



Speech by

Hon. Neil Roberts

MEMBER FOR NUDGEES

Hansard Wednesday, 5 September 2007

MINISTERIAL STATEMENT

Queensland Ambulance Service

Hon. N ROBERTS (Nudgees—ALP) (Minister for Emergency Services) (9.53 am): I am pleased to inform the House that the hard work and clinical skills of our Queensland ambulance officers have again been recognised by Queenslanders. The findings of the 2007 national patient satisfaction survey for ambulance services have recently been released and show that the Queensland Ambulance Service has again earned a satisfaction rating of over 97 per cent.

This is the fourth year the Queensland Ambulance Service has maintained patient satisfaction ratings in the high nineties. It shows that our ambulance officers are maintaining their high level of service to the community, despite the state's increasing workload from a growing and ageing population. In fact, for the 2006-07 year the Queensland Ambulance Service responded to over 815,000 demands for service, that is, over 2,200 a day which really puts this satisfaction rating in perspective. The patient satisfaction survey is one of the key quality performance indicators for the Queensland Ambulance Service and is an important national benchmark. This is solid confirmation that the Queensland Ambulance Service is a world-class organisation offering high-quality ambulance services to all Queenslanders. The customer knows best, and the fact that 97 per cent of patients were satisfied with their treatment is a big tick of approval for our vital ambulance services across Queensland. I want to thank all our ambulance officers for their excellent efforts in ensuring the safety and well-being of their fellow Queenslanders.

On another positive note, later this month the Queensland Ambulance Service will take part in the Queensland Training Awards state finals after receiving the Brisbane Region Employer of the Year award for outstanding achievement in the area of vocational education and training. Since 1999 the Queensland Ambulance Service has received three national quality awards, including the National Training Award in 2005, and this ongoing recognition is clear evidence that we are investing in our most important asset—our people.

Finally, I remind members that next week is Ambulance Week. Across Queensland ambulance stations will be opening their doors to the public with open days, functions, displays and demonstrations. Ambulance Week is a big invitation to Queenslanders to get involved in improving community safety, whether that is attending a first aid course or a CPR course, finding out about the best use of triple zero, or taking advantage of the baby capsule hire service. I invite members and members of the public to support their local ambos by attending one of the many activities scheduled across the state.