

Appendices

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QAS—Ambulance Community and Business Services

This table provides a summary of performance for QAS under the sub-output—Ambulance Community and Business Services. The services include public and personal training, such as CPR training, first aid and injury prevention programs, baby capsule hire service, pre-hospital care research, education and development of ambulance professionals and education and risk management.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Number of Community Education Certificates issued/year		73,533	63,000-66,000	72,512
Number of baby capsules hires/year		8,067	7,000-8,000	9,239
Number of education qualifications achieved by QAS staff		3,060	2,500-3,000	4,111
Quality				
Level of employee satisfaction (access to and quality of training programs – surveys)	1	37.71%	>75%	37.71%
Level of satisfaction (surveys) with community and workplace education programs		98.3%	>90%	96.5%
Cost (\$)				
% of total operating costs spent on staff education and development		9.5%	9.5%	9.5%
Total Community Education revenue as a % of Community Education costs	2	61.4%	60.36%	82.9%
Total baby capsule revenue as a % of baby capsule hire service costs		25.3%	22.7%	29.7%
Revenue from contracted services (as a % of Total Operating Revenue)	3	\$3.4 million (1.2%)	\$3.2 million (1.1%)	\$4.2 million (1.4%)

Notes:

1. The 2004–05 Estimated Actual is based on April 2004 Queensland Public Agency Staff Survey, Organisational Climate Scores—Professional Growth. Growing demand (due to population increase, the ageing population and other social factors) has reduced the opportunity for some staff to participate in continuing development activities. However, QAS is developing strategies to address this issue. Staff also reported that they felt positive about the customer service component of their work (80.05%) and strongly value the job they undertake (73.08%). Over 84% of respondents reported that they felt they did worthwhile work and 89.14% reported that providing a quality service was important to them.
2. This includes public education within the community in areas where it is not appropriate to seek full cost recovery.
3. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004–05. Additional revenue was obtained from ambulance attendance at mine sites.

QAS—Ambulance Response Services

This table provides a summary of performance for QAS under the sub-output—Ambulance Response Services. The services in this sub-output include emergency response to patients suffering sudden illness or injury, pre-hospital care, specialised patient transport services, community-based First Responder services, standby at special events, coordination of aeromedical services, health inter-facility transfers, casualty room services and planning for and coordination of multi-casualty incidents and major events.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Urgent responses (code 1&2):				
Number of responses attended per 1,000 population	1, 2	120.1	117-125	123.86
Number of responses		447,851	460,000- 490,000	486,443
Non-urgent responses (code 3&4):				
Number of responses attended per 1,000 population	1, 2	53.5	51-56	51.34
Number of responses		199,675	200,000- 220,000	201,630
Quality				
Survival rate for out-of-hospital cardiac arrest	3, 4	21.1%	>15%	21.6%
Level of patient satisfaction (survey)		97.9%	>90%	97.8%
Proportion of operational fleet within economic life	5	84%	85%	82%
Timeliness				
% of code 1 responses attended in less than ten minutes		66.64%	>68%	68.57%
Time within which 90% of code 1 responses are attended		<17 minutes	<17 minutes	16 minutes
% of non-urgent responses attended to by the appointed time		70.77%	>70%	71.98%
Location				
Ambulance service locations (total)	6	270	263	271
Cost (\$)				
Gross cost per response	7	\$375	\$386	\$365
Gross cost per response per head of population	7	\$65	\$64.86	\$63.94

Notes:

1. The 2004–05 Target/Estimate is based on projected caseload and the Queensland population figure of 3,927,404.
2. The 2005–06 Target/Estimate is based on projected caseload and the Queensland population figure of 4,015,722.
3. Defined as the percentage of adults (over 17 years of age) where the cardiac arrest was of presumed cardiac aetiology, resuscitation was commenced and there was return of spontaneous circulation on arrival at hospital.
4. The 2004–05 Estimated Actual is derived from the first six months of the reporting period. This is only indicative of the survival rate and events during the second half of the period may alter the survival rate, so predictions for overall 2004 survival must be made cautiously.
5. Delivery delays of new units from a contractor have affected this outcome.
6. Defined as ambulance stations, response locations (including First Responder locations) and communications centres.
7. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004–05.

CDRS—Mitigation, Community Safety and Sustainability Services

This table provides a summary of performance for CDRS under the sub-output—Mitigation, Community Safety and Sustainability Services. Services include contributing to national, state and local emergency management policies and strategies to improve the safety and wellbeing of Queenslanders. Mitigation, Community Safety and Sustainability Services provide resources and speciality training and build community capacity to prevent, prepare for, respond to and recover from an emergency.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Number of people receiving disaster management training incorporating disaster mitigation concepts		2,194	1,500-2,000	1542
Number of community disaster awareness and education activities conducted		589	400-600	439
Number/percentage of local governments and community councils that have completed or are undertaking risk assessment studies	1	121 (77%)	135 (85%)	146 (92%)
Number of gazetted Major Hazard Facilities audited	2	12	12	5
Number of Major Hazard Facility safety reports assessed	2	3	5-10	6
Number of Emergency Services Cadet Groups supported		40	45	45
Number of stakeholders completing hazardous materials safety management training		111	80-160	81
Number of local, district and state disaster management plans developed/reviewed	3	134	50-60	134
Quality				
Level of stakeholder satisfaction with community safety initiatives	4	73%	>75%	83%
Level of community disaster preparedness	5	new measure	>70%	64%

Notes:

1. Includes local governments and community councils that are undertaking or have completed an associated risk assessment study that captures the disaster risk associated with that area.
2. Recruitment and retention of suitably qualified chemical engineering staff has presented resource difficulties due to market demands.
3. An additional resource commitment was provided in 2004–05 to reviewing disaster management plans in support of the implementation of the Disaster Management Act 2003.
4. This result is a collation of stakeholder satisfaction results regarding hazardous materials safety training and disaster mitigation initiative support. In 2005–06, stakeholder satisfaction with disaster management training incorporating mitigation concepts will also be included.
5. Measured by an ACNielsen survey—results indicated a significant increase in community disaster awareness. However, community disaster preparedness has not as yet increased to the extent of disaster awareness.

CDRS—Response and recovery services

This table provides a summary of performance for CDRS under the sub-output – Response and Recovery Services. Services include disaster and emergency coordination and management, emergency helicopter rescue services and natural disaster relief and recovery arrangements. Response and recovery services also provide support to State Emergency Service volunteers through operational and personal equipment, training, communications and publicity, and legal and occupational protection. Funding support is also provided to the Australian Volunteer Coast Guard Association, Volunteer Marine Rescue Association of Queensland, Surf Life Saving Queensland and the Royal Life Saving Society through service level agreements.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Number of Response Advice to Chemical Emergencies (RACE) callouts	1	267	150-200	--
Number of SES volunteer hours of operation		96,971	50,000-75,000	67,183
Number of SLSQ Clubs and Branches supported		65	65	65
Number of AVCGA and VMRAQ Units supported		47	47	47
Quality				
Level of stakeholder satisfaction with Queensland Government Helicopter Rescue Service (Queensland Rescue)	2	89%	>80%	89%
Level of Volunteer satisfaction	3	86%	>75%	88%
Timeliness				
State Disaster Coordination Centre operational within one hour of activation notice		100%	100%	100%
Percentage of Queensland Government Helicopter Rescue Service (Queensland Rescue) responses within agreed service delivery targets	4	90%	>90%	87%

Notes:

1. This measure was transferred to the Fire and Rescue Service Output during the 2004–05 financial year.
2. This survey was conducted in 2004 and will be conducted every 2-3 years.
3. This enhanced survey collects volunteer satisfaction across a range of issues including training, support for instructors/assessors, awareness issues and provision of rescue and personal protective equipment.
4. Delays to emergency helicopter services may be attributable to factors such as refuelling, flight planning, weather conditions and waiting for associated personnel such as medical teams.

QFRS—Community Safety and Awareness

This table provides a summary of performance for QFRS under the sub-output—Community Safety and Awareness. The services include development and delivery of activities mandated by legislation, such as the assessment of building plans for fire safety features, community education and awareness programs, such as fire education and prevention programs focusing on ‘at risk’ groups.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Percentage of Year one students participating in Fire Education	1	97%	95%	95%
Percentage of Year 12 school students receiving Road Awareness and Accident Prevention (RAAP) program	1	67.5%	55%	55%
Number of hours per 100,000 population spent on safety promotion and public education activities	2	3,278	3,000	2,857
Percentage of hospitals inspected for fire safety	3	83.6%	35%	68.5%
Percentage of nursing homes/aged-care hostels inspected for compliance with building fire safety standards	3	74.2%	35%	57.9%
Percentage of licensed liquor premises inspected for compliance with building fire safety standards	3	45.6%	40%	48.8%
Number of fire safety inspections of premises (other than private dwellings) completed	4	11,161	7,500	11,110
Number of hours per 100,000 population spent conducting fire safety activities	2	2,144	2,000	1,970
Number of smoke alarms installed by QFRS personnel		3,457	3,000	3,483
Quality				
Percentage of homes with operational smoke alarms installed	5	72%	73-80%	72%
Percentage of Safehome visits that result in an increase in fire safe practices	6	93%	75%	93%
Percentage of Safehome requests for inspections completed by QFRS personnel within levied areas		99.6%	90%	100%
Cost (\$)				
Cost of conducting Community Safety activities per 100,000 population	7, 8	\$1.074m	\$1.023m	\$1.049m

Notes:

- The Year 1 Fire Education and Year 12 Road Awareness and Accident Prevention (RAAP) program performance measures are calculated and reported by calendar year, in line with the school year. In 2004–05 the Fire Education program was also delivered to a number of Year 2 students, therefore this figure is an estimate of the portion of Year 1 students; the RAAP program was delivered to a number of Year 11 students and therefore this figure is an estimate of the portion of Year 12 students.
- As 87.6% of the population falls within the urban levy boundary, per 100,000 population targets have been developed using the following formula—population of Queensland = 3.927 million; 87.6% = 3.440 million; Target/3.440 = per 100,000 population target (2003–04—population of Queensland = 3.729 million; 87.6% = 3.267 million; Target/3.267 = per 100,000 population target).
- More emphasis is being placed on the risk factors associated with every individual building in station areas and that the level of risk of the buildings should determine the priority of the fire safety inspections.
- This measure provides a comprehensive overview of total inspection activities.
- Data obtained during the 2004 Queensland Household Survey shows the smoke alarm penetration rate is currently 80.8%, with 72.0% of the estimated population of Queensland carrying out actions to check and ensure that their smoke alarms are operating (i.e. replacing battery).
- Data obtained during the 2003 Capital Customer Satisfaction Survey, conducted by ACNielsen, shows that 93.0% of Safehome customers who responded had made one or more changes to improve household safety.
- Per 100,000 population target figure is based on full population of Queensland of 3.927 million in 2004–05 (2003–04 population of Queensland of 3.729 million).
- The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004–05.

QFRS—Operational Preparedness

This table provides a summary of performance for QFRS under the sub-output—Operational Preparedness. Services provided include operational preparedness ensuring firefighters are prepared and ready to respond to a broad range of emergency situations. The activities include:

- ▶ training, education and maintenance of firefighter competencies
- ▶ maintenance and provision of equipment, fire vehicles, communication systems, fire stations and other infrastructure.

Measures	Notes	2003–04	2004–05 Target	2004–05
Quantity				
Number of hours spent on maintenance and acquisition of skills that meet competency standards	1	13,707	10,000	14,758
Percentage of rural fire brigades resourced in accordance with the standard set for their brigade classification	2	88%	90%	88%
Timeliness				
Time to mobilise for urban crews within the urban levy boundaries	3			
› Full time permanent stations		63.9%	75% in 2 minutes	58.6% in 2 minutes
› Composite Permanent/Auxiliary stations		64.7%	75% in 5 minutes	48.4% in 5 minutes
› Auxiliary stations		79.1%	75% in 7 minutes	76.4% in 7 minutes
Cost (\$)				
Cost of maintaining sufficient human and physical resources to be able to respond effectively to the range of fires and other emergencies, 24 hours a day, every day of the year, per 100,000 population	4, 5	\$4.714m	\$4.546m	\$4.605m

Notes:

1. The measure refers to operational staff only.
2. This measure refers to Rural Fire Brigade equipment resourcing levels.
3. This measure encompasses all facets of the QFRS mobilisation. Mobilising time is taken as the period of time between the call receipt and the time that the Officer-in-charge of the vehicle radios to the Communication Centre that the appliance and crew are en route to the incident. It is a sub-measure of the response time measure reported under the Response and Recovery sub-output, which shows that overall targets are being met. This Operational Preparedness measure will require review in regard to data quality and process.
4. Per 100,000 population target figure is based on full population of Queensland of 3,927 million in 2004–05. (2003–04 population of Queensland of 3,729 million).
5. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004–05.

QFRS - Response and Recovery

This table provides a summary of performance for QFRS under the sub-output—Response and Recovery. Services included under this output incorporate fire and road accident rescues and response to hazard substance emergencies such as chemical spills, earthquakes, storms, landslides and bomb blasts.

Measures	Notes	2003-04	2004-05 Target	2004-05
Quantity				
Number of fires and explosions responded to per annum	1	15,332	16,000-20,000	17,090
Number of rescues and medical emergencies involving motor vehicles responded to per annum	1	8,020	7,500-9,000	9,647
Number of other rescues and medical emergencies responded to per annum	1	2,452	2,200-2,700	2,116
Number of false alarms and good intent calls responded to per annum:	1,2			
› Number of unwanted alarm activations through an automatic fire alarm system		20,199	16,000-18,000	19,277
› Number of other false alarms and good intent calls		6,891	5,500-6,500	5,846
Number of hazardous condition incidents responded to per annum	1	3,682	3,200-3,700	2,966
Number of other incidents responded to per annum	1	3,705	3,400-4,000	3,306
Number of total incidents responded to per annum	1	60,269	60,000-61,000	60,248
Number of Scientific Unit (RACE) Callouts	3	267	150-200	195
Quality				
Percentage of structural fires confined to room of origin		70%	70-80%	67%
Percentage of stakeholders involved in emergency incidents that indicate satisfaction with the service provided	4	98%	90%	95%
› Total value (\$) of property saved per 100,000 population	5	\$773.2m	\$440-640m	\$351.2m
› Total value (\$) of property lost per 100,000 population	5	\$3.6m	\$4-\$5.6m	\$3.93m
Timeliness				
Time to respond for urban crews to structural fires within urban levy boundaries:	6			
› Full time permanent stations		97.5%	90% in 14 minutes	97.3%
› Composite Permanent/Auxiliary stations		97.1%	90% in 14 minutes	95.2%
› Auxiliary stations		91.3%	90% in 14 minutes	86.6%
Cost (\$)				
Cost per incident as a portion of the output cost	7	\$1,087	\$1,104	\$1,112

Notes:

1. 2005-06 Target has been adjusted to reflect predicted numbers of incidents based on data for the previous five years.
2. This measure has been modified to align with the Productivity Commission's Report on Government Services 2005. The previous measure was reporting on the total number of false alarm and good intent calls responded to per annum. The new measure will break this figure down into two groups—"false alarms through an automatic fire alarm system" and "other false alarms and good intent calls".
3. This measure was reported in 2004-05 under the CDRS Output. Since transferring to Fire and Rescue Services the initiative has now been renamed to Scientific Unit (RACE).
4. This measure reflects the level of satisfaction with QFRS services at fire and rescue incidents through an independent ACNielsen survey conducted during 2004.
5. These measures reflect the initiatives of QFRS towards home safety and property protection. As 87.6% of the population falls within the urban levy boundary, per 100,000 population targets have been developed using the following formula—population of Queensland = 3.927 million; 87.6% = 3.440 million; Target/34.40 = per 100,000 population target.
6. This measure encompasses all facets of QFRS response. Response time is taken as the period of time between the call receipt and the time that the Officer-in-charge of the Appliance radios to the Communication centre that the Appliance and crew have arrived at the incident.
7. The sub-output statement reflects adjustments principally relating to the removal of the equity return, which took effect during 2004-05.

Overseas travel

We provide knowledge, skills and services to the national and international community and improve our services to the Queensland community by remaining up to date with national and overseas developments in emergency services and associated technologies. Associated travel details are provided in Table 1.

Our helicopter pilots are required to maintain flight safety competencies through regular (two yearly) initial and recurrent flight simulator training. This is a cost-effective way for pilots to experience a full range of aircraft emergencies and malfunctions in adverse weather conditions without risk to aircraft personnel safety. This training is undertaken in Sweden because it is the most cost-effective, high-quality offering available. This travel is detailed in Table 2.

Another significant component of overseas travel undertaken by staff is externally sponsored. In 2004-05 the purposes for this travel included:

- ▶ providing assistance following the Tsunami in Indonesia in January 2005
- ▶ providing training to mine site employees in overseas locations – mine rescue and fire safety courses are provided by QFRS at commercial rates for Ok Tedi Mining Ltd and Lihir Management Company in Papua New Guinea
- ▶ undertaking disaster risk management programs for South Pacific countries
- ▶ providing strategic planning assistance to the Papua New Guinea Fire Service
- ▶ attending and/or participating in international emergency service forums to enhance skills, network and benchmark.

This travel is detailed in Table 3.

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Andrew Purvis QFRS Fleet Project Officer	Finland, Sweden, Italy and China	Inspect Telescopic Ladder Platform at Bronto (Finland) and visit Cold Cup System Cobra prior to vehicle being shipped to Australia in order to avoid costly delays and visit Cela (Italy) to establish spare parts supplies for two Simon Telescopic Ladder Platform appliances. Inspection of Hong Kong Fire Service equipment especially a unique Telescopic Ladder Platform which is the only one in the world.	\$6,389	
Mike Morrison CDRS Regional Director, Brisbane Susan Williams CDRS Operations and Training Officer	New Zealand	Attend international disaster recovery symposium to develop associations and to exchange a range of ideas and experiences on disaster recovery.	\$5,204	
Gerard Lawler QAS Assistant Commissioner, Brisbane	United Kingdom	Attend International Ambulance Exhibition and Conference – United Kingdom Ambulance Services Association 2004 and visit other ambulance authorities in the United Kingdom.	\$16,531 (Estimated)	
Michael Logan Manager, QFRS Scientific Unit	United States of America	Attend a Hazardous Materials Specialist Course to enable the hazmat enhancement strategy to be assessed prior to implementation.	\$8,499	
Jim Higgins QAS Commissioner	China	To sign letter of intent with Emergency Medical Centre (First Aid Station) Branch, Chinese Hospital Association.	\$8,584 (Estimated)	
Trevor Wilson CDRS Chief Pilot Anthony Hodgkinson Chief Engineer of Queensland Rescue	United States of America	Attend the Heli-Expo 2005 to research and potentially select the most cost effective equipment for Queensland Government.	\$4,085 \$4,011	

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Stephen Young QFRS Director, Rural Operations	United States of America	Visit the devastated Cottonwood Bosque Forest in Albuquerque to gain first hand knowledge of incident management. Attend conference on the management and mitigation of iZone bushfires, American wildfire experiences and to gain understanding of implications to the community.	\$4,984	
Reg Christiansen QFRS Assistant Commissioner	New Guinea	Attend the Business Council Group meeting organised by the Trade Division of Premier and Cabinet and also assist Papua New Guinea in developing fire service and develop commercial leads for QFRS delivery of training and consultancy.	\$3,328	
Wayne Gale QAS Executive Manager Technology Support Services	New Zealand	Attend international forum to discuss management of non-genuine emergency calls, and advanced mobile phone technology.	\$1,030	
Jim Higgins QAS Commissioner	United Kingdom, Spain and Canada	To enhance relationships with international emergency management service providers, provide exchange opportunities, information sharing on contemporary emergency management service delivery methodologies and emergency/disaster planning and deployment.	\$17,997	
Richard Kowalewski QFRS Executive Manager Frank Pagano QFRS Deputy Commissioner	Germany and Austria	Visit "Interschutz", the largest fire appliance exhibition in the world to research new fire fighting products, in addition to "Rosenbauer" specialist appliance and pump factory.	\$11,140 (Estimated)	
Andrew Purvis QFRS Project Officer	Finland	To perform pre-delivery inspections and testing on Bronto/Scania aerial appliance.	\$4,854	
TOTAL			\$96,636	

Table 2—Travel for Queensland Rescue helicopter Pilot Training

Name of Officer and Position	Destination	Reason for Travel	Agency Cost	Contribution from other agencies or sources
Peter Row Pilot, Brisbane	Sweden	Attend Flight Simulator Training to effectively deal with serious aircraft malfunctions and emergency situations.	\$18,034	
Mark Morrison Pilot, Townsville			\$19,359	
Alex Wright Base Manager, Townsville			\$8,320	
Peter Pawsey Pilot, Cairns			\$18,726	
Greg Kempton Pilot, Cairns			\$18,240	
Trevor Wilson Chief Pilot, Brisbane			\$32,431	
Mark Kempton Base Manager, Brisbane				
Mike Smit CDRS Engineer, Townsville Aviation Base	New Zealand	Attend the 2004 Helicopter Winch Operators' Safety Conference to enhance operator skills and undertake training in the hazardous area of winch recovery of survivors.	\$2,860	
Cameron Boyd CDRS Engineer, Cairns Aviation Base	Germany	Attend pilot training and engineering courses, and conduct pre-delivery inspection and flight-testing of the new EC-135 helicopter.	\$6,197	
TOTAL			\$124,167	

Table 3—Externally sponsored overseas travel

Name of Officer and Position	Destination	Reason for Travel	Agency cost	Contribution from other agencies or sources
Ian Rector CDRS Director State Emergency Service and Volunteer Marine Rescue	Tonga and Fiji	Undertake assessment of Tongan National Disaster Management Plan in collaboration with World Bank and Tongan Government officials.	Nil	\$1,790 (Tongan Commercial Contract with the Kingdom of Tonga)
Warren Bridson CDRS A/Director State Emergency Service and Volunteer Marine Rescue	Tonga	Undertake assessment of the Tongan National Disaster Management Plan in collaboration with World Bank and Tongan Government officials.	Nil	\$2,869 (Tongan Commercial Contract with the Kingdom of Tonga)
Wayne Hepple CDRS Operations Officer		Develop and conduct a National Exercise for the National Disaster Management Committee of Tonga.	Nil	\$5,029 (Tongan Commercial Contract with the Kingdom of Tonga)
Florence Bridger CDRS Legislation Specialist		Attend Legislation Review Working Group meetings regarding briefings on and distribution of draft discussion papers.	Nil	\$2,869 (Tongan Commercial Contract with the Kingdom of Tonga)
Steven Hallam CDRS District Operations and Planning Officer		To give assistance to the Tongan National Disaster Management Office personnel regarding the Disaster Management Plan.	Nil	\$4,558 (Tongan Commercial Contract with the Kingdom of Tonga)
Florence Bridger CDRS Legislation Specialist		Attend meetings with key Government agencies including Tongan Crown Law.	Nil	\$4,145 (Tongan Commercial Contract with the Kingdom of Tonga)
Gavin Leader QAS Paramedic	Banda Aceh Indonesia	Provide critical support to the post-Tsunami tasking in Banda Aceh.	Nil	Funded by Ausaid through Emergency Management Australia
Brad Bird QAS Intensive Care Paramedic				
Mathew Green QAS Paramedic				
Geoff Dunning QAS Area Director				
Chris Dowdle QFRS Firefighter				
Scott Walsh CDRS Area Manager, Roma	Kirabati and Fiji	Develop and conduct a National Exercise for the National Disaster Management Committee of Tonga.	Nil	\$5,203 (South Pacific Applied Geoscience Commission)
Michael Kinnane Director-General	Canada and United States of America	Presentation of a paper at International Joint Operations Command Conference and a program of associated travel to visit key emergency and disaster management and community safety agencies.	\$14,438	\$4,588 (VectorCommand Ltd)
Lee Johnson QFRS Commissioner	China and Singapore	Australasian Fire Authorities Council delegation tour of China Forest Fire Service. Study tour of Hong Kong Fire Service to research the establishment of their third generation computer aided dispatch facility. Attend the International Search and Rescue Advisory Group annual meeting of Asia/Pacific regional group to discuss strategy for Urban Search and Rescue.	\$5,000	\$670 (Emergency Management Australia)
Glen Maule QAS Area Director	New Zealand	Attend the Australasian Road Rescue Organisation Executive Committee Meeting.	Nil	\$1,271 (Road Rescue Organisation)

Name of Officer and Position	Destination	Reason for Travel	Agency cost	Contribution from other agencies or sources
Robin White QAS Acting Principal Educator	Papua New Guinea	Provide advice on ambulance operations and training program for Papua New Guinea Ambulance Service.	\$1,000 (Estimated)	\$1,000 (Estimated) (Papua New Guinea Ambulance Service)
Warren Bridson CDRS Regional Director, Northern Region	Tonga	Develop research and investigate funding, meet with South Pacific Applied Geoscience Commission (SOPAC), deliver presentation to the National Disaster Management Committee on the involvement of SOPAC and the department.	Nil	\$4,230 (Estimated) (Tongan Commercial Contract with the Kingdom of Tonga)
Florence Bridger CDRS Principal Policy Officer	Tonga	Draft additional provisions and amendments to legislation, drafting proposed Cabinet policy submission on the process of the legislative review, participate in meetings and workshops.	Nil	\$4,230 (Estimated) (Tongan Commercial Contract with the Kingdom of Tonga)
Peter Davies QFRS Fire Fighter	Papua New Guinea	Attend bi-annual Fire Team Audit and Training for Ok Tedi Mining Limited as part of a commercial arrangement.	Nil	\$2,172 (Estimated) (Ok Tedi Mining Limited)
Rowen Clem QFRS Station Officer, Brisbane	New Zealand	Present the Queensland Model of intervention, build on closer working relationships between QFRS and New Zealand Fire and Rescue Service, increase opportunities for knowledge sharing.	Nil	\$870 (Estimated) (New Zealand Fire and Rescue Service)
David Eeles QAS Assistant Commissioner	United States of America	Participate in the Emergency Medical Technician Olympics, winning a silver medal, increasing networking and knowledge of ambulance industry in United States of America.	\$20,580 (Estimated)	\$14,000 (Southport Local Ambulance Committee, Australian College of Ambulance Professionals)
Brett Ferguson QAS Clinical Support Officer				
Grant Gamble QAS Intensive Care Paramedic				
Garry Harris QAS Advanced Care Paramedic				
Col Allen QAS Communications Centre Supervisor				
Warren Bridson CDRS Tonga Project Director	Tonga	Develop Disaster Management structure and plan for Tonga and rewrite supporting legislation, finalise project and prepare for Comprehensive Hazard and Risk Management workshop.	Nil	\$3,256 (Commercial contract with the Kingdom of Tonga)
Christopher Maguire QFRS Special Operations Unit	New Zealand	Develop an Urban Search and Rescue Category 3 Taskforce Leader training course. Enhance interoperable command and control standards for Urban Search and Rescue taskforces and meet the stated Australasian Fire Authorities Council outcomes of heading up the Category 3 training development for Australia.	\$663	\$656 (Emergency Management Australia)
Scott Walsh CDRS Area Director, Roma	Tonga	Participate in Hazard Analysis Workshop, conduct a workshop to provide knowledge and skills in risk management.	Nil	\$3,805 (Commercial contract with the Kingdom of Tonga)
Warren Bridson CDRS Tonga Project Director	Tonga	Deliver training in partnership with New Zealand consultants, prepare and conduct a four day CHARM workshop, and conduct further research into the feasibility of a Disaster Fund for the Kingdom of Tonga.	Nil	\$3,902 (Commercial contract with the Kingdom of Tonga)

Name of Officer and Position	Destination	Reason for Travel	Agency cost	Contribution from other agencies or sources
Paul Scully QAS Coordinator Staff Support	London	Negotiate the further development of the peer support system and inter-service officer exchange program for the London Ambulance Service.	Nil	\$29,990 (London Ambulance Service)
Christopher Maguire QFRS Special Operations Unit	Canada	Attend live Chemical Warfare Agent training course to benchmark current QFRS operational procedures with world best practice and provided both theoretical and practical training scenarios.	\$908 (Estimated)	\$1,989
Peter McMurtrie Operations Support Branch, Fleet and Equipment	Germany	Attend Interschutz Emergency Vehicle Fleet Expo and meet separately with both Volkswagen and Daimler Chrysler to consider vehicle options and solutions aimed at developing an Australian standard for emergency response vehicles.	\$4,324	\$2,000 (Daimler Chrysler and Mercedes Benz)
Chris Maguire QFRS Manager, Special Operations	Singapore	Represent QFRS as a respected USAR Category II and Category III technician in Australia by attending and participating in International Urban Search and Rescue Advisory Group Team Leaders Meeting and sharing operational experiences with overseas taskforce leaders and examine the interoperability of Australian Taskforces with overseas counterparts.	Nil	\$3,377 (Estimated) (Emergency Management Australia)
Gary Littlewood QFRS Manager, Technical Rescue, Special Operations	New Zealand	Attend USAR Category III Pilot Training Activity to assist QFRS and Australasian Fire Authorities Council member agencies to continue to develop their proactive and response capability and provide models and methodologies to achieve an effective and sustainable USAR service delivery.	\$200 (Estimated)	\$1,430 (Estimated) (New Zealand USAR Steering Committee) \$498 (Estimated) (Emergency Management Australia)
Chris Maguire QFRS Manager, Special Operations	New Zealand	Attend and participate in USAR "Exercise Pegasus"	\$13,819 (Estimated)	\$3,368 (Estimated) (Emergency Management Australia)
Gary Littlewood QFRS Manager, Technical Rescue, Special Operations				
Mark Irving QFRS Firefighter				
David Hermann QFRS Manager, Firefighter Training				
Gregory Duncan QFRS Station Officer				
Kevin Anderson QFRS Station Officer				
Gary Paskins QFRS Station Officer, Special Operations				
Peter Batt QAS Intensive Care Paramedic				
Tony Wain QAS Regional Manager, Staff Development				
Totals for externally sponsored overseas travel			\$60,932	\$113,765
TOTAL ALL TRAVEL			\$281,735	\$113,765

Consultancies

Consultants contribute expertise as required by the department. They help us in performing particular projects and achieving our objectives. Processes of selection and engagement of consultants conform to the State Purchasing Policy and are managed by our Administration and Acquisitions Group. Consultancies engaged in 2004–05 included:

Category	Cost
Human resource services	\$5,476
Management	\$110,490
Professional and technical	\$107,026
Total	\$222,992

Shared Service Initiative

The Shared Service Initiative is a whole-of-government approach to corporate services delivery that aims to provide high quality cost-effective corporate services to Queensland state government departments. Shared Services providers and CorpTech were established from 1 July 2003, through the consolidation of corporate services functions from departments and existing shared service providers. Departments are grouped into seven clusters, each serviced by a dedicated shared services provider.

On 1 July 2003 the Department of Emergency Services transferred responsibility and staff for selected human resource and financial corporate service functions to PartnerOne, and to CorpTech.

Additional corporate services transitioned across to the Justice and Attorney-General's Department included documents and records management function, which transitioned on 1 October 2004, and the Queensland Ambulance Debt Management Centre, which transitioned on 11 February 2005.

CDRS

A Guide to the Dangerous Goods Safety Management Act 2001

A Guide to Disaster Risk Management in Queensland Aboriginal and Torres Strait Islander Communities

Action Guides (storm, earthquake, flood, cyclone)

Brochure—Disaster Management Act 2004

Chemical Hazards and Emergency Management brochure

Counter Disaster and Rescue Services Strategic Plan 2004–2008

Natural Disaster Financial Assistance Arrangement within Queensland 2003–04

Safe Storage and Handling of Dangerous Goods: Guidelines for Industry

SES Brochure—Always There Always Aware

SES News

SES Training News

Standard Emergency Warning Signal

Standard Emergency Warning Signal Guidelines

State Counter Disaster Plan

State Planning Policy 1/03—Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

QFRS

Don't Welcome Bushfire into your Home book

Bushfire Prepared Communities kit

Qld Fire Prepared Communities video

Fight Fire Fascination brochure

Fight Fire Fascination poster

After the Fire Kit

Don't Play with Fire sticker

This Could Happen to You postcard

Smoke Alarms—Protect you Family brochure

Indigenous Smoke Alarm brochure and poster

Ethnic Smoke Alarm—12 various languages brochures

Fire Are You Prepared? brochure

Smoke Alarm Flyer Pad flyer

Can We Help you Be Fire Safe flyer

Community Fire Ed kit

Don't Play with Fire poster

Get Down Low and Go, Go, Go poster

Get Out and Stay Out poster

Stop, Drop and Roll poster

RAAP 2005 poster

New RAAP Practitioner's folders

Safehome checklist

Safehome poster

NEW Simple Steps to Safety booklet

Emerge'n See Cadet magazine

State Disaster Management Group Annual Report

Five Year Plan for Safer and Healthier Murri and Ilan Communities 2004–08

Developing Evacuation Plans for Dam Break Flooding report

Emergency Update newsletter

Community Safety 2005 calendar

Community Safety Kit information sheets

SES News newsletter

In the Know electronic magazine

Auxiliary Recruit brochure

Road Accident Awareness brochure

Fire and Evacuation Plan flyer

A guide to Alcohol Restrictions for Remote Indigenous Communities brochure

State of Queensland Multi-Agency Response Plan to Chemical, Biological and Radiological Incidents electronic publication

Chemical/hazmat Plan electronic publication

Biological Disaster Plan electronic publication

Radiological Disaster Plan electronic publication

Adopt a Fire Fighter flyer

Safety for Piccaninny: Our Little Ones booklet

Emergency magazine

Protect Your Family poster

Disaster Prevention poster

Reconciliation poster

Camping and Bushfire Sense brochure

Rural Fire Service magazine

QAS

Beacon magazine
Local Ambulance Committee newsletter
'Links'—CPR for Life newsletter
Baby Capsules flyer
Project DOV flyer
Local Ambulance Committee flyer
Ambulance Recruitment flyer
First Aid Kits flyer
First Aid Hints
Home Safety flyer
Ambulance Fact Sheet flyer
Calling for Help flyer
First Aid Training flyer
Heart Attack flyer
Community Safety flyer
Heat Stress flyer
Baby Capsule brochure
Take Charge, Save a Life brochure
Your Queensland Ambulance Service brochure
Pre-Course Information brochure
Pricing Schedule brochure
In an emergency every second counts poster
Indigenous—is your bub safe? poster
CPR for Life Peer Training Kit
Inter-facility Transport protocols and guidelines
Ambulance Week poster
Regional Ambulance Week poster
Ambulance Week Family Fun Day poster
QAS Media Book

Centre for Pre-hospital Research

2004–05 Conference Proceedings

Paynter S, Wilson M, Woodall J & Bonham R. CPR For Life: Empowering Queenslanders To Make A Difference. Spark of Life—International Resuscitation Conference, Adelaide, April 2005.

Pearn J, Nixon J, Woodall J, Wallis B, Franklin R, and Pitt R. Childhood drowning and near-drowning—Prehospital experience. Spark of Life— International Resuscitation Conference, Adelaide, April 2005.

Woodall J, Bonham R, and Tippett V. Incidence and outcome of pre-ambulance defibrillation in Queensland 2000–2003. Spark of Life—International Resuscitation Conference, Adelaide, April 2005.

Woodall J, Bonham R, and Tippett V. Biphasic Defibrillation: Does it improve patient outcome? Spark of Life—International Resuscitation Conference, Adelaide, April 2005.

Murdoch J. Changing characteristics of drug overdose cardiac arrest in Queensland 2000–2003. Australian College of Ambulance Professionals: State Conference, Rockhampton.

Watt K, Enraght-Moony E, Tippett V, and Davey J. Prehospital injuries and fatalities from Motorcycle crashes in QLD: The Untold Story. Australian College of Ambulance Professionals: State Conference, Rockhampton.

Enraght-Moony E, Tippett V, and Davey J. Pre-hospital injuries and fatalities resulting from Motorcycle crashes in QLD: An analysis of the impact of the Q-Ride training system. Australian College of Ambulance Professionals: National Conference, Canberra.

Murdoch J. Patient refusal of ambulance transport by case type: Queensland Ambulance Service 2004. Australian College of Ambulance Professionals: National Conference, Canberra.

Murdoch J. Changing characteristics of drug overdose cardiac arrest in Queensland 2000–2003. Australian College of Ambulance Professionals: National Conference, Canberra.

Tippett V, Johnston J, Watt K. Do intensive care paramedics improve outcomes in trauma? Australian College of Ambulance Professionals: National Conference, Canberra.

Tippett V, Serginson J, Clark K, Yang I, Kim, S. Prehospital management of COPD—does uncontrolled oxygen therapy increase length of stay? Australian College of Ambulance Professionals: National Conference, Canberra.

Watt K, Enraght-Moony E, Tippett V, and Davey J. Prehospital injuries and fatalities from Motorcycle crashes in QLD: The Untold Story. Australian College of Ambulance Professionals: National Conference, Canberra.

Watt K, and McClure R. Getting in harm's way: the epidemiology of alcohol-related injury. Australian College of Ambulance Professionals: National Conference, Canberra.

Woodall J, McCarthy M, Johnston T, Tippett V, and Bonham R. Advanced Life Support in prehospital cardiac arrest: Does patient outcome improve? Australian College of Ambulance Professionals: National Conference, Canberra.

Blahous AM, Clark MJ, FitzGerald G, Bonham R, Tippett VC (2004) Trends in survival from Out-of-Hospital Cardiac Arrest in Queensland, Australia 1999–2002: A retrospective study using the Utstein style guidelines. American Heart Association, 5th National Scientific Forum on Quality of Care and Outcomes Research in Cardiovascular Disease and Stroke. Washington, DC May 15–17 (poster).

Everett P, Tippett V, Rashford S, Battistuta D (2004) Prehospital evaluation of asthma severity (PEAS). Queensland Health and Medical Science Meeting, November, Brisbane 2004.

Johnston J, Hall L, Tippett V, FitzGerald G (2004) Queensland Trauma Plan Study: Contribution of routinely collected patient data to development of a trauma management policy for Queensland. Queensland Health and Medical Science Meeting, Brisbane, November 2004.

Paynter S, Wilson M, Bonham R, and McCarthy M. Bystander CPR: Enhancing community capacity throughout Queensland. Queensland Health and Medical Science Meeting, Brisbane, November 2004.

Tippett V, Johnston T, Hall L, FitzGerald G, Clark M, Kassulke D, Pollard C, Bellamy N (2004) Queensland Trauma Plan Project: Major Traumatic Injury in Queensland 1998–2001—what affects survival? Queensland Health and Medical Science Meeting, Brisbane, November 2004.

Tippett V et al. Australian Centre for Prehospital Research—Scholars Program. Australian College of Ambulance Professionals, National Conference, September, 2004. Alice Springs.

Tippett V, Clark M, Wilson A, Kassulke D et al. Methodological challenges in assessing prehospital trauma management performance—is there a ‘golden’ hour? Australian College of Ambulance Professionals, National Conference, September 2004. Alice Springs.

Tippett V and Gray L. (2004) The hunt for psychogeriatric services in Australia—where will I find you when I need you? Invited Paper—International Dementia Services Conference, Sydney Australia.

Woodall J, Tippett V, Bonham R (2004) Post-immersion cardiac arrest in Queensland: 2000–2003. Queensland Health and Medical Science Meeting, Brisbane, November 2004.

Woodall J, Tippett V, Bonham R (2004) Post-immersion cardiac arrest in Queensland: 2000–2002. ACAP (Australian Ambulance College of Ambulance Professionals) National Conference, September, 2004. Alice Springs.

Woodall J, Blahous, A, Tippett V, Bonham R, Woods S (2004) The Golden Hour versus the Chain of Survival: Trends in Survival from Traumatic Out-of-Hospital Cardiac Arrest in Queensland, 2000–2002. Australian College of Ambulance Professionals, National Conference, September, 2004. Alice Springs.

Woods S, Woodall J, Tippett V (2004) Using Ambulance Data for suicide surveillance: hangings and carbon monoxide poisonings 2000–2003. Queensland Health and Medical Science Meeting, Brisbane, November, 2004.

Woods S, Davis M, Scully P, and Stevens L. The evolution of education and training for ambulance officers in Queensland. Australian College of Ambulance Professionals, National Conference, September, 2004. Alice Springs.

Publications 2004–05 (Peer-reviewed)

Alati R, Kinner S, Watt K, Najman J, Fowler G, and Green D. (2004). Gender differences in the relationships among alcohol, tobacco and mental health in Emergency Department presentations. *Alcohol and Alcoholism*, 39: 463–69.

Kinner S, Alati R, Watt K, Najman J, Fowler F, Green D. (2005). Substance misuse, mental health and urgency of presentation to a public emergency department in Australia. *Emergency Medicine Australasia*, 17: 363–70.

Tippett VC, Clark MJ, Woods SD, FitzGerald G (2003). Towards a national research agenda for the ambulance and pre-hospital sector in Australia. *Journal of Emergency Primary Health Care*, 1(1-2): 1-8.

Tippett VC, Bonham R (2005). Review of the evidence for prehospital administration of benzylpenicillin in meningococcal septicaemia: experience in Queensland and New Zealand. *Journal of Emergency Primary Health care*. 3 (1-2):

Watt K, Roche A, Purdie D, and McClure R. (In Press). Injury Severity: The role of alcohol, risk-taking and substance use. *Emergency Medicine Australasia*.

Watt K, Purdie D, Roche A, and McClure R. (2005). The relationship between acute alcohol consumption and consequent injury type. *Alcohol and Alcoholism*, 40(4): 263–68.

Watt K, Purdie D, Roche A, and McClure R. (2004). Risk of injury from acute alcohol consumption and the influence of confounders. *Addiction*, 99: 1262–1273.

A number of information systems are used by the department to gather and report financial and operational performance. These systems provide information and reports that are used in corporate and operational planning, financial management, management of human resources and monitoring of operations performance. The major information systems are:

Joint emergency services systems

Computer-Aided Dispatch (CAD) systems

CAD systems are the department's operational tasking, dispatch and recording applications. CAD capabilities include managing dispatch operations, computer-based mapping to provide more accurate incident location and linking with Automatic Vehicle Locations (AVL) and Mobile Data Terminal (MDT) technologies.

In addition to CAD's operational capability, it stores and provides valuable data to guide emergency services planning, prevention and response strategies in the future.

QFRS systems

Australasian Incident Reporting System (AIRS)

AIRS is currently the primary fire and emergency response recording and reporting application for urban and auxiliary sections of QFRS. The system has some affiliation with the Station Management System.

Fire Investigation Unit Reporting (FIU)

This application is the primary reporting application for fire investigators within QFRS.

Station Management System (SMS)

The primary data source and reporting application covering Managing for Outcomes key performance measures. Allowing monthly reporting at station level, rostering, planning and recording day-to-day activities and recording training for urban and auxiliary personnel.

QAS systems

Ambulance Community Education System (ACES)

ACES is a system used throughout Queensland to provide administrative assistance for the running of community education courses such as First Aid. The system holds information on scheduled courses, and provides facilities for booking individuals and corporate clients onto courses, processing of monies received, and printing of certificates for successfully completed courses.

Ambulance Integrated Management System (AIMS)

AIMS captures a comprehensive range of clinical, operational and business-related data on ambulance report forms completed by officers in the delivery of service. The data assists in assessing, maintaining and analysing patient care outcomes, monitoring clinical performance, and assists in performance reporting and planning.

Queensland Ambulance Case Information Reporting (QACIR)

QACIR was developed by QAS to provide a mechanism to replicate on a daily basis ambulance case data that has been extracted from the PremierCAD and RightCAD Computer-Aided Dispatch Systems into a storage database at Kedron Park, and subsequently transform this data into a suitable format for almost real-time statistical analysis and comprehensive performance reporting.

Other department-wide business systems

Aircraft Management Reporting System (AMRS)

AMRS is currently the primary recording and reporting application for Queensland Rescue. This system captures the data recorded on the Queensland Rescue task sheets. This data is essential in providing information on helicopter performance, planning and reporting.

Counter disaster Information System (CIS)

CIS is currently the primary recording and reporting application for the State Emergency Service (SES) and Emergency Service cadet groups. This system maintains SES and cadet memberships, training, equipment including personal protective equipment and vehicle records along with operational statistics.

Large Dangerous Goods Locations Database

The Large Dangerous Goods Locations Database houses information received by CHEM service from the occupiers of large dangerous goods locations (Large DGLs) under notification requirement of the *Dangerous Goods Safety Management Act 2001*. The information includes the address of the premises, and other locational data; the name of the occupier, and contact details; and the class of dangerous goods or type of combustible liquids, and quantity. In most cases, Large DGLs have more than 2,500 to 10,000 kg or litres of dangerous goods on site. The database can provide comprehensive reports on individual premises or summary reports on all premises within a selected geographical area (e.g. by postcode).

Grants Management System (GMS)

The Grants Management System (GMS) is an access database, which is used as an integral business tool in managing the grant and subsidy programs administered by Counter Disaster and Rescue Service (CDRS). These programs include the:

- ▶ Natural Disaster Risk Management Studies Programme
- ▶ Natural Disaster Mitigation Programme
- ▶ Local Grants Scheme
- ▶ National Emergency Volunteer Support Fund
- ▶ State Emergency Service Non-Recurrent Subsidy Program.

The GMS provides a valuable information source for CDRS staff on the progress and financial status of grants and subsidies, which in turn enhances business process capability. The database's integration with the MS Office suite also ensures maximum functionality.

The GMS is used for all phases of grant administration, including (but not limited to) receipt of applications, creation and management of funding agreements, processing grant payments to successful applicants (local and state government) and reporting. The reporting functions of GMS also provide a mechanism to cross-check data with SAPR/3 for divisional, departmental and Commonwealth financial reporting purposes.

The annual report is prepared in accordance with the *Financial Administration and Audit Act 1977*, *Financial Management Standard 1997* and other government requirements.

The *Financial Administration and Audit Act 1977* requires the annual report to contain:

- ▶ information required by the appropriate Minister to enable the Minister to assess the efficiency, effectiveness and economy of the department
- ▶ information required under a financial management standard (included below)
- ▶ a copy of general purpose financial statements prepared for the financial year, together with the related certificates and Auditor-General's report. (see pages 95–128)

The *Financial Management Standard 1997* requires the following to be reported on:

- ▶ goals, functions, Acts, outputs of the agency 1–93
- ▶ location of principal office and regional offices 94
- ▶ organisational structure 12
- ▶ review of progress of agency in achieving its statutory obligations 29–52
- ▶ overseas travel undertaken by agency officers 81–86
- ▶ expenditure on consultancies 87
- ▶ information about agency operations throughout
- ▶ review of progress towards achieving goals and delivering outputs 29–52
- ▶ proposed forward operations 13–25
- ▶ information about efficiency and effectiveness in carrying out operations 29–52
- ▶ summary of systems for obtaining information about financial and operational performance 91–92
- ▶ committees established for managing risk 60–64
- ▶ availability details of the report 93

Other requirements

<i>Whistle Blowers Protection Act 1994, S.30-31</i>	70
<i>Public Sector Ethics Act 1994, S.23</i>	70
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Environmental Protection (Waste Management) Policy 2000	68
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Multicultural activities	89
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Voluntary Early Retirement	67

Report publication details

Editor and Project Manager

Strategic Management Unit

Design and desktop publishing

Public Affairs and Communications Unit

Paper stock

Cover: Impress Satin 300gsm with matt celloglaze
Internals: Impress Satin 115gsm

Printing unit cost

\$8.00

Report availability

Printed copies of this report are available from:
Strategic Management Unit
Department of Emergency Services
GPO Box 1425
Brisbane Qld 4001

Telephone: 07 3247 8727

Electronic copies of this report can be accessed and downloaded from the department's Internet site:
www.emergency.qld.gov.au/publications/

Key locations of the department

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Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1377, Brisbane Qld 4001
Ph: 07 3247 8190

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Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1425, Brisbane Qld 4001
Ph: 07 3247 8821

Counter Disaster and Rescue Services

Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1425, Brisbane Qld 4001
Ph: 07 3247 8511

Queensland Ambulance Service

Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1425, Brisbane Qld 4001
Ph: 07 3247 8200

Queensland Fire and Rescue Service

Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1425, Brisbane Qld 4001
Ph: 07 3247 8100

Business Support Services

Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
GPO Box 1425, Brisbane Qld 4001
Ph: 07 3247 8604

Strategic Policy and Executive Services

Emergency Services Complex
Cnr Park Road and Kedron Park Road
Kedron Qld
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Ph: 07 3247 8797

Far Northern Region Office

Level 4 State Government Building
36 Shields Street Cairns Qld
PO Box 920, Cairns Qld 4870
Ph: 07 4039 8244

Northern Region Office

12 Wickham Street
Townsville Qld
PO Box 5845, MSO Townsville
Qld 4810
Ph: 07 4799 7060

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QFRS North Coast Region Office

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Cnr Park Road and Kedron Park Road
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QFRS Brisbane Region Office

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Kedron Qld
GPO Box 2953 Brisbane Qld 4001
Ph: 07 3247 8594

South Eastern Region Office

32 Tansey Street Beenleigh Qld
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Ph: 07 3287 8500

CDRS Regional Offices

Brisbane Region

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Cnr Park and Kedron Park Road
Kedron Qld
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Ph: 07 3247 8413

Far North Region

Level 2, 36 Shields Street Cairns Qld
PO Box 242 Cairns Qld 4870
Ph: 07 4039 8255

Northern Region

12 Wickham Street Townsville Qld
PO Box 5845 Townsville Qld 4810
Ph: 07 4799 7113

Central Region

34 East Street Rockhampton Qld
PO Box 1407 Rockhampton Qld 4700
Ph: 07 4938 4999

North Coast Region

18 Industrial Avenue Caloundra Qld
PO Box 000 Caloundra DC Qld 4551
Ph: 07 5436 4212

South East Region

Brigade Dr Eagleby Qld
PO Box 5128 Beenleigh Qld 4207
Ph: 07 3287 8530

South West Region

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Ph: 07 4639 9160