

Question on Notice

No. 1023

Asked on 13 October 2022

MR A POWELL ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to Queensland Ambulance Service Triple Zero (000) calls—

Will the Minister provide the following (reported separately by calendar month) from July to September 2022 (a) the number of calls not answered within 10 seconds, (b) the percentage of calls not answered within 10 seconds and (c) the longest time a call went unanswered?

ANSWER

The Queensland Ambulance Service (QAS) publicly report, on a quarterly basis, the percentage of Triple Zero (000) calls answered within 10 seconds, with a performance measure target of 90%, as outlined in the Service Delivery Statement.

This data is published on the QAS's external website at www.ambulance.qld.gov.au/publications.html under 'Performance Reports'.

I can advise that for the months of July 2022, August 2022 and September 2022, the QAS's performance for the percentage of Triple Zero (000) calls answered within 10 seconds was as follows:

- July 2022 – 93.35% answered within 10 seconds. QAS answered 91,201 calls within 10 seconds
- August 2022 – 95.18% answered within 10 seconds. QAS answered 86,221 calls within 10 seconds
- September 2022 – 94.53% answered within 10 seconds. QAS answered 84,230 calls within 10 seconds

As Triple Zero (000) is shared between QAS and Telstra, to report on individual calls answer times, would require input from both parties and as such is not available.