

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2024 - March 2025

Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients ⁵	Clinically Meaningful Pain Reduction % Trauma Patients ⁵	% of Emergency & Urgent Patients Treated & Not Transported ¹
	Far Northern Region	81.8	83.6
Cairns	81.9	83.6	18.1
Torres and Cape	77.8	85.2	18.5
Northern Region	68.8	73.5	17.8
North West	65.3	79.7	13.9
Townsville	69.2	72.9	18.5
Central Region	77.7	78.9	17.1
Central Queensland	81.3	78.2	16.2
Central West	92.3	84.4	20.5
Mackay	71.4	79.7	18.3
Sunshine Coast & Wide Bay Region	83.5	84.1	15.1
Sunshine Coast	84.9	83.0	14.5
Wide Bay	82.1	85.9	16.0
Darling Downs & South West Region	77.3	81.6	19.9
Darling Downs	80.6	82.4	21.8
South West	77.1	81.6	19.8
Metro North Region	78.4	80.5	16.4
Moreton	81.5	80.3	16.5
North Brisbane	74.6	80.6	16.2
Metro South Region	75.0	77.7	14.1
Logan	73.6	78.7	14.6
South Brisbane	78.7	77.6	12.6
West Moreton	73.0	76.3	15.5
Gold Coast Region	77.9	84.4	15.1
Gold Coast	77.9	84.4	15.1
Statewide	77.4	80.5	16.0

Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) ⁴	Occupational Violence Staff Safety Index ^{2,3}	% Eligible Officers with Current Performance Development Plans ^{3,5}	Injury Downtime Rate % ¹
	Far Northern Region	3.09	14.0	26.0
Cairns	3.62	17.1	25.0	2.26
Torres and Cape	0.00	5.2	48.0	0.00
Northern Region	1.49	19.1	23.0	3.14
North West	2.18	5.9	28.0	0.22
Townsville	1.50	24.1	22.0	2.82
Central Region	1.43	6.1	42.0	2.52
Central Queensland	0.39	10.0	40.0	2.99
Central West	0.00	0.0	21.0	0.00
Mackay	2.78	2.9	47.0	2.17
Sunshine Coast & Wide Bay Region	2.60	8.6	23.0	5.55
Sunshine Coast	2.85	10.2	20.0	6.31
Wide Bay	2.38	9.0	30.0	4.86
Darling Downs & South West Region	1.88	4.3	38.0	2.21
Darling Downs	1.90	4.8	38.0	2.60
South West	2.53	3.6	43.0	1.48
Metro North Region	1.83	8.1	33.0	3.35
Moreton	2.17	9.3	37.0	4.16
North Brisbane	1.48	12.7	30.0	2.81
Metro South Region	1.98	13.5	24.0	2.44
Logan	1.26	16.3	22.0	2.34
South Brisbane	1.91	9.6	24.0	1.96
West Moreton	2.98	17.2	24.0	3.13
Gold Coast Region	1.13	7.9	30.0	2.27
Gold Coast	1.11	9.2	30.0	2.41
Statewide	1.91	9.0	29.0	2.84

Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Mar 2023-24	Jul-Mar 2024-25	Jul-Mar 2023-24	Jul-Mar 2024-25	Jul-Mar 2023-24	Jul-Mar 2024-25	Jul-Mar 2023-24	Jul-Mar 2024-25
Far Northern Region	187	188	47	52	234	241	192	197
Cairns	180	181	43	48	223	228	184	189
Torres and Cape	7	8	4	4	11	12	8	8
Northern Region	220	226	61	61	281	288	230	233
North West	35	35	8	8	43	43	33	34
Townsville	185	191	52	53	238	245	197	199
Central Region	234	244	59	62	292	306	248	252
Central Queensland	135	139	33	34	168	172	145	144
Central West	5	5	2	2	7	7	6	6
Mackay	94	101	23	26	117	127	97	102
Sunshine Coast & Wide Bay Region	393	406	100	112	493	518	427	444
Sunshine Coast	232	239	63	72	296	311	260	268
Wide Bay	161	167	36	39	197	207	167	176
Darling Downs & South West Region	189	191	54	55	243	246	211	202
Darling Downs	178	180	49	49	227	229	196	188
South West	11	11	6	6	17	17	14	14
Metro North Region	467	493	186	181	654	674	589	607
Moreton	245	263	103	93	348	356	302	314
North Brisbane	222	230	83	88	306	318	287	293
Metro South Region	665	699	259	255	924	954	843	836
Logan	258	274	90	96	349	370	308	290
South Brisbane	243	253	113	103	356	357	330	336
West Moreton	164	172	56	55	220	227	205	211
Gold Coast Region	293	300	75	76	368	376	321	331
Gold Coast	293	300	75	76	368	376	321	331
Statewide	2,649	2,748	840	853	3,489	3,602	3,062	3,102

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.
⁷ 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 ¹
	50th Percentile 1A	90th Percentile 1A	50th Percentile 1B	90th Percentile 1B	50th Percentile 1C	90th Percentile 1C	50th Percentile 2A	90th Percentile 2A	% < 30 mins 2B	% < 60 mins 2C	
Far Northern Region	8.6	18.4	10.1	20.4	10.8	21.7	22.7	58.1	49.6	82.3	76.5
Cairns	8.6	18.1	10.1	20.4	10.8	21.7	23.2	58.5	48.3	81.8	76.6
Torres and Cape	11.2	20.9	9.2	21.2	10.4	22.4	15.8	44.5	69.2	88.1	66.7
Northern Region	7.4	13.7	8.9	16.3	9.5	17.3	17.6	46.8	56.0	87.8	84.2
North West	6.4	11.9	7.7	12.6	8.0	12.9	11.4	31.5	70.6	92.7	73.1
Townsville	7.5	13.9	9.1	16.7	9.9	17.7	19.2	48.4	52.3	86.3	84.5
Central Region	8.1	17.2	9.5	19.9	9.8	20.3	16.9	47.4	56.7	88.3	68.9
Central Queensland	8.1	15.4	9.1	18.5	9.6	19.5	16.9	47.9	57.5	87.6	77.3
Central West	6.6	18.2	7.8	16.4	8.0	16.7	9.9	28.6	81.0	95.0	0.0
Mackay	8.4	19.1	10.1	21.5	10.3	21.5	17.6	47.5	53.8	88.4	64.4
Sunshine Coast & Wide Bay Region	9.2	19.1	11.8	23.8	13.3	25.9	27.5	62.5	38.8	78.4	62.9
Sunshine Coast	9.4	19.8	12.5	24.3	14.4	26.4	28.6	62.3	35.4	76.4	62.8
Wide Bay	8.9	18.1	10.8	23.0	12.0	24.8	25.5	62.7	43.8	81.2	63.4
Darling Downs & South West Region	7.9	20.3	9.3	22.1	10.2	23.8	17.5	50.0	55.8	87.4	68.9
Darling Downs	7.9	20.3	9.5	22.2	10.3	23.9	18.4	50.9	54.4	86.6	68.8
South West	7.3	16.2	7.7	18.5	7.5	16.9	9.6	27.8	76.3	96.7	82.4
Metro North Region	8.4	16.2	11.9	22.8	15.7	27.7	31.0	66.3	36.3	80.1	82.2
Moreton	9.0	17.7	12.7	24.2	16.8	28.5	33.3	67.9	36.4	80.1	81.9
North Brisbane	7.8	15.0	11.0	20.9	14.6	26.5	28.7	64.4	36.2	80.0	82.6
Metro South Region	9.2	18.1	12.8	24.2	16.7	28.7	32.7	68.2	38.0	77.9	76.5
Logan	9.5	18.1	13.2	24.2	18.1	29.4	36.0	70.3	33.3	74.9	75.3
South Brisbane	8.4	16.1	12.3	23.8	16.0	27.9	31.0	67.0	41.1	80.4	79.7
West Moreton	10.1	20.3	13.0	24.8	15.7	28.3	30.8	66.5	38.9	78.1	73.4
Gold Coast Region	8.9	17.1	11.9	22.5	15.7	27.5	29.9	65.7	40.5	82.6	74.9
Gold Coast	8.9	17.1	11.9	22.5	15.7	27.5	29.9	65.7	40.5	82.6	74.9
Statewide	8.7	17.6	11.4	22.8	13.6	26.4	25.3	61.5	46.5	83.0	76.5

Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Far Northern Region	294K	\$1,094
Cairns	268K	\$1,026
Torres and Cape	26K	\$2,481
Northern Region	280K	\$955
North West	29K	\$1,001
Townsville	250K	\$947
Central Region	430K	\$1,205
Central Queensland	230K	\$1,307
Central West	11K	\$2,737
Mackay	190K	\$985
Sunshine Coast & Wide Bay Region	720K	\$986
Sunshine Coast	480K	\$1,058
Wide Bay	240K	\$878
Darling Downs & South West Region	326K	\$1,263
Darling Downs	301K	\$1,207
South West	24K	\$2,009
Metro North Region	1.114M	\$875
Moreton	542K	\$847
North Brisbane	572K	\$907
Metro South Region	1.614M	\$921
Logan	601K	\$861
South Brisbane	675K	\$987
West Moreton	337K	\$915
Gold Coast Region	682K	\$982
Gold Coast	682K	\$982
Statewide	5.460M	\$990

National comparison 2023-2024

Report on Government Services (ROGS) 2025 ¹	QAS	National
Patient Experience - Overall	98%	97%
Level of care provided by Paramedics	98%	98%
Level of trust & confidence in Paramedics	95%	94%
Cost per Incident	\$1,027.76	\$1,319.62
Cost per Capita	\$238.90	\$217.42
Total Incidents	1.285M	4.443M
Incidents per 1,000 People	232.4	164.8
Response to Incident Ratio	1.18	1.31
Total Patients Attended	1.301M	4.211M
Patients Transported	1.131M	3.548M
No. of Patients Treated Not Transported	170K	663K
% of Patients Treated Not Transported	13%	16%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	91.3%	94.9%
Number of Triple Zero (000) calls received	1.189M	4.247M
Cardiac Arrest Survival Rate ²	28%	25%
Total Salaried Staff (Ambulance Operatives only)	5,126	19,766
Ambulance Operatives	88.8%	81.9%
Operational Workforce Attrition	2.3	4.4
Paramedics per 100,000 Population	78.5	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.
³ ROGS 2025 relates to 2023-2024 data and activity.
⁴ 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	919,660
Triple Zero (000) Calls Answered < = 10 secs	90.5%

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 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 2023-2024

Government Services report

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

<https://www.pc.gov.au/ongoing/report-on-government-services/2025/health/ambulance-services>

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