

# The QAS Falls Co-Response Program



A partnership between the Queensland Ambulance Service (QAS) and Queensland Health

The QAS Falls Co-Response Program commenced on 16<sup>th</sup> October 2023, initially with two units in the Brisbane metropolitan region, before further expansion across Queensland. The service operates 7 days per week (including all public holidays), with staff working 10 hour shifts between 6am and 10pm. The QAS Falls Co-Response Program crosses Hospital and Health Service boundaries, as required, in response to incident demand. In addition to the on-road service delivery, the allied health clinicians contribute to the clinical review of fall related incidents received by the QAS within the QAS Clinical Hub (commenced 14<sup>th</sup> May 2024). Services operate from the following Districts (Station):

Moreton (North Lakes)	16 <sup>th</sup> October 2023	Logan (Durack)	16 <sup>th</sup> October 2023
Sunshine Coast (Caloundra South)	5 <sup>th</sup> February 2025	South Brisbane (Wynnum)	24 <sup>th</sup> February 2025
Gold Coast (Helensvale) - 2 shifts/day	28 <sup>th</sup> May 2025	Townsville (Kirwan)	12 <sup>th</sup> June 2025
Cairns (Cairns)	23 <sup>rd</sup> July 2025		

## Triple Zero (000) Call for Assistance



In the 2023/24 financial year, 117,355 fall related incidents were received by the QAS. All services provided by the QAS falls Co-Response Program are in response to a Triple Zero (000) call.

## Collaborative Post Fall Assessment & Management



On arrival, a collaborative physiological and physical (vital sign survey, head to toe and focussed functional capability) assessment of the patient is completed. Bringing the expertise of both health professionals to address immediate injuries and assess the risk of future falls.

## Social, Functional & Environmental Assessment



Occupational therapists and physiotherapists provide evidence informed practice in a skill sharing model. Their role is to assess the patient's social situation, physical and cognitive functional ability within their environment. The intent is to identify any functional change since the fall, along with the risks and opportunities for the patient. Brief intervention and education is provided to reduce the risk of falling and support their function.

## Education, Documentation & Referral



Safety netting education, including recommendations and follow-up plans are provided for those not transported to hospital. Documentation is made in the QAS electronic Ambulance Report Form (eARF). Patients may receive follow-up from their existing in home service providers or referral initiated to the Queensland Health community services.



## Clinical Review, Resource Allocation & Dispatch

The QAS Falls Co-Response Program operates in Brisbane, Sunshine Coast, Townsville, Cairns and the Gold Coast. These crews have attended 6,002 incidents up until 30<sup>th</sup> June 2025. Through a clinical review, additional information is obtained for incidents which are not life threatening or with no serious injury from the initial priority dispatch system. This process informs the resource requirements and incident priority. Once an incident is identified for attendance by the QAS Falls Co-Response Program, the Emergency Medical Dispatcher will assign the incident to the unit for attendance.



## Lift Assistance

44% (n=2,629) of patients are on the ground when the Triple Zero 000 call is received. If required, mechanical lifting devices, including the Raizer II, Camel, Elk, HoverMatt and HoverJack are carried in the unit to assist with mobilising the patient from the ground.



## Collaborative Patient Centred Disposition Planning

55% (n=3,294) of patients have been able to continue care in the community and not required transport to the hospital Emergency Department. Disposition planning occurs between the paramedic, allied health practitioner, the patient and their family / carers to determine the most appropriate care pathway.

For more information  
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