



### **Excellence in business management**

Our ambulance service received its third Australian Business Excellence Award, being one of only 12 organisations throughout Australia to do so. This award is the fifth to be made to divisions of the department since 1997.

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### **Getting ambulances to patients sooner**

Despite rapidly increasing demand, our ambulance service has significantly improved its response times. Paramedics are now on the scene in 68.57% of the most serious cases (Code 1) within 10 minutes. This is nearly a 2% improvement on the previous year.

[› more info on page 38](#)



### **New response capability**

The multi-service Special Operations Centre at Cannon Hill was opened. This state-of-the-art emergency response hub enables expert emergency response teams to be deployed throughout Australia and the Asia-Pacific region within hours of a disaster.

[› more info on page 39](#)



### **First regional joint emergency service centre**

The North Mackay emergency services joint facility was opened—for the first time housing all three area offices (ambulance, counter disaster and rescue, and fire and rescue) in one complex in regional Queensland.

[› more info on page 38](#)



### **First Emergency Service Unit**

The State's first Emergency Service Unit was officially launched at St Pauls in the Far North Region. These units will provide effective and timely volunteer emergency services in rural and remote communities where there are limited resources.

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## World-class training academy

The Queensland Combined Emergency Services Academy was established, and is becoming a national and international centre of excellence for emergency management training and community safety.

[› more info on page 42](#)



## Improved bushfire preparedness

The Interface Zone (iZone) Strategy has improved preparedness in the highest fire risk areas of the state where bushland and urban development meet.

[› more info on page 40](#)



## Safer Indigenous communities

The department is providing practical and flexible models of service delivery to improve community safety in Indigenous communities.

[› more info on page 30](#)



## More paramedics to help Queenslanders

One hundred new and additional paramedics were employed as part of a government commitment to employ 240 paramedics over three years.

[› more info on page 38](#)



## New Disaster Management Alliance

The Local Government Association of Queensland and the Department of Emergency Services have joined forces to improve community safety and increase community resilience in the event of a disaster.

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