

Staff Update

Queensland Ambulance Service

		Unit	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	FY 2014/15 Total
Response Times	50th Percentile	mins	8.4	8.5	8.4	8.2	8.3	8.2	8.2	8.2	8.3	8.1	8.3	8.2	8.3
	90th Percentile	mins	16.6	16.8	16.7	16.4	16.7	16.3	16.3	16.2	16.4	15.9	16.2	16.1	16.4
															FY 2014/15 Total
Triple Zero (000) Call Answering =< 10 secs		%	91.81	91.81	90.86	91.23	90.42	89.76	90.59	91.49	91.2	91.37	92.22	92.08	91.24
Code 1 & 2 (Incidents)		no.	57,637	59,765	56,551	58,087	58,855	59,405	58,582	53,470	60,803	55,812	59,485	56,531	694,983
Code 3 & 4 (Incidents)		no.	22,274	21,028	21,882	21,605	20,020	20,218	19,848	19,339	21,533	20,536	21,098	21,486	250,867
Number of ACUTE Shifts - West Moreton, Gold Coast, Metro North, Metro South, Sunshine Coast		no.	17,282	17,301	16,647	17,303	16,864	17,370	17,463	15,827	17,512	17,028	17,799	17,249	205,645
Unfilled ACUTE Shifts -West Moreton, Gold Coast, Metro North, Metro South, Sunshine Coast		no.	467	526	665	410	179	366	264	426	235	279	173	117	4,107
															FY 2014/15 Total
Lost Time Injuries ¹		no.	25	16	15	29	21	13	30	16	13	18	25	12	233
Lost Time Injury Frequency Rate ²		rate	44.43	36.12	32.43	33.14	33.68	32.10	34.97	34.08	32.62	31.02	31.97	31.05	31.05
Injury Down Time Rate ³		no.	0.81	0.76	0.71	0.72	0.79	0.82	0.87	0.82	0.8	0.75	0.76	0.77	0.77
															FY 2014/15 Total
Assaults ⁴	Verbal	no.	4	4	3	5	6	10	2	5	0	7	5	5	56
	Physical	no.	16	8	6	13	25	24	16	10	18	9	11	14	170

DATA DICTIONARY

Response Times

50th and 90th Percentile — the time within which 50 per cent and 90 per cent of the first responding ambulance resources arrive at the scene of an emergency (ROGS 2015)

Triple Zero (000) Performance

Ambulance Service Triple Zero (000) Call Answering Time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired emergency service organisation to when the ambulance service organisation has answered the call. (ROGS 2015)

Workplace Health & Safety

Note: Monthly workers’ compensation data contains ongoing (‘active’) claims. Subsequent claim decisions, and additional lost time incurred due to ongoing claims, will impact upon previously reported months’ data and are subject to change (recent months will be most impacted).

¹ The YTD total of all workers' compensation claims resulting in one or more paid days compensation.

² The frequency rate is the number of lost time injuries for each one million hours worked.

³ The downtime rate is a measure of the hours lost due to injury as a factor of the total hours worked.

⁴ Assault data reflects 'self-reported' incidents of occupational violence which may not result in any loss of shift or injury.

