

Question on Notice
No. 563
Asked on 17 April 2007

MR MALONE asked the Minister for Emergency Services (MR PURCELL) -

QUESTION:

With reference to my question to him during a recent sitting about rude and aggressive language by his office to a member of the public who called about ambulance response times in Brisbane's Western suburbs -

- (1) Did he do anything to discipline or reinstruct his staff?
- (2) What actions will he be taking to redress the blow-out in response times, particularly for the suburbs of Kenmore/Chapel Hill and Indooroopilly/Figtree Pocket, before lives are lost?

ANSWER:

- (1) I have investigated the issues raised with my staff and am satisfied that they used neither rude nor aggressive language.
- (2) Response times across the state are constantly monitored by the Queensland Ambulance Service (QAS). The QAS takes that information into account when allocating resources.

The Beattie Government has clearly demonstrated a commitment to delivering the vital resources necessary to deliver a world class ambulance service to residents in Brisbane's western suburbs. For example a new paramedic was allocated to Kenmore station late last year and a new Ford F350 ambulance vehicle has recently arrived at the Kenmore Ambulance Station.

Brisbane's western suburbs consist of large semi-rural suburbs with very low population areas. In these areas, in particular the Bellbowrie area, the QAS is establishing a First Responder Group. First Responders are part of the Queensland Emergency Medical System and are dispatched at the same time as paramedics to emergency incidents.

First Responders are trained in advanced first aid, advanced resuscitation with oxygen therapy and automatic defibrillation. They are equipped with first aid equipment, supplies, communications equipment and uniforms. As locals – First Responders arrive on scene quickly to stabilise a patient before paramedics arrive. The establishment of a First Responder Group in Brisbane's western suburbs will assist in providing emergency assistance in those first few vital minutes.