

Queensland Ambulance Service

Public Performance Indicators financial year - July 2025 - June 2026



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	80.5	83.0	19.0
Cairns	80.5	82.8	18.8
Torres and Cape	75.0	89.5	23.2
Northern Region	65.5	73.1	18.6
North West	78.1	78.6	12.7
Townsville	63.4	72.6	19.7
Central Region	77.1	77.0	18.3
Central Queensland	76.8	76.8	17.2
Central West	80.0	77.8	20.5
Mackay	77.7	77.2	19.7
Sunshine Coast & Wide Bay Region	78.5	81.9	16.3
Sunshine Coast	79.6	81.0	16.4
Wide Bay	77.4	83.4	16.1
Darling Downs & South West Region	72.9	78.8	21.1
Darling Downs	72.5	78.2	21.2
South West	81.1	85.6	19.8
Metro North Region	75.2	80.0	18.1
Moreton	76.5	80.6	18.1
North Brisbane	73.6	79.4	18.0
Metro South Region	70.0	77.8	15.4
Logan	69.0	77.6	14.9
South Brisbane	73.9	80.0	14.1
West Moreton	67.5	74.9	17.8
Gold Coast Region	79.0	81.2	15.4
Gold Coast	79.0	81.2	15.4
Statewide	74.2	79.2	17.1

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.



Care for staff

Clinical Attrition % (ROGS definition) ⁴	Occupational Violence Staff Safety Index ^{1,2,3}	% Eligible Officers with Current Performance Development Plans ^{3,4,7}	Injury Downtime Rate % ³
5.01	8.4	31.0	3.09
4.70	10.6	32.0	3.66
11.01	3.5	21.0	0.59
3.20	17.2	51.0	3.98
7.79	13.2	45.0	0.08
2.64	21.2	52.0	4.30
3.67	6.4	43.0	3.18
2.45	8.5	45.0	3.26
10.61	2.7	30.0	4.06
4.94	5.3	39.0	3.36
2.21	5.3	48.0	5.71
2.56	4.4	44.0	7.37
1.99	8.9	56.0	3.57
1.86	7.1	52.0	2.46
1.36	7.7	51.0	3.02
6.82	2.6	64.0	0.00
2.49	8.0	46.0	5.04
2.52	9.9	52.0	5.42
2.34	12.1	43.0	5.09
2.40	9.9	37.0	2.84
1.36	12.1	36.0	3.35
2.16	7.0	38.0	2.47
4.57	12.9	36.0	2.78
1.74	6.6	46.0	2.81
1.62	8.0	46.0	3.29
2.54	7.3	43.0	3.44



Daily Activity

Emergency ⁶ & Urgent Incidents		Non-Emergency ⁶ & Medically Authorised Incidents		Total ⁶ Incidents		Total Patients ⁶ Transported by Road	
Jul-Jun 2024-25	Jul-Jun 2025-26	Jul-Jun 2024-25	Jul-Jun 2025-26	Jul-Jun 2024-25	Jul-Jun 2025-26	Jul-Jun 2024-25	Jul-Jun 2025-26
191	200	51	52	242	252	198	208
183	191	47	47	230	238	189	199
8	9	4	5	12	14	8	9
228	229	62	64	290	294	235	242
35	37	8	9	44	46	35	37
192	192	54	55	246	248	200	205
245	254	63	70	308	323	254	265
139	145	34	38	173	183	144	150
5	5	2	2	7	7	6	6
101	104	27	30	128	134	104	109
407	419	113	108	521	527	446	446
240	248	74	69	314	317	270	269
168	170	40	39	207	209	176	177
191	200	55	58	247	259	203	212
180	189	49	51	229	240	188	196
11	11	6	7	17	18	15	16
494	507	177	163	671	670	603	590
263	272	91	85	354	356	314	304
231	235	86	78	317	313	290	286
701	724	256	255	956	979	841	845
274	288	98	99	372	388	291	300
254	256	102	98	356	353	335	334
173	180	55	58	228	238	215	211
300	310	77	76	376	386	331	339
300	310	77	76	376	386	331	339
2,757	2,844	855	845	3,612	3,689	3,111	3,147

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 (%) % < 30 mins 2B % < 60 mins 2C % of Non-Emergency Incidents Attended to by the Appointment Time ¹		
	50th Percentile		90th Percentile		50th Percentile		90th Percentile		50th Percentile			90th Percentile	
	1A	1A	1B	1B	1C	1C	2A	2A	2B	2C			
Far Northern Region	8.3	17.3	10.6	21.8	11.5	22.9	23.7	59.4	51.7	86.2	73.9		
Cairns	8.3	17.3	10.6	21.8	11.5	22.9	24.1	60.2	49.3	85.5	74.0		
Torres and Cape	7.9	17.8	10.0	22.3	10.6	22.8	17.0	44.8	78.6	94.2	28.6		
Northern Region	7.4	14.0	9.1	16.9	9.9	18.4	18.8	51.3	62.8	89.4	85.3		
North West	6.6	13.5	7.9	14.1	8.2	14.3	12.4	39.0	79.3	94.0	64.5		
Townsville	7.5	14.2	9.3	17.1	10.3	18.9	20.4	53.0	58.1	87.7	85.8		
Central Region	7.9	18.1	9.6	20.6	10.1	21.5	18.3	52.5	57.1	89.5	71.3		
Central Queensland	7.7	17.7	9.6	20.3	9.9	20.9	18.5	53.0	57.6	89.1	81.6		
Central West	6.6	19.7	8.3	15.4	8.5	20.2	10.4	32.6	72.7	94.0	50.0		
Mackay	8.2	19.2	9.7	21.2	10.4	22.4	18.6	52.4	55.2	89.5	66.0		
Sunshine Coast & Wide Bay Region	9.1	19.0	12.0	24.2	14.1	26.7	28.5	63.4	39.4	79.4	72.5		
Sunshine Coast	9.5	19.2	13.0	24.8	15.4	27.3	30.2	64.4	35.3	77.5	72.4		
Wide Bay	8.6	18.5	10.8	23.4	12.2	25.5	25.5	62.0	45.0	82.4	72.9		
Darling Downs & South West Region	7.7	20.0	9.3	22.1	10.1	23.2	17.2	49.2	60.0	89.6	63.5		
Darling Downs	7.7	20.0	9.4	22.2	10.2	23.4	17.9	49.7	58.6	89.1	63.4		
South West	7.1	17.2	8.0	18.8	7.8	16.9	10.5	36.0	78.4	95.9	78.1		
Metro North Region	8.4	16.6	12.5	24.1	17.0	28.9	33.0	67.6	35.5	78.6	82.3		
Moreton	8.8	17.9	13.5	25.3	18.2	29.6	34.4	68.7	37.3	79.5	81.6		
North Brisbane	7.9	15.3	11.5	22.2	15.9	27.9	31.3	66.3	33.1	77.5	83.3		
Metro South Region	9.0	17.7	13.1	24.9	17.4	29.3	32.7	68.4	36.8	79.0	75.1		
Logan	9.5	18.2	13.6	24.9	18.7	29.8	36.5	70.8	32.2	75.2	75.0		
South Brisbane	8.1	16.0	12.7	24.6	17.0	29.1	31.8	67.6	42.0	80.9	78.8		
West Moreton	9.4	19.2	12.9	25.1	15.9	28.5	30.1	65.5	36.0	80.7	69.7		
Gold Coast Region	8.7	16.6	12.2	22.9	16.0	28.3	28.3	63.6	40.1	82.5	79.5		
Gold Coast	8.7	16.6	12.2	22.9	16.0	28.3	28.3	63.6	40.1	82.5	79.5		
Statewide	8.5	17.5	11.8	23.5	14.1	27.2	25.8	62.2	48.4	84.5	76.9		

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

No. of Triple Zero (000) Calls Received by Operations Centres Statewide 1,304,868

Triple Zero (000) Calls Answered <= 10 secs 93.3%



Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
298K	\$1,250
272K	\$1,181
26K	\$2,545
283K	\$1,092
29K	\$1,157
254K	\$1,080
436K	\$1,300
233K	\$1,397
11K	\$3,007
192K	\$1,078
737K	\$1,121
492K	\$1,211
245K	\$984
329K	\$1,382
305K	\$1,321
25K	\$2,184
1.142M	\$984
555K	\$942
587K	\$1,031
1.660M	\$1,003
622K	\$886
690K	\$1,130
348K	\$1,004
698K	\$1,117
698K	\$1,117
5.584M	\$1,104

¹ The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FY 2025-2026.



National comparison 2024-2025

Report on Government Services (ROGS) 2026 ¹	Q&S	National
Patient Experience - Overall	98%	97%
Level of care provided by Paramedics	98%	98%
Level of trust & confidence in Paramedics	95%	93%
Cost per Incident	\$1,093.02	\$1,421.00
Cost per Capita	\$256.47	\$232.63
Total Incidents	1.318M	4.486M
Incidents per 1,000 People	234.6	163.7
Response to Incident Ratio	1.17	1.31
Total Patients Attended	1.346M	4.267M
Patients Transported	1.155M	3.571M
No. of Patients Treated Not Transported	191K	696K
% of Patients Treated Not Transported	14%	16%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	90.4%	93.0%
Number of Triple Zero (000) calls received	1.233M	4.450M
Cardiac Arrest Survival Rate ²	30%	27%
Total Salaried Staff (Ambulance Operatives only)	5,269	20,748
Ambulance Operatives	87.5%	81.1%
Operational Workforce Attrition	206.0	4.1
Paramedics per 100,000 Population	79.1	64.7

¹ ROGS 2026 relates to 2024-25 data and activity.

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

Queensland Ambulance Service performance statistics are published quarterly.

For further information please visit www.ambulance.qld.gov.au

PUBLIC

Classified as OFFICIAL



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 permanent 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’.

The clinical attrition rate is expressed as a cumulative total percentage of the clinically qualified workforce as the year progresses.

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 QASCLO (Queensland Ambulance Service Continuous Learning Online) , 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 QAS (01/07/2025 - 30/06/2026).

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 2024 preliminary data released 28 August 2025 using revised population data sourced from the Australian Bureau of Statistics ‘Population estimates by age and sex, by Statistical Area Level 2, 2024’ 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
2024-2025

Government Services report

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

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

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

