

Health and Community Services Committee

Auditor-General's Report to Parliament No. 17 for 2013-14 - *Queensland Ambulance Service performance*

Report No. 53

Recommendation

The committee recommends that the Legislative Assembly note that the committee has examined the Auditor-General's Report to Parliament No. 17 for 2013-2014 - *Queensland Ambulance Service performance*.

Background

1. The Auditor-General's Report to Parliament No. 17 for 2013-2014 - *Queensland Ambulance Service performance* was tabled in the Legislative Assembly on 6 May 2014 and referred to the Health and Community Services Committee for consideration on 20 May 2014. The Queensland Audit Office briefed the committee on the report.

Auditor-General's finding

2. The report examined the operational effectiveness of the Queensland Ambulance Service (QAS), focusing on service access and responsiveness and on its performance monitoring and reporting systems.¹
3. The Auditor-General reported that:

*The QAS performs well, compared to ambulance services in other states and territories. It focuses appropriately on clinical outcomes for patients and, despite a significant increase in demand over the last five years, it has maintained better state-wide response times compared with other Australian ambulance services. It has also maintained its standards of emergency and pre-hospital care for patients; and provided equitable access to all Queenslanders.*²
4. The Auditor-General noted, however, that ambulance service standards come at a cost and that, from 2003-4 to 2012-13, the QAS has been consistently one of Australia's two most costly ambulance services per head of population.³ Furthermore, the Auditor-General noted that there is a need for the Department of Health to address a rapid escalation in growth in the use of ambulance services by Queenslanders, which has outstripped population growth.⁴

1 Report to Parliament 17: 2013-14 - *Queensland Ambulance Service performance*, 2014, p.1

2 Report to Parliament 17: 2013-14 - *Queensland Ambulance Service performance*, 2014, p.1

3 Report to Parliament 17: 2013-14 - *Queensland Ambulance Service performance*, 2014, p.1

4 Report to Parliament 17: 2013-14 - *Queensland Ambulance Service performance*, 2014, p.1

5. The report recommended that the Department of Health address issues relating to:

- service performance;
- complaint management reporting;
- performance reporting; and
- demand management.⁵

Committee comment

6. After considering Report No. 17, the committee does not consider that further examination of the Auditor-General's report by the committee is necessary at this time.



Trevor Ruthenberg MP

Chair

Health and Community Services Committee

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5 Report to Parliament 17: 2013-14 - *Queensland Ambulance Service performance*, 2014, p.3