

Question on Notice

No. 1001

Asked on 24 August 2023

MR R KATTER ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

Will the Minister outline for the last five years (2018 to 2022) (a) how many complaints were received annually regarding QAS officer conduct, and what was the gender (male or female) breakdown of these complaints and (b) how many of these complaints received annually led to a QAS officer being stood down, and what was the gender (male or female) breakdown of those officers being stood-down?

ANSWER

The Queensland Ambulance Service (QAS) acknowledges the rights of everyone to provide compliments, complaints and feedback.

The QAS welcomes compliments, complaints and feedback to ensure that organisational performance is enhanced to meet the needs and expectations of the Queensland community through continuous improvement.

The QAS utilise a centralised triage assessment model to review complaints. Complaints received by the QAS can present with multiple issues including that of officer conduct.

Section 333 of the *Industrial Relations Act 2016* provides for the circumstances where it is permissible for an employer to stand-down an employee with or without pay. These provisions can only be utilised in circumstances for which an employer is not responsible, or in circumstances over which the employer has no control.

The QAS currently has no employees who have been stood down pursuant to this section of the *Industrial Relations Act 2016*.

Section 101 of the *Public Sector Act 2022* provides for the employer to suspend an employee if the chief executive reasonably believes:

- (a) the employee is liable to discipline under a disciplinary law; or
- (b) the proper and efficient management of the entity might be prejudiced if the employee is not suspended.

It is not appropriate to provide the specific information sought by the Member as a QAS staff member or paramedic may be able to be identified within their community if it is known they have been stood down.