

# 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 295 ambulance response locations across Queensland.

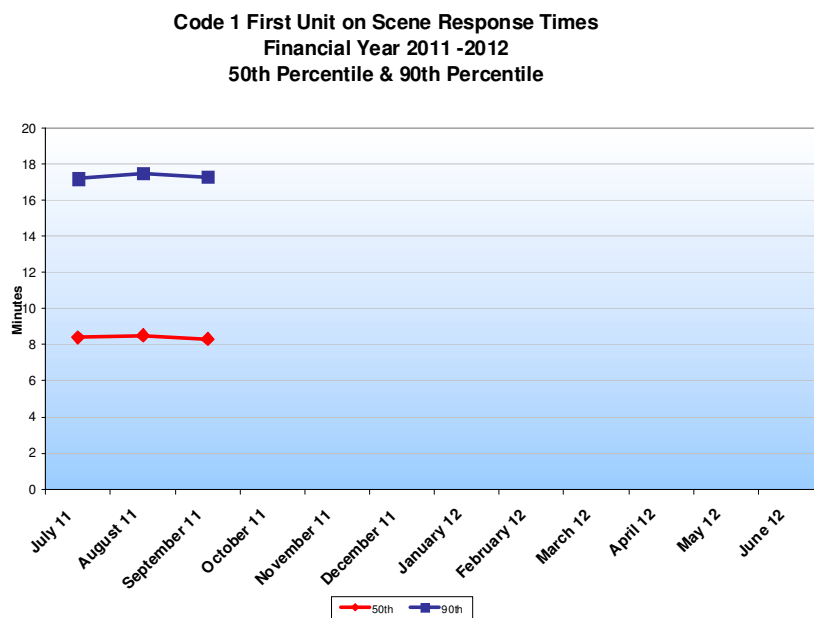
The QAS reports on the demand for ambulance services by counting the number of incidents we respond to, and assesses performance by measuring response times.

### 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: 2011-2012 financial year



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

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## Current regional and statewide performance: 2011-2012 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 2011 to 30 September 2011

Region	50 <sup>th</sup> Percentile (minutes)	90 <sup>th</sup> Percentile (minutes)
Northern Region	7.3	14.7
Central Region	7.5	19.3
South Western Region	7.5	20.1
North Coast Region	8.5	19.0
Brisbane Region	8.9	17.3
South Eastern Region	8.8	16.7
Far Northern Region	7.6	16.0
State	8.4	17.3

Source: QAS Case Information Reporting

**Activity: Incidents – In the period 1 July 2011 to 30 September 2011**, the Queensland Ambulance Service (QAS) responded to **210,855** incidents across Queensland. This includes Codes 1 – 4.

Region	Number of Incidents
Northern Region	17,802
Central Region	18,259
South Western Region	12,675
North Coast Region	29,602
Brisbane Region	73,065
South Eastern Region	42,267
Far Northern Region	13,258
Aeromedical & Special Operations Response Team	3,927
State	210,855

Source: QAS Case Information Reporting



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