

# 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 294 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.

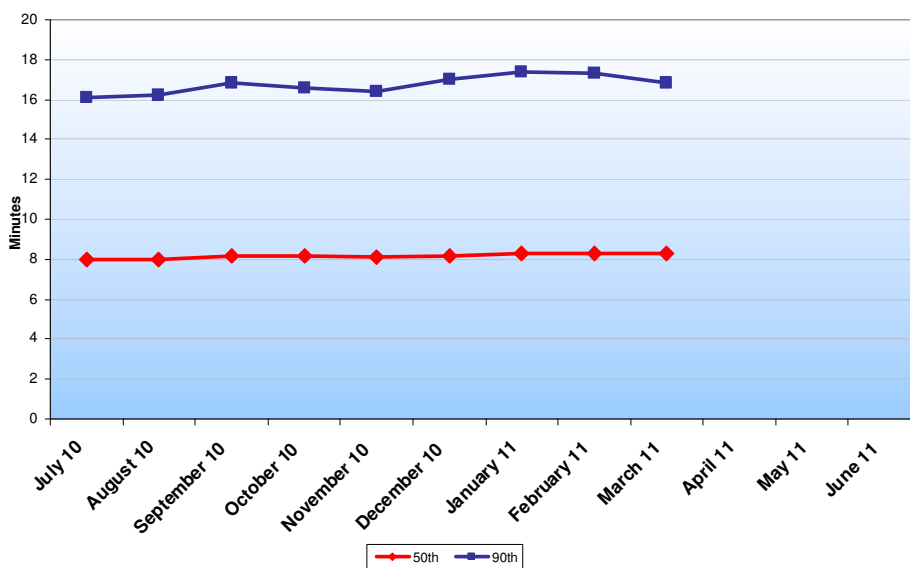
### Performance Measurement

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 50<sup>th</sup> percentile), and again how quickly 90% of ambulance vehicles are able to arrive on scene (the 90<sup>th</sup> percentile) for a Code 1 (life threatening) emergency medical incidents.

## Ambulance response times: 2010-2011 financial year

Code 1 First Unit on Scene Response Times  
Financial Year 2010 -2011  
50th Percentile & 90th Percentile



**Queensland Government**  
Department of **Emergency Services**

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## Current regional and statewide performance: 2010-2011 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 2010 to 31 March 2011

Region	50 <sup>th</sup> Percentile (minutes)	90 <sup>th</sup> Percentile (minutes)
Northern Region	7.2	14.3
Central Region	7.5	18.9
South Western Region	7.4	20.0
North Coast Region	8.4	19.0
Brisbane Region	8.4	16.1
South Eastern Region	8.5	16.0
Far Northern Region	7.8	16.8
State	8.2	16.7

Source: QAS Case Information Reporting

**Activity: Incidents – In the period 1 July 2010 to 31 March 2011**, the Queensland Ambulance Service (QAS) responded to **595,872** incidents across Queensland. This includes Codes 1 – 4.

Region	Number of Incidents
Northern Region	48,020
Central Region	47,610
South Western Region	35,761
North Coast Region	82,133
Brisbane Region	209,645
South Eastern Region	121,783
Far Northern Region	37,548
Aeromedical & Special Operations Response Team	13,372
State	595,872

Source: QAS Case Information Reporting



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