Question on Notice

No. 1025

Asked on 16 September 2026

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

QUESTION

With reference to the Queensland Ambulance Service computer systems outage commencing on 3 September 2026—

Will the Minister advise the number of (a) patient safety incidents, (b) clinical incidents, (c) complaints and (d) patient deaths identified by QAS as potentially associated with a delay in call processing, ambulance dispatch or response during the outage?

ANSWER

On September 2 and 3, the Queensland Ambulance Service (QAS) transitioned to a new computer aided dispatch (CAD) system. Preplanned and well exercised business continuity arrangements were enacted which enabled continued delivery of ambulance services to the Queensland community.

I am advised that the QAS has not identified, nor been notified of any patient safety incidents, clinical incidents or patient deaths potentially associated with a delay in call processing, ambulance dispatch or response on 3 September 2026.

I am further advised the QAS have managed one complaint received for a low acuity case on 3 September 2026.