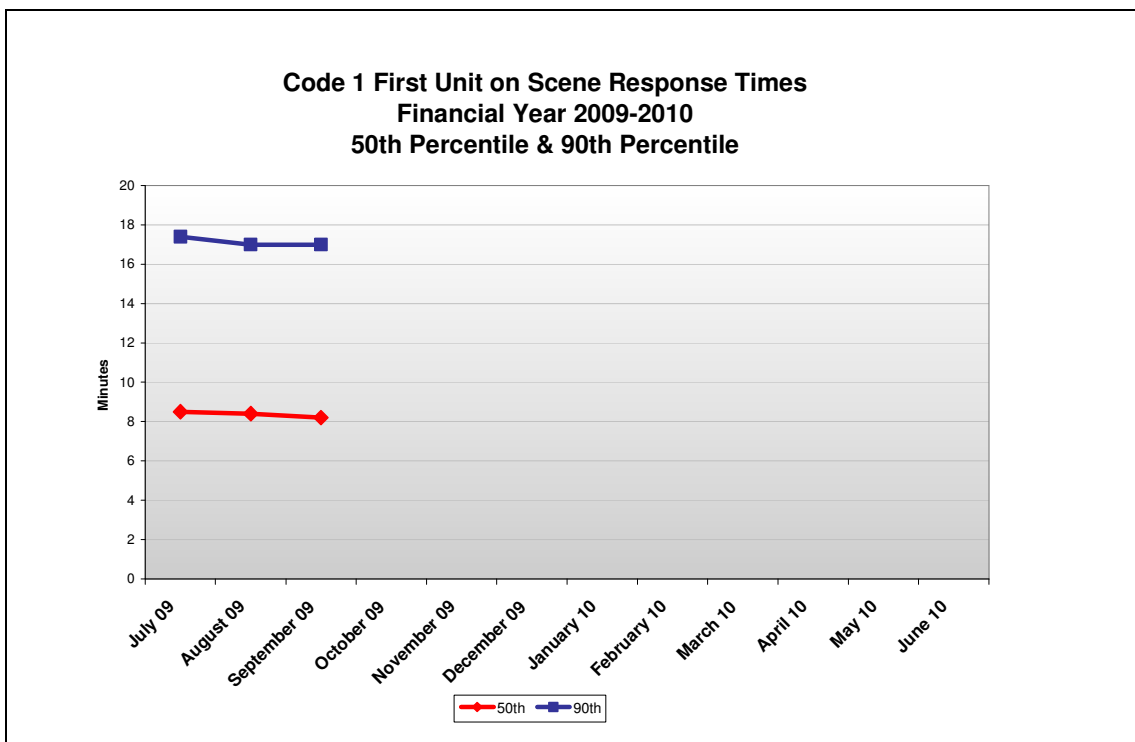
The QAS reports on the demand for ambulance services by counting the number of incidents we respond to, and assesses performance by measuring response times.

Performance Measurement

Ambulance Services across Australia report information on response times in the Commonwealth Government's Report on Government Services (ROGS). This means that Queensland's performance can be compared with other states.

The ROGS report measures how quickly 50% of ambulance vehicles are able to arrive on scene (this is called the 50th percentile), and again how quickly 90% of ambulance vehicles are able to arrive on scene (the 90th percentile) for a Code 1 (life threatening) emergency medical incidents.

Ambulance response times: 2009-2010 financial year



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Current regional and statewide performance: 2009-2010 financial year

The QAS delivers operational services from seven regions across Queensland.

Operational performance and activity is reported at two levels; in each of the seven QAS regions and statewide.

Performance: code 1 response times – 1 July 2009 to 30 September 2009

Region	50 th Percentile (minutes)	90 th Percentile (minutes)
Northern Region	7.5	15.9
Central Region	7.6	18.9
South Western Region	7.2	20.2
North Coast Region	9.0	20.1
Brisbane Region	8.6	16.8
South Eastern Region	8.5	15.7
Far Northern Region	7.9	16.9
State	8.3	17.1

Source: QAS Case Information Reporting

Activity: Incidents – In the period 1 July 2009 to 30 September 2009, the Queensland Ambulance Service (QAS) responded to **193,053** incidents across Queensland.

Region	Number of Incidents
Northern Region	15,312
Central Region	16,163
South Western Region	12,065
North Coast Region	27,242
Brisbane Region	68,159
South Eastern Region	36,521
Far Northern Region	13,212
Aeromedical & Special Operations Response Team	4,379
State	193,053

Source: QAS Case Information Reporting

