

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 297 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.

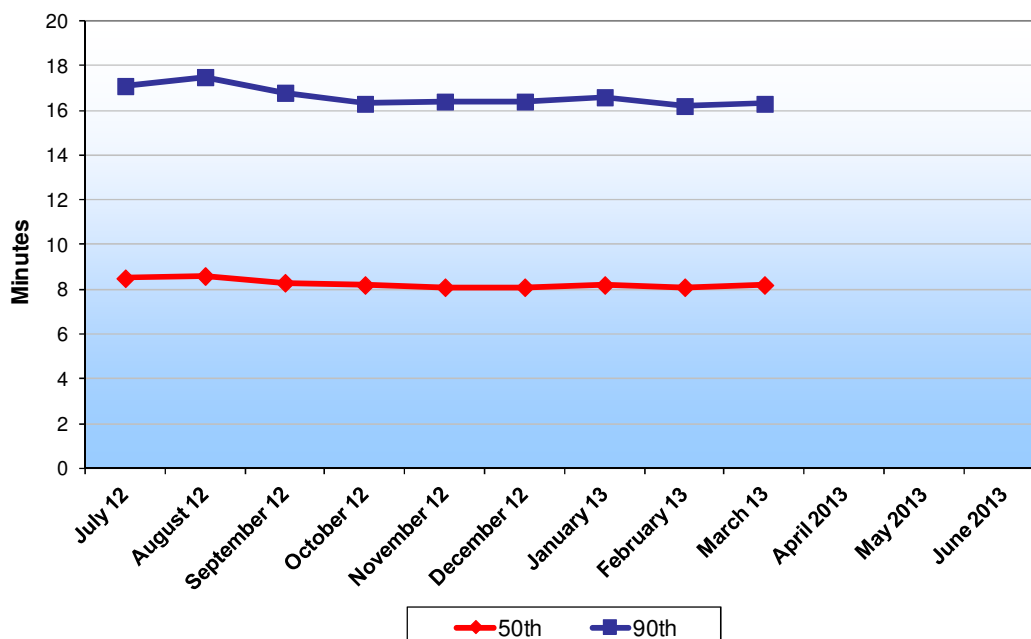
Performance Measurement

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 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 medical 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 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 March 2013

Local Ambulance Service Network	50 th Percentile	90 th Percentile
CAIRNS AND HINTERLAND	7.6	16.0
CAPE YORK	9.5	21.4
CENTRAL QUEENSLAND	7.2	17.1
CENTRAL WEST	7.1	44.1
DARLING DOWNS	7.8	20.6
GOLD COAST	8.6	16.0
MACKAY	8.2	20.6
METRO NORTH	8.5	16.3
METRO SOUTH	8.6	15.6
NORTH WEST	6.6	11.8
SOUTH WEST	6.9	44.9
SUNSHINE COAST	8.8	18.8
TOWNSVILLE	7.4	13.9
WEST MORETON	8.3	17.4
WIDE BAY	8.3	18.7
STATE	8.3	16.7

Source: QAS Case Information Reporting



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Activity: Incidents – In the period 1 July 2012 to 31 March 2013, the Queensland Ambulance Service (QAS) responded to **653,047** incidents across Queensland. This includes Codes 1 – 4 and casualty room attendances.

Local Ambulance Service Network	Incidents
CAIRNS AND HINTERLAND	39,572
CAPE YORK	2,678
CENTRAL QUEENSLAND	34,433
CENTRAL WEST	1,724
DARLING DOWNS	41,772
GOLD COAST	61,676
MACKAY	21,980
METRO NORTH	133,513
METRO SOUTH	136,047
NORTH WEST	9,231
SOUTH WEST	4,142
SUNSHINE COAST	51,995
TOWNSVILLE	44,297
WEST MORETON	33,908
WIDE BAY	36,079
STATE	653,047

Source: QAS Case Information Reporting

