



Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2024 - September 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	81.1	80.4	17.7
Cairns	80.6	80.7	17.7
Torres and Cape	100.0	71.4	19.3
Northern Region	66.5	78.3	17.2
North West	76.9	83.3	15.8
Townsville	65.2	77.6	17.5
Central Region	77.6	79.6	16.0
Central Queensland	79.4	76.9	15.2
Central West	83.3	100.0	22.8
Mackay	74.7	82.0	16.9
Sunshine Coast & Wide Bay Region	83.7	83.3	14.8
Sunshine Coast	83.7	83.6	13.8
Wide Bay	83.7	82.7	16.3
Darling Downs & South West Region	78.9	80.2	19.7
Darling Downs	90.0	82.6	21.1
South West	78.3	79.9	19.6
Metro North Region	78.0	80.7	16.2
Moreton	80.7	81.2	16.9
North Brisbane	74.8	80.3	15.6
Metro South Region	75.4	74.9	13.5
Logan	77.6	74.1	14.1
South Brisbane	76.2	75.0	12.0
West Moreton	70.6	75.8	14.7
Gold Coast Region	75.9	86.7	14.1
Gold Coast	75.9	86.7	14.1
Statewide	77.2	80.0	15.5



Care for staff

	Clinical Attrition % (ROGS definition) ⁴	Occupational Violence Staff Safety Index ^{1,2,3}	% Eligible Officers with Current Performance Development Plans ^{2,3}	Injury Downtime Rate % ³
	0.92	12.0	26.0	1.92
	1.07	15.4	25.0	2.07
	0.00	0.0	48.0	0.00
	0.00	16.9	23.0	1.98
	0.00	8.7	28.0	0.00
	0.00	20.3	22.0	1.84
	0.00	7.5	42.0	2.11
	0.00	11.6	40.0	2.13
	0.00	0.0	21.0	0.00
	0.00	3.9	47.0	2.29
	0.30	8.9	23.0	4.36
	0.26	10.7	20.0	4.72
	0.40	9.3	30.0	3.97
	0.52	3.3	38.0	2.15
	0.61	4.2	38.0	2.12
	0.00	0.0	43.0	2.31
	0.38	7.4	33.0	2.42
	0.86	7.7	37.0	2.64
	0.00	12.5	30.0	1.92
	0.42	10.5	24.0	2.25
	0.00	16.0	22.0	1.96
	0.66	4.3	24.0	1.17
	0.73	13.6	24.0	4.10
	0.45	9.7	30.0	1.75
	0.50	10.7	30.0	1.77
	0.37	8.3	29.0	2.30



Daily Activity

Emergency ⁶ & Urgent Incidents		Non-Emergency ⁶ & Medically Authorised Incidents		Total ⁶ Incidents		Total Patients ⁶ Transported by Road	
Jul-Sep 2023-24	Jul-Sep 2024-25	Jul-Sep 2023-24	Jul-Sep 2024-25	Jul-Sep 2023-24	Jul-Sep 2024-25	Jul-Sep 2023-24	Jul-Sep 2024-25
183	185	50	54	233	239	191	195
176	177	46	50	221	226	183	186
8	8	5	4	12	12	8	8
217	223	63	65	280	288	230	232
36	36	10	10	46	46	35	35
181	187	53	55	234	243	195	197
226	243	59	62	285	305	247	254
130	139	33	34	163	173	145	145
5	5	2	2	8	7	7	6
90	99	24	25	114	125	95	102
380	401	102	110	481	511	418	440
227	236	65	72	291	309	256	269
153	165	37	37	190	202	162	172
187	190	57	57	243	247	207	201
175	179	50	50	226	229	192	186
11	11	6	6	17	18	15	15
444	483	190	186	634	669	578	615
230	260	106	96	336	356	297	319
213	223	84	90	298	313	281	297
644	686	266	258	909	943	834	829
248	270	93	95	341	365	306	294
236	247	117	107	353	354	326	328
160	169	56	55	216	224	201	207
280	296	76	79	356	375	311	335
280	296	76	79	356	375	311	335
2,560	2,707	863	869	3,423	3,577	3,015	3,101

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						
	1A	1A	1B	1B	1C	1C	2A	2A			
	2B	2C									
Far Northern Region	9.0	18.2	10.4	20.5	10.8	21.8	22.2	56.7	48.4	83.2	80.2
Cairns	9.0	18.2	10.5	20.5	10.9	21.8	22.8	57.3	46.6	83.0	80.2
Torres and Cape	9.0	16.8	8.8	20.9	10.4	22.2	16.0	46.8	71.4	84.7	0.0
Northern Region	7.4	13.4	9.3	16.7	9.8	17.5	18.0	48.3	54.7	86.9	85.4
North West	6.2	11.9	7.7	12.2	8.0	13.0	11.7	32.6	66.0	89.3	64.7
Townsville	7.7	13.6	9.6	17.0	10.2	17.9	19.6	50.5	51.4	86.1	85.9
Central Region	8.7	17.2	9.8	20.1	10.2	20.9	17.1	47.6	53.7	88.1	66.6
Central Queensland	8.8	15.7	9.6	19.2	10.1	20.6	16.9	48.8	54.1	88.0	77.9
Central West	7.1	21.9	8.2	17.3	8.3	21.2	10.2	28.1	85.7	95.3	0.0
Mackay	8.7	18.5	10.2	21.5	10.5	21.5	18.1	46.5	50.5	87.4	60.7
Sunshine Coast & Wide Bay Region	9.1	17.5	11.9	23.8	13.7	25.9	28.4	63.9	36.7	78.2	66.2
Sunshine Coast	8.8	17.4	12.3	24.2	14.6	26.5	29.4	63.6	32.6	76.1	66.3
Wide Bay	9.3	17.7	11.4	23.3	12.4	24.9	26.7	64.3	42.1	80.7	65.7
Darling Downs & South West Region	7.9	19.4	9.6	22.3	10.3	23.8	17.9	50.9	54.8	85.9	73.9
Darling Downs	7.9	19.5	9.7	22.3	10.4	23.9	18.8	51.8	52.8	85.2	73.8
South West	7.6	13.3	7.8	18.5	7.9	19.2	9.7	27.9	82.5	96.2	90.9
Metro North Region	8.5	17.5	11.9	22.7	15.7	27.7	31.8	65.8	33.8	79.7	83.6
Moreton	9.0	18.9	12.8	24.1	17.0	28.6	34.3	67.0	33.5	80.7	82.6
North Brisbane	7.9	15.2	11.1	20.7	14.7	26.4	29.3	64.1	34.1	78.3	84.9
Metro South Region	9.2	18.2	12.8	24.1	16.8	28.6	33.3	68.0	36.0	78.1	74.9
Logan	9.4	17.9	13.2	24.0	18.0	29.5	35.4	69.7	29.6	78.1	73.5
South Brisbane	8.4	16.0	12.2	23.8	16.1	27.7	31.7	66.8	41.0	80.8	77.9
West Moreton	9.9	20.2	13.1	24.8	16.0	28.4	32.1	67.3	36.3	72.6	72.7
Gold Coast Region	8.8	16.3	11.6	22.0	15.1	26.9	28.4	64.7	38.5	83.4	76.6
Gold Coast	8.8	16.3	11.6	22.0	15.1	26.9	28.4	64.7	38.5	83.4	76.6
Statewide	8.7	17.5	11.5	22.7	13.6	26.4	25.7	61.6	44.7	82.8	77.1



Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
294K	\$1,083
268K	\$1,024
26K	\$2,257
280K	\$928
29K	\$938
250K	\$927
430K	\$1,177
230K	\$1,281
11K	\$2,388
190K	\$962
720K	\$984
480K	\$1,053
240K	\$878
326K	\$1,221
301K	\$1,163
24K	\$1,966
1.114M	\$841
542K	\$801
572K	\$887
1.614M	\$894
601K	\$843
675K	\$937
337K	\$910
682K	\$981
682K	\$981
5.460M	\$968



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

² The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2024-2025.

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	303,956
Triple Zero (000) Calls Answered ≤ 10 secs	89.9%



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.

