

## Work performance matters 2015

### Queensland Ambulance Service

| Work performance matter information                           |                                      | Category type           |                    |                          |                    |                                |                    | Totals |
|---|--------------------------------------|-------------------------|--------------------|--------------------------|--------------------|--------------------------------|--------------------|--------|
|   |                                      | Category 2              |                    | Category 3(a)            |                    | Category 3(b)                  |                    |        |
| Number of work performance matters                            |                                      | 34                      |                    | 43                       |                    | 8                              |                    | 85     |
| Period within which the handling of the matters was finalised |                                      | Met benchmark (51 days) | Exceeded benchmark | Met benchmark (139 days) | Exceeded benchmark | Met benchmark (under 200 days) | Exceeded benchmark |        |
|   |                                      | 13                      | 21                 | 28                       | 15                 | 4                              | 4                  |        |
| Outcomes of the handling of the matters                       |                                      |                         |                    |                          |                    |                                |                    |        |
| Outcome type  | Ongoing <sup>^</sup>                 | 5                       |                    | 5                        |                    | 2                              |                    | 12     |
|   | Other                                | 8                       |                    | 1                        |                    | 2                              |                    | 10     |
|   | No further action                    | 5                       |                    | 3                        |                    | 1                              |                    | 9      |
|   | Discussion                           | 3                       |                    | 1                        |                    | 0                              |                    | 4      |
|   | Training & Development               | 3                       |                    | 2                        |                    | 0                              |                    | 5      |
|   | Conflict resolution process          | 1                       |                    | 1                        |                    | 0                              |                    | 2      |
|   | Change of duties                     | 0                       |                    | 0                        |                    | 0                              |                    | 0      |
|   | Diminished performance               | 7                       |                    | 0                        |                    | 0                              |                    | 7      |
|   | Discipline process                   | 2                       |                    | 30                       |                    | 5                              |                    | 36     |
|   | Employee terminated during probation | 0                       |                    | 0                        |                    | 0                              |                    | 0      |

<sup>^</sup> Matters that had no outcome at the end of the June 2015 quarter are 'ongoing' and timeframe benchmarks were determined with a date of 30 June 2015.

