

CONSTITUENT QUESTION

House of Assembly

ASKED BY: Peter George MP

ANSWERED BY: Hon Bridget Archer MP
Minister for Health, Mental Health and
Wellbeing

QUESTION:

My question comes from Siobhán in Kingborough. On Friday 24 April, Siobhán's 80-year-old mother fell in Kingston Library at 3.00 p.m., and no ambulance was available to attend. After seven hours of waiting, the family ultimately decided to drive her to the Royal Hobart Hospital themselves. The family have nothing but respect for the doctors and nurses who attended to their mother, who was found to have a broken arm, a potentially very serious injury for an octogenarian.

Minister, do you agree that this is not an appropriate level of emergency care? Will you commit to more funding for emergency services so that our families are not left to look after themselves?

ANSWER:

The Tasmanian Government is committed to ensuring timely access to care.

All requests for an ambulance response are triaged by priority, based on the urgency of the case and the information available at the time. This system prioritises potentially life-threatening conditions, so they are responded to as quickly as possible.

Ambulance Tasmania also actively monitors all wait times for patients awaiting a response. When an extended wait time is experienced, clinicians make regular contact with the caller to further assess a patient's medical

condition, including referral through the Secondary Triage service, if appropriate.

Our highly trained Secondary Triage clinicians make medical assessments based on the symptoms present and provide the most appropriate response option based on those medical assessments and the resources available.

When additional information is received through follow up calls and conversations, the priority of a case can be upgraded or downgraded as required, based on the assessment of clinical need. I am advised that this is a standard practice and helps to prioritise the allocation of ambulance resources.

Where patients are not assessed as requiring an emergency ambulance response, Ambulance Tasmania's Secondary Triage service can consider alternative care pathways and transport options, if clinically safe and appropriate to do so.

We are supporting Ambulance Tasmania to respond to demand through increased funding and resourcing, and the upcoming 2026-27 Budget will build on this further, with \$776.6 million invested for ambulance services to strengthen emergency care, support our highly skilled workforce and ensure Tasmanians can rely on timely, high-quality care when they need it most.

Our paramedics and ambulance crews provide lifesaving care every day and this funding will ensure they have the support, equipment, infrastructure and capacity to respond across the State.

Regarding the specific constituent matter you have raised, I thank you for providing your constituent's consent to my office to investigate these circumstances further. Once I have received advice from the Department of Health, I will respond to you directly.



Hon Bridget Archer MP
Minister for Health, Mental Health and Wellbeing

Date: 15/5/26