

Question on Notice

No. 175

Asked on 13 March 2025

MR S KING ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

QUESTION

With reference to 9 News reports on 12 February 2025 regarding concerns over real-time health data—

Will the Minister advise what work is being undertaken by Queensland Health to minimise impacts to staff safety, following reports of increased abuse due to incorrect 'realtime' health data at emergency departments?

ANSWER

I am advised data on the website remains accurate and is explained on the 'about the data' webpage, which includes frequently asked questions.

I am advised Queensland Health offers training and resources to assist in the de-escalation of patients when they experience unexpected delays in treatment. Staff are encouraged to report all occupational violence incidents, including verbal abuse. Holistic post incident support is also available to all employees who have experienced occupational violence.

Information and fact sheets about the Open Hospitals website and the data presented have also been provided to hospital and health services to support conversations between staff and patients.