

Question on Notice

No. 1149

Asked on 10 October 2023

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

QUESTION

With reference to the QAS and the number of Triple Zero Calls received by operations centres state-wide for the financial year ending 30 June 2023—

Will the Minister provide (a) confirmation that the number of calls reported includes calls for the same incident (i.e. patients requesting an update on ambulance arrival time) and (b) the average number of calls per incident (reported separately by QAS region)?

ANSWER

The Queensland Ambulance Service (QAS) is the busiest ambulance service in the country, responding to approximately 1.2 million Triple Zero calls every year. Despite this, they have among the fastest response times in the country and are the only mainland service that is free.

Triple Zero call data is collected from Telstra. The data represents the number of incoming calls and are not based on calls from individual numbers.

There may be instances where several calls are received for one incident, such as traffic crashes with multiple witnesses. There may also be phone numbers which make several Triple Zero calls, for example at residential aged care facilities. As such, it is not possible to determine the number of unique Triple Zero calls received, or calls per incident.