

Question on Notice

No. 424

Asked on 11 May 2022

MS S BOLTON ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to the Tewantin, Cooroy, Pomona and Noosa Heads ambulance stations—

Will the Minister provide the following for the last 3 months (a) the number of staff rostered over a 24 hour period considered to be a 'full roster', (b) the number of shifts which have been left vacant/unfilled, (c) the number of shifts where staff have been deployed to other stations after being rostered at the stations above and (d) the number of staff employed on a flexible work arrangement?

ANSWER

The Queensland Ambulance Service (QAS) recognises that in a 24-hour service delivery environment, a static approach to rostering does not provide the level of flexibility required to align frontline resourcing capacity to a dynamic demand profile.

The QAS implements a range of staffing models such as permanent cyclic rotations, support rosters and the use of flexible staffing arrangements including part-time, and casual utilisation.

The QAS reviews frontline resourcing requirements, including flexible work arrangements and alternative roster patterns, to provide additional coverage for periods of peak demand and periods of high unscheduled staff vacancies; for example, during COVID-19 demand surge and isolation requirements.

In the event of an unscheduled absence, and to avoid unreasonable diversion of staff resources, the QAS will review the resource profile against the demand requirements and if required implement a number of strategies including the use of casual staff, offering overtime by way of shift extension to the existing workforce and also by the dynamic deployment of existing ambulance resources to the demand at the time.

The QAS regularly deploys staff and resources to other locations to ensure adequate coverage of demand across all districts.

I have been advised there were 21 staff members participating in flexible work arrangements during the period February 2022 to April 2022 as follows: Cooroy – 4, Tewantin – 9; and Noosa – 8.