

Queensland Ambulance Service performance report

Our Performance

The Queensland Ambulance Service (QAS) serves over 4.5 million Queenslanders across our vast state of 1.77 million square kilometres. Our services are delivered from 296 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.

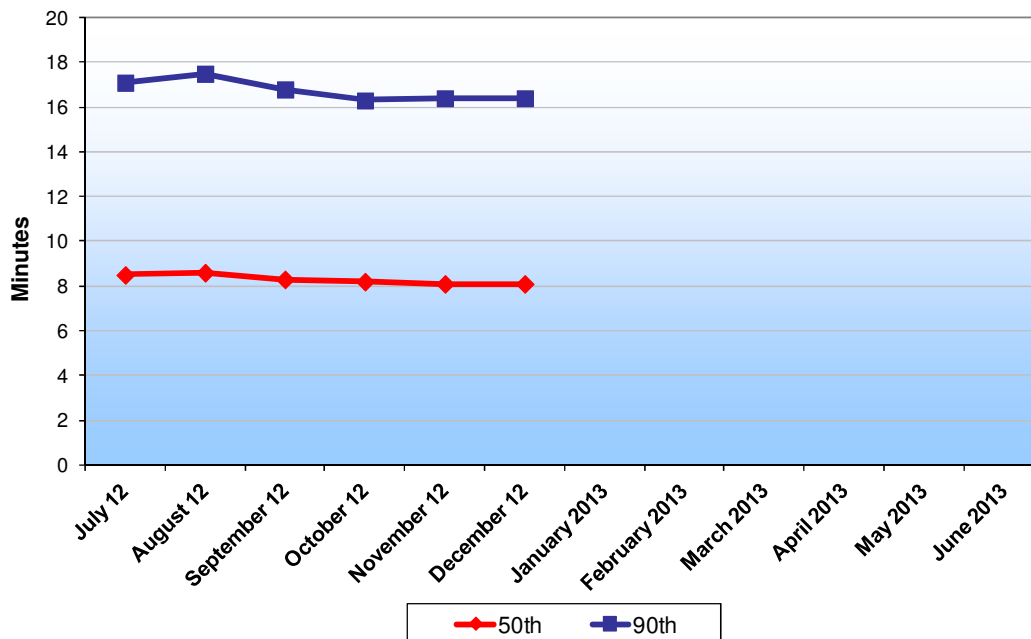
Performance Measurement

Ambulance Services across Australia report information on response times in the Commonwealth Government's Report on Government Services (ROGS).

The ROGS report measures how quickly 50% of ambulance vehicles are able to arrive on scene (this is called the 50th percentile), and again how quickly 90% of ambulance vehicles are able to arrive on scene (the 90th percentile) for a Code 1 (life threatening) emergency incidents.

Ambulance response times: 2012-2013 financial year

**Code 1 First Unit on Scene Response Times
Financial Year 2012 -2013
50th Percentile & 90th Percentile**



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Current local ambulance service network and statewide performance: 2012-2013 financial year

The QAS delivers operational services from 15 geographical Local Ambulance Service Networks across Queensland.

Operational performance and activity is reported at two levels; in each of the 15 QAS Local Ambulance Service Networks and statewide.

Performance: Code 1 response times – 1 July 2012 to 31 December 2012

Local Ambulance Service Network	50 th Percentile	90 th Percentile
CAPE YORK	9.1	21.3
CAIRNS AND HINTERLAND	7.5	16.1
CENTRAL QUEENSLAND	7.1	16.8
CENTRAL WEST	6.8	52
DARLING DOWNS	7.7	20.6
GOLD COAST	8.4	15.6
MACKAY	8.1	20.1
METRO NORTH	8.3	16
METRO SOUTH	8.5	15.4
NORTH WEST	6.6	13.3
SOUTH WEST	7.1	50.4
SUNSHINE COAST	8.7	18.6
TOWNSVILLE	7.4	13.6
WEST MORETON	8.2	16.8
WIDE BAY	8.2	18.2
STATE	8.1	16.4

Source: QAS Case Information Reporting



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Activity: Incidents – In the period 1 July 2012 to 31 December 2012, the Queensland Ambulance Service responded to **438,629** incidents across Queensland. This includes Codes 1 – 4 and casualty room attendances.

Local Ambulance Service Network	Incidents
CAIRNS AND HINTERLAND	26,743
CAPE YORK	1,728
CENTRAL QUEENSLAND	23,305
CENTRAL WEST	1,134
DARLING DOWNS	28,200
GOLD COAST	41,358
MACKAY	15,161
METRO NORTH	89,949
METRO SOUTH	90,534
NORTH WEST	6,369
SOUTH WEST	2,795
SUNSHINE COAST	35,290
TOWNSVILLE	29,394
WEST MORETON	22,483
WIDE BAY	24,186
STATE	438,629

Source: QAS Case Information Reporting

