

Introduction/Scope of Audit

On 17 September 2007, the Government announced that a comprehensive audit of the Queensland Ambulance Service (QAS) would be undertaken. This arose from concerns about the pressures on the QAS associated with escalating demand for ambulance services and the need to ensure that as many resources as possible were being directed to front line service delivery.

The audit has been undertaken by a dedicated team of officers from Queensland Treasury, the Department of the Premier and Cabinet and Queensland Health with the assistance of staff from the Queensland Ambulance Service. PricewaterhouseCoopers were engaged to provide specific economic modelling expertise on the factors driving ambulance demand and financial advice on budget and resource allocation issues.

The Terms of Reference for the Audit were approved by the Premier, Treasurer and Minister for Emergency Services and tabled in the Parliament on 9 October 2007. A full copy of the Terms of Reference can be found at Appendix 1.

The following key areas have been the subject of examination under the Audit:

- Trends in the demand for ambulance services and the factors driving increasing demand;
- Budget and resource allocation including the level of corporate overhead;
- Workforce management systems;
- Organisational effectiveness and the appropriateness of the current service delivery model; and
- Intersection with the health system more generally.

The Audit Team has focussed on gathering and analysing data on the overall efficiency and effectiveness of the QAS and undertaking extensive research on different service delivery models and funding arrangements both interstate and overseas.

The Audit Team has completed its task and this report outlines the findings and recommendations of the Audit of the Queensland Ambulance Service.

The Audit Team wishes to acknowledge the efforts of staff in the Department of Emergency Services, particularly the Queensland Ambulance Service, and Queensland Health in providing detailed information and advice to support the Team's work.