

CONSTITUENT QUESTION

House of Assembly

ASKED BY: Jen Butler MP

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

QUESTION:

On Sunday, a Mole Creek constituent sustained multiple injuries in a bike accident. Both arms, wrists and multiple teeth were broken, as well as a concussion and shock. An ambulance was called. Four hours later, Ambulance Tasmania advised they were not coming. A local resident drove the injured resident to Latrobe Hospital where she was treated, but no beds were available. At 1.30 a.m., the injured bike rider was driven back to Mole Creek. Why were no ambulances available on Sunday in Mole Creek? Does this pass the pub test?

ANSWER:

Ambulance Tasmania is committed to providing high quality and timely patient care for the Tasmanian community. All requests for an ambulance response are triaged by priority, based on the acuity of the case and the information available at the time. This ensures that those with potentially life-threatening conditions are prioritised and responded to as quickly as possible.

Ambulance Tasmania actively monitors all wait times for patients awaiting a response and has processes in place to ensure patient safety, including call backs and referral to the Secondary Triage service, if appropriate. When additional information is received through follow up calls and conversations, cases can be upgraded to a higher priority when required.

Ambulance Tasmania has advised that, at the time of this incident, there was significant demand for ambulance responses within the community, with multiple calls being received for cases of a higher acuity and priority.

Ambulance Tasmania have further advised that they received the initial call regarding this incident at 2.58pm. Ambulance Tasmania received a further call at 4.12pm advising that the patient was instead being transferred in a private vehicle, and therefore the case was cancelled.

While I am unable to comment further on the specifics of this incident without the consent of the patient, more specific inquiries on behalf of your constituent will be made if their consent and contact details are provided to my office.



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

Date: 27 November 2025