
11 Ambulance services

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '11A' prefix (for example, table 11A.1) and are available from the website www.pc.gov.au/rogs/2017.

This chapter reports performance information for ambulance services.

All abbreviations used in this Report are available in a complete list in volume A: Approach to performance reporting.

11.1 Profile of ambulance services

Service overview

Ambulance services include preparing for, providing and enhancing:

- emergency and non-emergency pre-hospital and out-of-hospital patient care and transport
- inter-hospital patient transport including the movement of critical patients
- specialised rescue services
- the ambulance component of multi-casualty events
- the community's capacity to respond to emergencies.

Roles and responsibilities

Ambulance service organisations are the primary agencies involved in providing services for ambulance events. State and Territory governments provide ambulance services in most jurisdictions. In WA and the NT, St John Ambulance is under contract to the respective governments as the primary provider of ambulance services (table 11A.1).

Across jurisdictions the role of ambulance service organisations serves as an integral part of the health system. The role of paramedics is expanding to include the assessment and management of patients with minor illnesses and injuries to avoid transport to hospital (Thompson et. al. 2014). In some rural and remote communities paramedics provide extended access to health service delivery.

In a limited number of cases, other organisations provide services such as medical transport for emergencies (Emergency management sector overview — table DA.1).

Funding

Total expenditure on ambulance services was \$3.0 billion in 2015-16 (table 11A.16), which was funded from a mix of revenue sources. Total revenue of ambulance service organisations was \$3.0 billion in 2015-16, representing an annual average growth rate of 3.7 per cent since 2011-12 (table 11.1).

Table 11.1 Revenue of ambulance service organisations (2015-16 dollars) (\$ million)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011-12	761.7	649.2	609.2	222.9	220.8	62.4	38.2	25.1	2 589.5
2012-13	807.8	714.4	599.3	237.6	252.6	65.2	38.5	26.9	2 742.1
2013-14	826.1	682.8	602.8	249.5	244.2	61.6	41.6	26.3	2 734.9
2014-15	824.4	746.6	610.4	257.6	162.0	58.7	44.2	28.0	2 731.9
2015-16	882.7	810.9	649.6	261.2	261.2	57.4	43.4	28.6	2 995.4

^a See table 11A.2 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.2.

Jurisdictions have different funding models to provide resourcing to ambulance service organisations. Nationally in 2015-16, State and Territory government grants and indirect government funding formed the greatest source of ambulance service organisations funding (70.1 per cent of total funding, and \$87.67 per person), followed by transport fees (from public hospitals, private citizens and insurance (24.1 per cent of total funding, or \$30.18 per person) (table 11A.18). Ambulance subscriptions are also a source of funding in some jurisdictions (table 11A.2).

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Size and scope

Ambulance service organisation assets and air ambulance resources

Nationally in 2015-16, ambulance service organisations operated 1520 response locations (1367 first responder locations with an ambulance) and 3599 ambulance general transport and patient transport vehicles (table 11A.9).

There are air ambulance (also called aero-medical) services in all jurisdictions, although arrangements vary across jurisdictions. There were 94 air ambulance aircraft available nationally in 2015-16 (table 11A.10).

Human resources

Nationally in 2015-16, for ambulance services reported in this chapter there were:

- 16 087 FTE salaried personnel (80.6 per cent were ambulance operatives)
- 6182 volunteer personnel (97.3 per cent were ambulance operatives)
- 2620 ambulance community first responders. Community first responders are trained volunteers that provide an emergency response (with no transport capacity) and first aid care before ambulance arrival (table 11A.5).

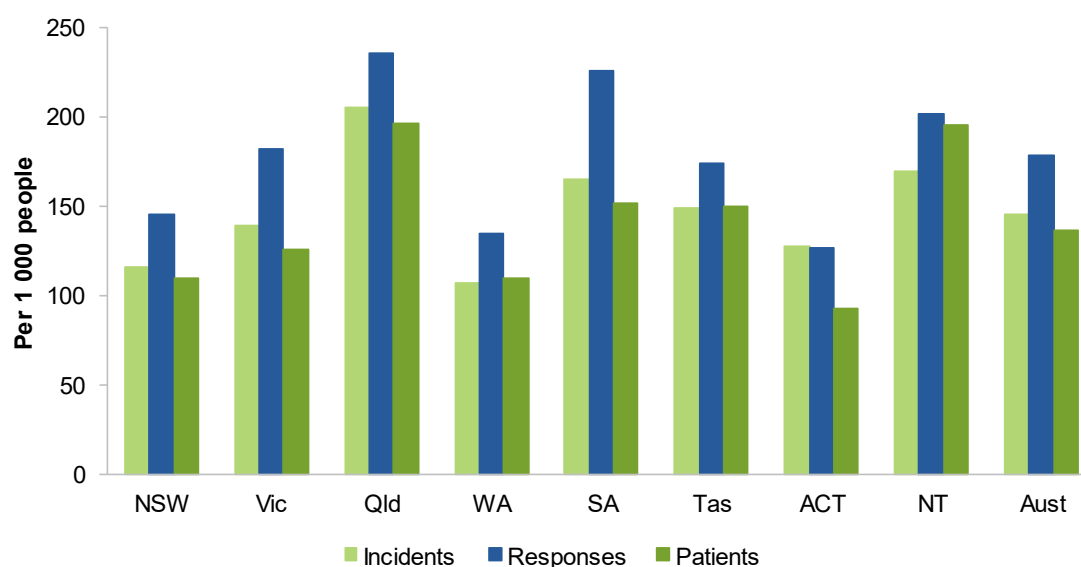
Demand for ambulance services

Nationally in 2015-16, there were:

- 3.4 million incidents — events that result in a demand for ambulance resources to respond — were reported to ambulance service organisations (145.1 incidents per 1000 people)
- 4.3 million responses — where an ambulance vehicle/s are sent to an incident (178.1 responses per 1000 people). There can be multiple responses sent to a single incident. There can also be responses to incidents that do not have people requiring treatment and/or transport
- 3.2 million patients assessed, treated or transported by ambulance service organisations (136.8 patients per 1000 people) — (figure 11.1 and table 11A.3).

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Figure 11.1 **Reported ambulance incidents, responses and patients, per 1000 people, 2015-16^a**



^a See table 11A.3 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.3.

Ambulance service organisations prioritise incidents as:

- emergency — immediate response under lights and sirens required (code 1)
- urgent — undelayed response required without lights and sirens (code 2)
- non-emergency — non-urgent response required (codes 3, 4)
- casualty room attendance.

Nationally in 2015-16, 40.3 per cent of the 3.4 million incidents ambulance service organisations attended were prioritised as emergency incidents, followed by 33.9 per cent prioritised as urgent and 25.9 per cent prioritised as non-emergency (table 11A.3). There were 322 casualty room attendance incidents (all of which occurred in Queensland).

11.2 Framework of performance indicators

The performance indicator framework is based on governments' common objectives for ambulance services (box 11.1).

Box 11.1 **Objectives for ambulance services**

Ambulance services aim to promote health and reduce the adverse effects of emergency events on the community. Governments' involvement in ambulance services is aimed at providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are:

- accessible and timely
- meet patients' needs through delivery of appropriate health care
- high quality — safe, co-ordinated and responsive health care
- sustainable.

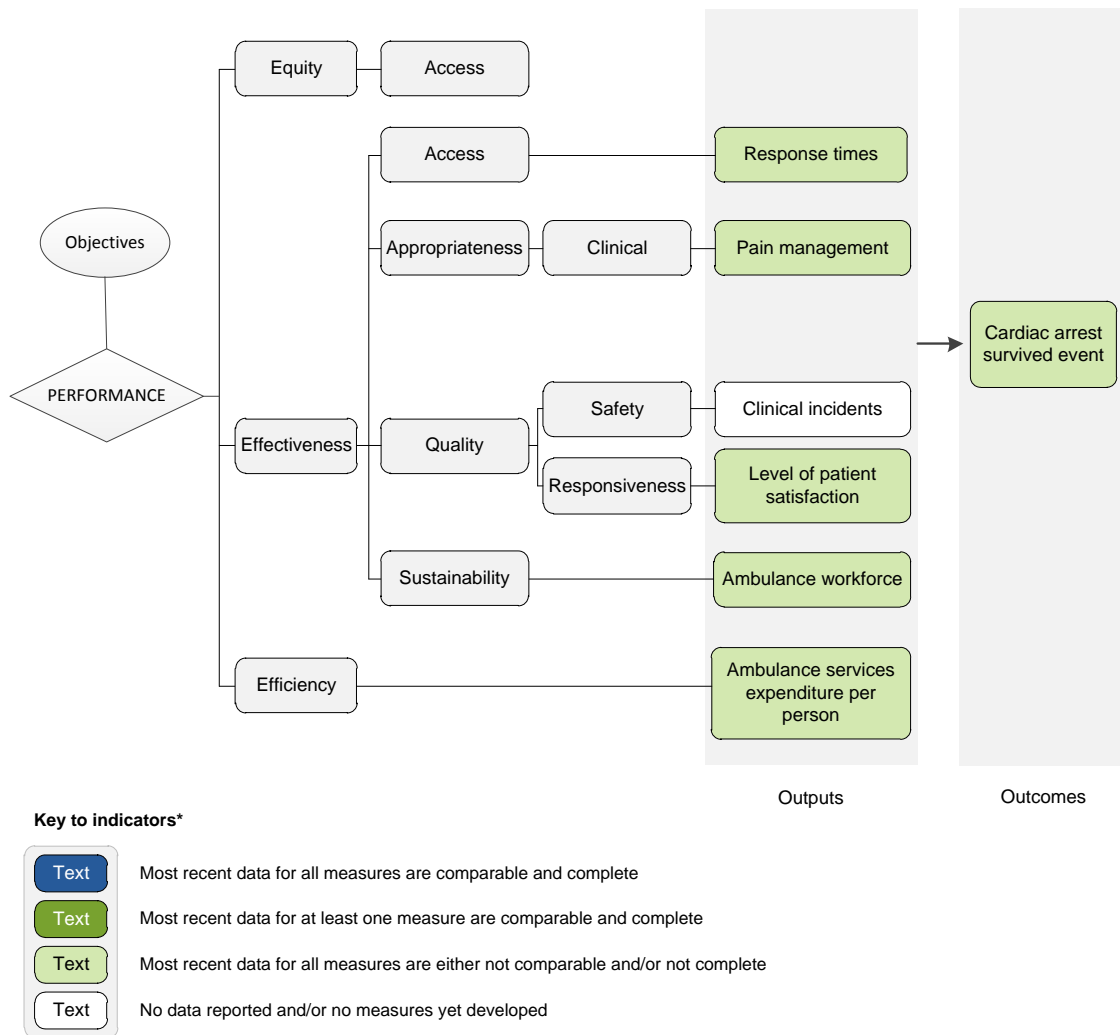
Governments aim for ambulance services to meet these objectives in an equitable and efficient manner.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of ambulance services (figure 11.2).

The performance indicator framework shows which data are complete and comparable in the 2017 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability, data completeness and information on data quality from a Report-wide perspective. In addition to section 11.1, the Report's statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter (chapter 2).

Improvements to performance reporting for ambulance services are ongoing and will include identifying indicators to fill gaps in reporting against key objectives, improving the comparability and completeness of data and reviewing proxy indicators to establish whether more direct measures can be developed.

Figure 11.2 Ambulance services performance indicator framework



* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

11.3 Key performance indicator results

Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of ambulance services.

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1). Output information is also critical for equitable, efficient and effective management of government services.

Equity

There are currently no identified indicators on equity of access to ambulance services for special needs groups.

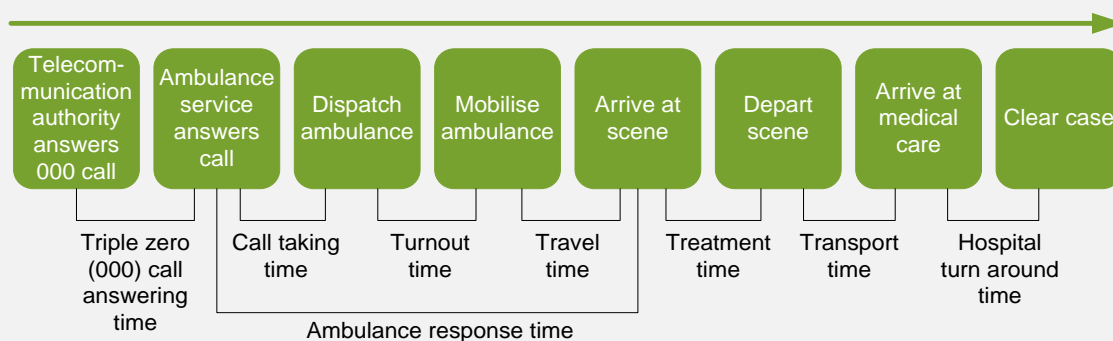
Effectiveness

Access — Response times

‘Response times’ is an indicator of governments’ objective of providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are accessible and timely (box 11.2).

Box 11.2 Response times

‘Response times’ (illustrated below) is defined as the time taken between the initial receipt of the call for an emergency ambulance at the communications centre, and the arrival of the first responding ambulance resource at the scene of an emergency.



‘Response times’ is defined by three measures:

- ‘Urban centre response times’ and ‘State-wide response times’ — defined as the time taken between the arrival of the first responding ambulance resource at the scene of an emergency code 1 incident, and the initial receipt of the call for an emergency ambulance at the communications centre (with separate measures for response times in urban centres and state-wide).
- ‘Triple zero (000) call answering time’ — defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired emergency service organisation, to when the ambulance service organisation has answered the call. It is measured as the percentage of triple zero (000) calls that were answered by ambulance service communication centre staff in 10 seconds or less.

(continued next page)

Box 11.2 (continued)

Response times are calculated for the 50th and 90th percentile — the time (in minutes) within which 50 per cent and 90 per cent of the first responding ambulance resources arrive at the scene of an emergency code 1 incident. Short or reducing response times suggests the adverse effects on patients and the community of emergencies requiring ambulance services are reduced. Differences across jurisdictions in the geography, personnel mix, and system type for capturing data, affect urban centre and state-wide response times data including:

- crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty
- land area, and population size and density — for example, data calculated on a state-wide basis for some jurisdictions represent responses to urban, rural and remote areas, while others include urban centres only.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Urban centre response times

In 2015-16, the time within which 90 per cent of first responding ambulance resources arrived at the scene of an emergency in code 1 situations in capital cities ranged from 13.7 to 29.4 minutes across jurisdictions (figure 11.3). The median (50th percentile) response times ranged from 8.3 to 11.9 minutes (table 11A.14).

Figure 11.3 Ambulance response times, capital city, 90th percentile^a



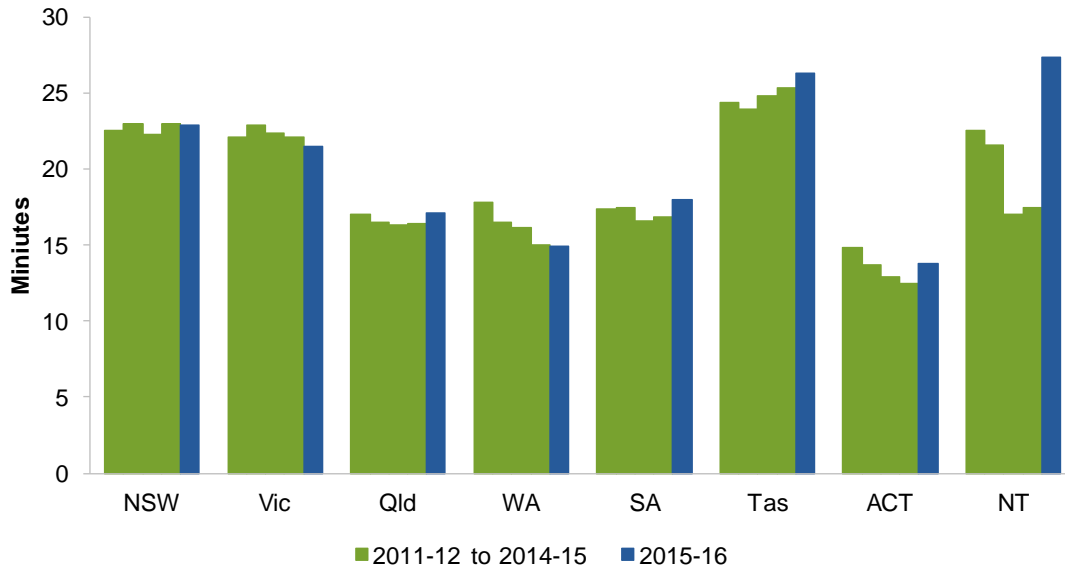
^a See box 11.2 and table 11A.14 for detailed definitions, footnotes and caveats.

Source: ABS (2010) *Australian Statistical Geography Standard (ASGS): Volume 1 - Main Structure and Greater Capital City Statistical Areas*, July 2016, Cat. no. 1270.0.55.001, Canberra; State and Territory governments (unpublished); table 11A.14.

State-wide response times

In 2015-16, the time within which 90 per cent of first responding ambulance resources arrived at the scene of an emergency in code 1 situations state-wide ranged from 13.7 to 27.3 minutes across jurisdictions (figure 11.4). The median (50th percentile) response times ranged from 8.4 to 12.9 minutes (table 11A.14).

Figure 11.4 Ambulance response times, state-wide, 90th percentile^a



^a See box 11.2 and table 11A.14 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.14.

Triple zero (000) call answering time

Nationally in 2015-16, ambulance service organisations answered 93.2 per cent of calls from triple zero (000) in ten seconds or less (table 11A.15).

Appropriateness — Clinical — Pain management

‘Pain management’ is an indicator of governments’ objective of providing pre-hospital and out-of-hospital care and patient transport services that meet patients’ needs through delivery of appropriate health care (box 11.3).

Box 11.3 Pain management

'Pain management' is defined as the percentage of patients who report a clinically meaningful pain reduction. Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement (based on a 1-10 numeric rating scale of pain intensity).

Includes patients who:

- are aged 16 years or over and received care from the ambulance service, which included the administration of pain medication (analgesia)
- recorded at least 2 pain scores (pre- and post-treatment)
- recorded an initial pain score of 7 or above (referred to as severe pain).

Patients who refuse pain medication for whatever reason are excluded.

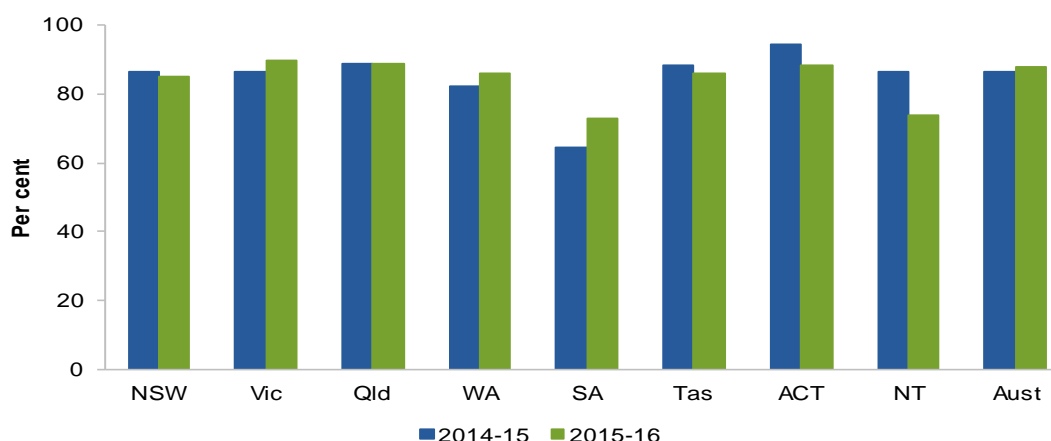
A higher or increasing percentage of patients with a clinically meaningful reduction in pain at the end of ambulance service treatment suggests improved patient outcomes.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, 87.9 per cent of patients who initially reported severe pain to an ambulance service, reported clinically meaningful pain reduction at the end of the service (figure 11.5).

Figure 11.5 Patients who report a clinically meaningful pain reduction^a



^a See box 11.3 and table 11A.12 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.12.

Quality — Safety — Clinical incidents

‘Clinical incidents’ has been identified as an indicator of governments’ objective of providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are safe (box 11.4).

Box 11.4 Clinical incidents

‘Clinical incidents’ are broadly defined as adverse events that occur because of ambulance service system failure, which result in death or serious harm to a patient.

Clinical incidents will incorporate a wider range of categories than the national core set of hospital sentinel events. Hospital sentinel events are adverse events that occur because of hospital system and process deficiencies, and which result in the death of, or serious harm to, a patient (chapter 12).

This indicator has been identified for development in accordance with national health-wide reporting standards.

Quality — Responsiveness — Level of patient satisfaction

‘Level of patient satisfaction’ is an indicator of governments’ objective of providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are responsive to patients’ needs (box 11.5).

Box 11.5 Level of patient satisfaction

‘Level of patient satisfaction’ is defined as the number of patients who were either ‘satisfied’ or ‘very satisfied’ with the ambulance services they had received in the previous 12 months, divided by the number of patients that had received a service in the previous 12 months.

Patients are defined as people who were transported under an emergency event classified as code 1 (an emergency event requiring one or more immediate ambulance responses under light and sirens where the incident is potentially life threatening) or code 2 (urgent incidents requiring an undelayed response by one or more ambulances without warning devices, with arrival desirable within thirty minutes).

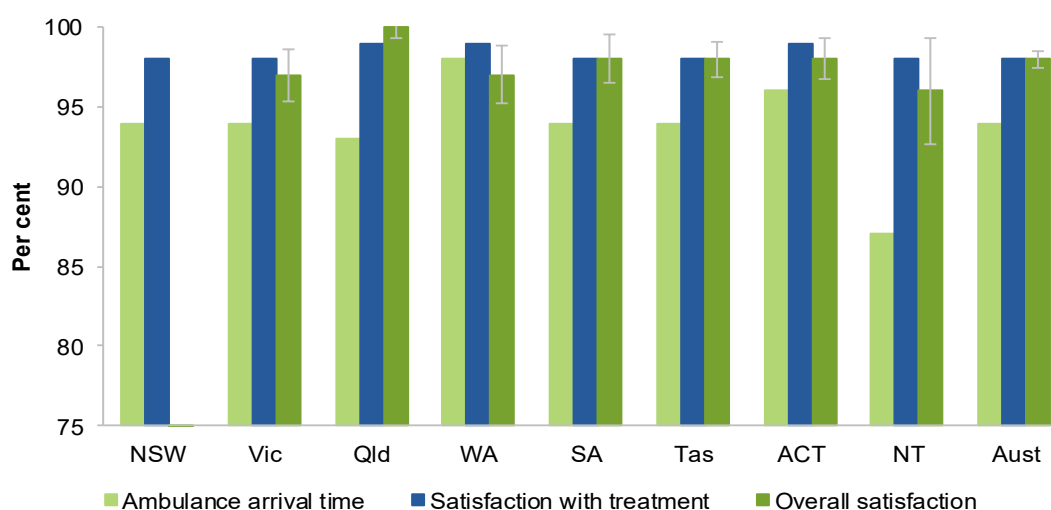
A higher level or increase in the proportion of patients who were ‘satisfied’ or ‘very satisfied’ suggests greater success in meeting patient needs.

Data for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- incomplete for the current reporting period. All required 2016 data are not available for NSW.

Nationally in 2016, 98 per cent of patients indicated that they were satisfied or very satisfied with the ambulance services received, with no significant differences across jurisdictions (this was also the case for the particular aspects of arrival time and treatment) (figure 11.6). Over ten years, the estimated satisfaction levels for ambulance patients were similar across all jurisdictions (table 11A.13).

Figure 11.6 Proportion of ambulance users who were satisfied or very satisfied with the ambulance service, 2016^{a, b}



^a See box 11.5 and table 11A.13 for detailed definitions, footnotes and caveats. ^b NSW overall satisfaction data are not available.

Source: CAA 2015, *Council of Ambulance Authorities Patient Satisfaction Survey 2016*; table 11A.13.

Sustainability

Sustainability is the capacity to provide infrastructure (that is, workforce, facilities, and equipment) into the future, be innovative and respond to emerging needs of the community.

Sustainability — Ambulance workforce

‘Ambulance workforce’ is an indicator of governments’ objective of providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are sustainable (box 11.6).

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Box 11.6 Ambulance workforce

'Ambulance workforce' is defined by two measures:

- 'workforce by age group' – the age profile of the salaried workforce, measured by the proportion of the operational salaried workforce in 10 year age brackets (under 30, 30–39, 40–49, 50–59 and 60 and over)
- 'attrition in the operational workforce' – defined as the number of FTE salaried staff who exit the organisation as a proportion of the number of FTE salaried staff. Includes staff in operational positions where paramedic qualifications are either essential or desirable to the role.

A low or decreasing proportion of the workforce who are in the younger age groups and/or a high or increasing proportion who are closer to retirement suggests sustainability problems may arise in the coming decade as the older age group starts to retire. Low or decreasing levels of staff attrition are also desirable.

Data reported for these measure are:

- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2015-16 data are available for all jurisdictions.

The workforce by age group and staff attrition measures should be considered together. Each provides a different aspect of the changing profile and sustainability of ambulance service organisations' workforces and should also be considered in conjunction with data on the:

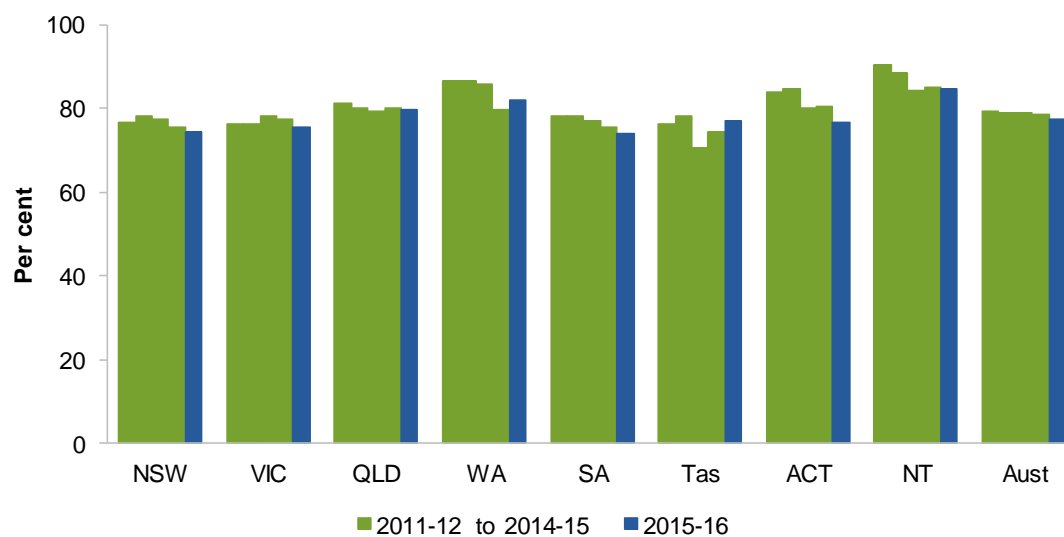
- number of students enrolled in accredited paramedic training courses (table 11A.7)
- availability of paramedics and response locations, which show for some jurisdictions there can be a large proportion of volunteers or volunteer ambulance locations (tables 11A.5 and 11A.8).

Workforce by age group

Nationally in 2015-16, 77.3 per cent of the ambulance workforce were aged under 50 years, a decrease from 81.0 per cent in 2008-09 (table 11A.6 and figure 11.7).

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Figure 11.7 **Operational workforce under 50 years^a**



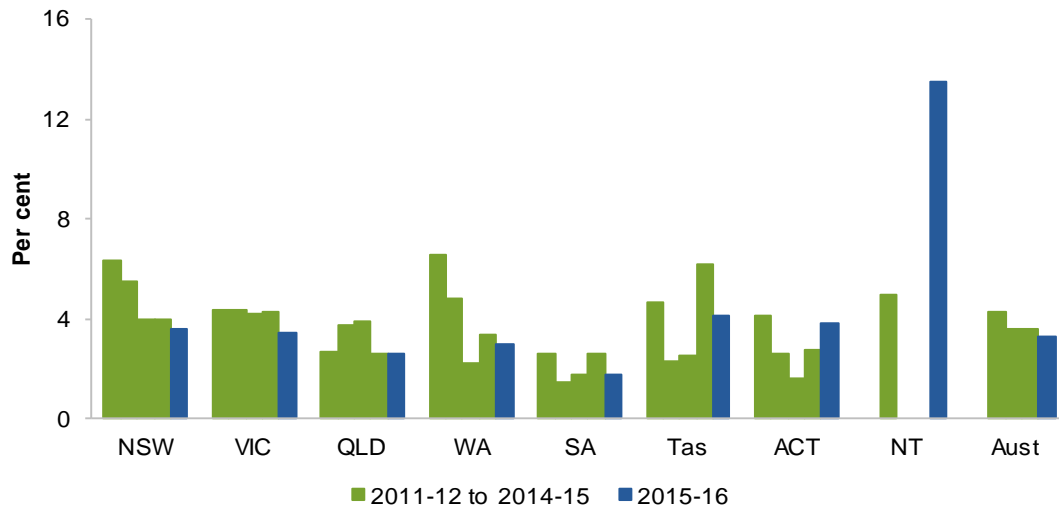
^a See table 11A.6 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished), table 11A.6.

Staff attrition

Nationally, the staff attrition rate was 3.3 per cent in 2015-16, which varied across jurisdictions (figure 11.8).

Figure 11.8 Attrition in the operational workforce^{a, b}



^a See box 11.6 and table 11A.6 for detailed definitions, footnotes and caveats. ^b Data not available for NT for 2014-15, and nil or rounded to zero for 2013-14, and 2011-12.

Source: State and Territory governments (unpublished), table 11A.6.

Efficiency

Ambulance services expenditure per person

‘Ambulance service expenditure per person’ is a proxy indicator of governments’ objective of providing emergency medical care, pre-hospital and out-of-hospital care, and transport services in an efficient manner (box 11.7).

Box 11.7 Ambulance services expenditure per person

'Ambulance service organisations' expenditure per person' is defined as total ambulance service organisation expenditure per person in the population.

Both the total cost of ambulance service organisations and the cost to government of funding ambulance service organisations are reported, because revenue from transport fees is significant for a number of jurisdictions.

All else being equal, lower expenditure per person represents greater efficiency. However, efficiency data should be interpreted with caution.

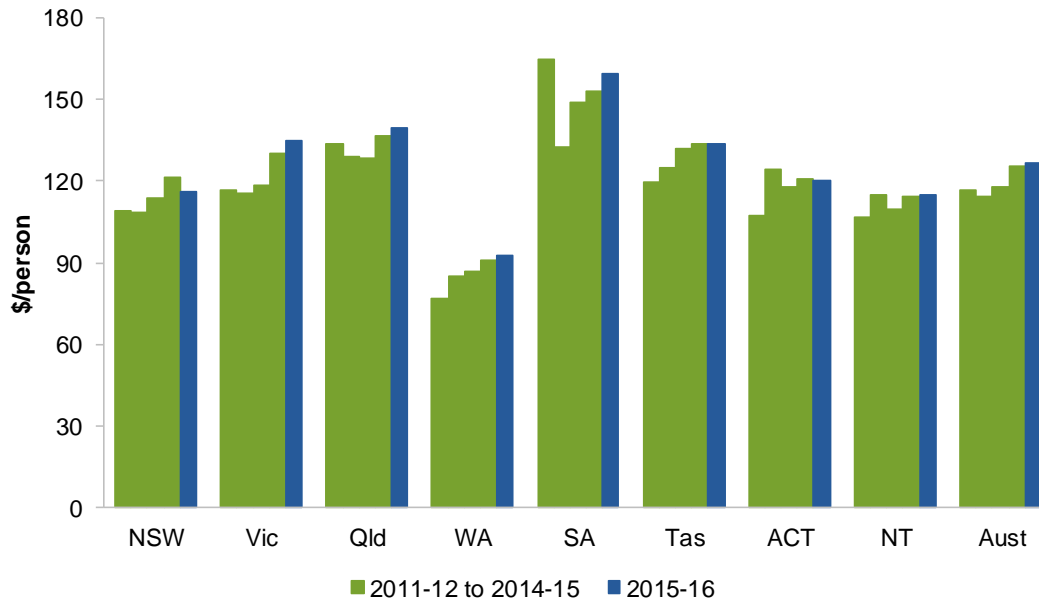
- High or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in: aspects of the service (such as improved response); resourcing for first aid and community safety; or the characteristics of events requiring ambulance service response (such as more serious para-medical challenges)
- Differences in geographic size, terrain, climate, and population dispersal may affect costs of infrastructure and numbers of service delivery locations per person.

Data reported for this measure are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, total expenditure on ambulance service organisations was \$126.40 per person in 2015-16 (table 11A.17 and figure 11.9). Service delivery strategies vary across jurisdictions (e.g., mix of servicing across locations by paid and volunteer staff) which impacts on expenditure per person.

Figure 11.9 Expenditure per person (2015-16 dollars)^a



^a See box 11.7 and table 11A.17 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); tables 11A.17.

Outcomes

Outcomes are the impact services on an individual or group (see chapter 1).

Cardiac arrest survived event rate

‘Cardiac arrest survived event rate’ is an indicator of governments’ objective providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that reduce the adverse effects of emergency events on the community (box 11.8).

Box 11.8 **Cardiac arrest survived event**

'Cardiac arrest survived event rate' is defined as the proportion of patients aged 16 years or over who were in out-of-hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs et al. 2004).

Three separate measures are provided:

- Adult cardiac arrest where resuscitation attempted, where:
 - a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic)
 - chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.
- Adult Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) cardiac arrests¹ where:
 - a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic)
 - the arrest rhythm on the first ECG assessment was either VF or VT
- Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of an ambulance paramedic or officer.

A high or increasing cardiac arrest survived event rate is desirable.

Data reported for these measure are:

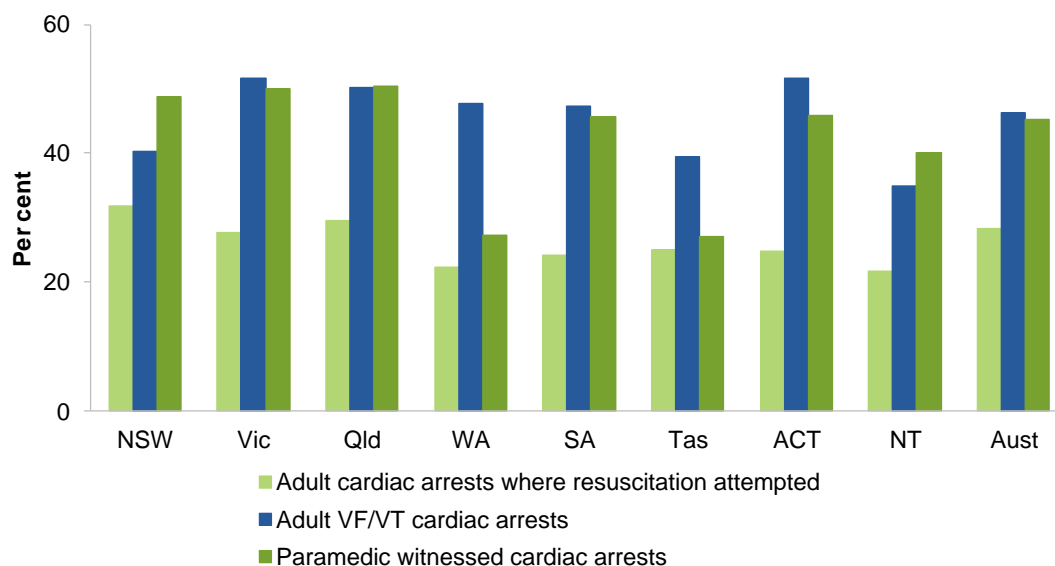
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Across jurisdictions, the survival rate for patients in VF or VT cardiac arrest are higher than for other adult cardiac arrests (figure 11.10 and table 11A.11). VF or VT are electrical rhythms of the heart but are not associated with effective beating of the heart to produce a pulse. Patients that suffer a VF/VT cardiac arrest are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation, and the earlier this intervention is applied (either by ambulance or by a member of the community through the use of Automated External Defibrillators), the greater the chance of survival.

The survival rate from paramedic witnessed out-of-hospital cardiac arrests is higher than for other adult out-of-hospital cardiac arrests (excluding VF/VT cardiac arrests). Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention (figure 11.10).

¹ Ventricular Fibrillation (VF) is a heart rhythm problem that occurs when the heart beats with rapid, erratic electrical impulses. Ventricular Tachycardia (VT) is a type of regular and fast heart beat that arises from improper electrical activity in the ventricles of the heart.

Figure 11.10 Cardiac arrest survived event rate, 2015-16^a



^a See box 11.8 and table 11A.11 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.11.

11.4 Definitions of key terms

Expenditure	<p>Includes:</p> <ul style="list-style-type: none"> • salaries and payments in the nature of salaries to ambulance personnel • capital expenditure (such as the user cost of capital) • other operating expenditure (such as running expenditure, contract expenditure, training expenditure, maintenance expenditure, communications expenditure, provision for losses and other recurrent expenditure). <p>Excludes interest on borrowings.</p>
User cost of capital	The opportunity cost of funds tied up in the capital used to deliver services. Calculated as 8 per cent of the current value of non-current physical assets (including land, plant and equipment).
Human resources	<p>Human resources refers to any person delivering a service, or managing the delivery of this service, including:</p> <ul style="list-style-type: none"> • salaried ambulance personnel, remunerated volunteer and non-remunerated volunteer ambulance personnel • support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel).
Revenue	Revenue received directly or indirectly by ambulance service organisations on an accrual accounting basis, including:
Government grant funding	Grant funding, as established in legislation, from the Australian, State/Territory and Local governments.

Levies	Revenue from levies, as established in enabling legislation, raised on insurance companies and property owners.
User/transport charges	Revenue from fees and charges on individuals, private/public organisations and insurers.
Subscriptions and other income	Other revenue, including: <ul style="list-style-type: none"> • subscriptions and benefit funds received from the community • donations, industry contributions and fundraising received • other income.
Indirect revenue	All revenue or funding received indirectly by the agency (for example, directly to Treasury or other such entity) that arises from the agency's actions.

Volunteer personnel

Volunteer ambulance operatives	All personnel engaged on an unpaid casual basis who are principally involved in the delivery of ambulance services, generally on an on-call basis. These staff may include categories on the same basis as permanent ambulance operatives (with transport capability).
Remunerated volunteer ambulance operatives	All personnel who volunteer their availability, however, are remunerated in part for provision of an ambulance response (with transport capability).
Volunteer support staff	All personnel engaged on an unpaid casual basis that are not remunerated and are principally involved in the provision of support services. These can be people in operational support roles provided they do not receive payment for their services other than reimbursement of 'out of pocket expenses'.

11.5 References

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- Jacobs I, et al 2004, AHA Scientific Statement, *Cardiac Arrest and Cardiopulmonary Resuscitation Outcome Reports*, Update of the Utstein Templates for Resuscitation Registries, A Statement for Healthcare Professionals from a Task Force of the International Liaison Committee on Resuscitation (American Heart Association, European Resuscitation Council, Australian Resuscitation Council, New Zealand Resuscitation Council, Heart and Stroke Foundation of Canada, Inter American Heart Foundation, Resuscitation Councils of South Africa), *circulation* 23 November 2004, 110(21)c pp. 3385–97.
- Thompson C, Williams K, Morris D, Lago L, Kobel C, Quinsey K, Eckermann S, Andersen P and Masso M 2014, *HWA Expanded Scopes of Practice Program Evaluation: Extending the Role of Paramedics Sub-Project Final Report*. Centre for Health Service Development, Australian Health Services Research Institute, University of Wollongong.

11A Ambulance services — attachment

Definitions for the indicators and descriptors in this attachment are in section 11.4 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments, with the assistance of the Council of Ambulance Authorities.

Data in this Report are examined by the Emergency Management Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available on the Review web page (www.pc.gov.au/rogs/2017).

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Table 11A.16	Ambulance service costs (\$'000) (2015-16 dollars)
Table 11A.17	Ambulance service organisations' expenditure per person (2015-16 dollars)
Table 11A.18	Ambulance service organisations' revenue per person (2015-16 dollars)
Contextual and other information	
Table 11A.19	Communications and dispatching systems

Table 11A.1 **Delivery and scope of activity of ambulance service organisations**

<i>Ambulance service organisations</i>		
	<i>Umbrella department(s)</i>	<i>Ambulance service provider(s)</i>
<i>NSW</i>	<ul style="list-style-type: none"> <i>NSW Health</i> 	<ul style="list-style-type: none"> <i>NSW Ambulance</i> — a division of the Ministry of Health reporting to the Minister for Health.
<i>Vic</i>	<ul style="list-style-type: none"> <i>Victorian Department of Health and Human Services</i> 	<ul style="list-style-type: none"> <i>Ambulance Victoria</i> — a separate statutory body reporting to the Minister for Ambulance Services.
<i>Qld</i>	<ul style="list-style-type: none"> <i>Queensland Department of Health</i> 	<ul style="list-style-type: none"> <i>Queensland Ambulance Service</i> — a division of the Department of Health.
<i>WA</i>	<ul style="list-style-type: none"> <i>WA Department of Health</i> 	<ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not for profit organisation under contract to the WA Government.
<i>SA</i>	<ul style="list-style-type: none"> <i>SA Health</i> 	<ul style="list-style-type: none"> <i>SA Ambulance Service</i> — an incorporated entity under the SA Health Care Act.
<i>Tas</i>	<ul style="list-style-type: none"> <i>Tasmania Department of Health and Human Services.</i> 	<ul style="list-style-type: none"> <i>Ambulance Tasmania</i> — a statutory service of the Department of Health and Human Services.
<i>ACT</i>	<ul style="list-style-type: none"> <i>ACT Emergency Services Agency within the Justice and Community Safety Directorate</i> 	<ul style="list-style-type: none"> <i>ACT Ambulance Service</i> — one of four operational services that comprise the ACT Emergency Services Agency, Justice and Community Safety Directorate (the other operational services are the ACT Fire and Rescue, ACT Rural Fire Service and ACT State Emergency Service). The Department reports to the ACT Minister for Police and Emergency Services.
<i>NT</i>	<ul style="list-style-type: none"> <i>NT Department of Health</i> 	<ul style="list-style-type: none"> <i>St John Ambulance</i> — an incorporated not-for-profit organisation under contract to the NT Government.

Source: State and Territory governments (unpublished).

TABLE 11A.2

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Revenue sources										
Government grants/contributions	\$m	662.2	556.6	515.6	127.6	128.0	46.2	37.5	25.0	2 098.8
Transport fees	\$m	212.8	171.8	118.5	105.3	96.2	9.3	5.9	2.8	722.6
Subscriptions and other income	\$m	7.7	82.5	15.5	28.4	37.4	1.9	–	0.7	174.1
Total	\$m	882.7	810.9	649.6	261.2	261.5	57.4	43.4	28.6	2 995.4
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	75.0	68.6	79.4	48.9	48.9	80.3	86.4	87.6	70.1
Other government contributions (d)	%	–	–	–	–	–	0.2	–	–	–
Transport fees										
Fees from Interhospital transfers	%	12.5	4.6	10.7	3.8	9.3	–	–	–	8.4
Fees from (uninsured) citizens	%	3.9	8.9	0.9	32.9	22.7	5.9	–	7.5	8.8
Charges to motor accident insurers	%	4.3	3.8	2.9	1.7	2.0	5.1	–	1.5	3.4
Charges to other organisations	%	3.4	3.9	3.7	1.9	2.8	5.2	13.6	0.8	3.6
Other revenue										
Subscription fees	%	–	9.1	–	0.9	9.3	–	–	1.2	3.4
Other fees, donations, miscellaneous	%	0.9	1.1	2.4	9.9	4.9	3.2	–	1.3	2.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2014-15										
Revenue sources										
Government grants/contributions	\$m	605.2	487.6	483.1	123.7	130.3	49.2	37.7	23.9	1 940.8
Transport fees	\$m	194.3	175.0	117.1	102.9	88.1	9.5	5.7	2.9	695.4
Subscriptions and other income	\$m	24.9	84.0	10.2	31.0	31.7	–	0.9	1.2	183.8
Total	\$m	824.4	746.6	610.4	257.6	250.1	58.7	44.2	28.0	2 820.1
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	73.4	65.3	79.1	48.0	52.1	82.3	85.3	85.3	68.8

TABLE 11A.2

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Other government contributions (d)	%	–	–	–	–	–	1.5	–	–	–
Transport fees										
Fees from Interhospital transfers	%	12.7	5.3	11.7	3.6	8.8	–	–	–	8.7
Fees from (uninsured) citizens	%	6.6	9.8	1.0	32.4	21.4	4.6	–	6.4	9.8
Charges to motor accident insurers	%	4.3	3.9	2.5	1.8	2.2	4.1	–	1.5	3.3
Charges to other organisations	%	–	4.4	4.0	2.1	na	7.5	12.8	2.4	na
Other revenue										
Subscription fees	%	–	9.2	–	1.0	9.7	–	–	2.0	3.4
Other fees, donations, miscellaneous	%	3.0	2.0	1.7	11.1	2.9	–	1.9	2.3	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	na
2013-14										
Revenue sources										
Government grants/contributions	\$m	582.2	438.8	473.3	116.7	130.2	51.6	34.7	22.3	1 849.9
Transport fees	\$m	235.2	170.7	118.8	94.0	80.7	7.3	6.3	2.9	715.8
Subscriptions and other income	\$m	8.8	73.3	10.7	38.8	33.2	2.8	0.6	1.1	169.3
Total	\$m	826.1	682.8	602.8	249.5	244.2	61.6	41.6	26.3	2 734.9
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.5	64.3	78.5	46.8	53.3	82.8	83.5	84.7	67.6
Other government contributions (d)	%	–	–	–	–	–	1.0	–	–	–
Transport fees										
Fees from Interhospital transfers	%	11.6	5.1	11.9	2.9	8.1	1.9	–	–	8.4
Fees from (uninsured) citizens	%	8.8	10.1	1.1	30.8	19.8	2.4	–	5.0	10.1
Charges to motor accident insurers	%	4.2	4.6	2.5	1.8	2.2	3.2	–	1.6	3.4
Charges to other organisations	%	3.9	5.2	4.1	2.2	2.9	4.2	15.2	4.3	4.2
Other revenue										
Subscription fees	%	–	9.5	–	0.9	10.0	–	–	2.3	3.4
Other fees, donations, miscellaneous	%	1.1	1.3	1.8	14.7	3.6	4.5	1.4	2.0	2.8

TABLE 11A.2

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012-13										
Revenue sources										
Government grants/contributions	\$m	572.0	512.0	467.8	106.3	140.1	55.4	32.9	23.6	1 910.1
Transport fees	\$m	215.1	127.6	115.0	89.8	76.9	6.8	5.1	2.7	639.1
Subscriptions and other income	\$m	20.7	74.7	16.5	41.5	35.6	3.0	0.4	0.5	192.9
Total	\$m	807.8	714.4	599.3	237.6	252.6	65.2	38.5	26.9	2 742.1
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.8	68.7	78.0	44.7	55.0	84.2	85.5	85.0	68.8
Other government contributions (d)	%	–	3.0	–	–	0.5	0.7	–	2.9	0.9
Transport fees										
Fees from Interhospital transfers	%	12.2	5.4	12.2	3.2	8.2	1.5	–	–	8.7
Fees from (uninsured) citizens	%	6.7	8.2	1.0	30.5	17.2	1.7	–	5.8	8.7
Charges to motor accident insurers	%	4.1	3.3	2.4	1.8	2.2	3.2	–	1.7	3.0
Charges to other organisations	%	3.7	1.0	3.6	2.3	2.8	4.0	13.4	2.6	2.9
Other revenue										
Subscription fees	%	–	8.7	–	1.0	9.5	–	–	–	3.2
Other fees, donations, miscellaneous	%	2.6	1.8	2.7	16.5	4.6	4.7	1.2	2.0	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
Revenue sources										
Government grants/contributions	\$m	539.7	425.8	477.6	94.7	117.5	53.1	33.0	21.2	1 762.6
Transport fees	\$m	209.8	121.4	114.4	86.0	69.4	6.5	5.0	2.8	615.3
Subscriptions and other income	\$m	12.3	102.0	17.2	42.1	33.9	2.8	0.2	1.1	211.5
Total	\$m	761.7	649.2	609.2	222.9	220.8	62.4	38.2	25.1	2 589.5
Proportion of total										
Government grants and indirect revenue										

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
State/Territory Government grants	%	70.8	63.8	78.4	42.5	53.2	85.1	86.5	84.4	67.6
Other government contributions (d)	%	–	1.8	–	–	–	–	–	–	0.5
Transport fees										
Fees from Interhospital transfers	%	13.2	5.3	11.8	3.1	8.3	–	–	–	9.0
Fees from (uninsured) citizens	%	6.6	8.4	1.1	31.2	18.4	3.5	–	6.6	8.7
Charges to motor accident insurers	%	4.2	3.8	2.4	1.9	2.2	2.6	–	1.8	3.2
Charges to other organisations	%	3.6	1.1	3.5	2.5	2.6	4.4	13.1	2.9	2.9
Other revenue										
Subscription fees	%	–	13.5	–	1.0	10.4	–	–	2.0	4.4
Other fees, donations, miscellaneous	%	1.6	2.2	2.8	17.9	4.9	4.4	0.4	2.3	3.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2010-11										
Revenue sources										
Government grants/contributions	\$m	521.4	385.6	460.9	70.6	109.8	53.3	24.7	20.5	1 646.9
Transport fees	\$m	204.7	118.5	108.6	79.0	74.4	5.0	5.7	2.4	598.2
Subscriptions and other income	\$m	9.1	123.5	21.2	39.0	30.6	0.7	0.2	1.1	225.3
Total	\$m	735.1	627.6	590.7	188.7	214.8	59.0	30.5	23.9	2 470.4
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.9	59.8	78.0	37.4	51.1	90.4	80.9	85.4	66.2
Other government contributions (d)	%	–	1.6	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	13.1	5.3	11.2	3.3	8.7	–	–	–	8.9
Fees from (uninsured) citizens	%	6.4	8.7	1.2	33.3	18.2	1.6	–	6.1	8.6
Charges to motor accident insurers	%	5.0	3.8	2.4	2.4	2.5	2.2	–	1.9	3.5
Charges to other organisations	%	3.4	1.1	3.6	2.8	5.2	4.6	18.6	2.0	3.2
Other revenue										
Subscription fees	%	–	18.2	–	1.3	10.8	–	–	2.1	5.7

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Other fees, donations, miscellaneous	%	1.2	1.5	3.6	19.4	3.5	1.2	0.5	2.4	3.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2009-10										
Revenue sources										
Government grants/contributions	\$m	528.0	389.1	432.4	48.7	111.2	52.3	21.1	17.8	1 600.7
Transport fees	\$m	208.9	119.0	113.1	67.8	66.8	5.0	5.0	2.6	588.2
Subscriptions and other income	\$m	10.8	111.6	17.0	38.9	28.6	1.0	0.5	1.1	209.5
Total	\$m	747.7	619.7	562.5	155.4	206.5	58.3	26.6	21.6	2 398.4
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.4	61.6	76.9	31.3	53.8	89.7	79.4	82.6	66.4
Other government contributions (d)	%	0.2	1.2	–	–	–	–	–	–	0.4
Transport fees										
Fees from Interhospital transfers	%	12.8	5.2	12.5	3.0	8.0	–	–	–	9.2
Fees from (uninsured) citizens	%	6.5	8.9	1.2	34.3	18.6	0.6	–	6.9	8.5
Charges to motor accident insurers	%	4.7	4.0	2.4	3.0	2.9	2.9	–	2.3	3.6
Charges to other organisations	%	3.9	1.1	4.0	3.4	2.8	5.1	18.6	3.1	3.2
Other revenue										
Subscription fees	%	–	16.7	–	1.6	11.3	–	–	2.5	5.4
Other fees, donations, miscellaneous	%	1.4	1.3	3.0	23.4	2.5	1.7	2.0	2.7	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2008-09										
Revenue sources										
Government grants/contributions	\$m	518.1	377.4	434.0	46.8	123.1	44.7	21.9	16.7	1 582.8
Transport fees	\$m	197.9	106.7	86.4	57.7	58.9	5.5	5.1	2.3	520.5
Subscriptions and other income	\$m	9.4	117.2	21.6	37.6	27.6	0.7	0.2	6.9	221.2
Total	\$m	725.5	601.3	542.0	142.1	209.6	50.9	27.2	25.9	2 324.5
Proportion of total										

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Government grants and indirect revenue										
State/Territory Government grants	%	71.4	61.8	80.1	32.9	58.7	86.4	80.7	64.5	67.8
Other government contributions (d)	%	–	0.9	–	–	–	1.3	–	–	0.3
Transport fees										
Fees from Interhospital transfers	%	14.1	4.6	7.6	2.8	7.4	–	–	–	8.2
Fees from (uninsured) citizens	%	6.7	7.6	1.3	31.4	15.1	0.8	–	5.1	7.7
Charges to motor accident insurers	%	3.0	4.0	2.5	3.0	3.0	4.1	–	1.7	3.1
Charges to other organisations	%	3.5	1.6	4.6	3.5	2.6	5.9	18.7	2.0	3.4
Other revenue										
Subscription fees	%	–	16.7	–	1.7	10.6	–	–	2.0	5.4
Other fees, donations, miscellaneous	%	1.3	2.8	4.0	24.8	2.6	1.4	0.6	24.8	4.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2007-08										
Revenue sources										
Government grants/contributions	\$m	469.3	337.1	394.4	43.9	81.1	34.4	20.6	15.5	1 396.4
Transport fees	\$m	182.9	109.7	85.8	63.2	59.5	5.4	5.3	2.2	514.0
Subscriptions and other income	\$m	12.0	125.3	20.8	38.3	27.9	0.8	0.2	6.5	231.8
Total	\$m	664.3	572.2	501.0	145.3	168.4	40.6	26.1	24.2	2 142.2
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	70.7	56.5	78.7	30.2	47.9	83.9	79.0	64.1	64.5
Other government contributions (d)	%	–	2.5	–	–	0.2	0.9	–	–	0.7
Transport fees										
Fees from Interhospital transfers	%	13.6	4.5	8.2	3.8	8.7	–	–	–	8.3
Fees from (uninsured) citizens	%	6.9	9.0	1.5	33.0	19.8	1.0	–	5.5	8.8
Charges to motor accident insurers	%	3.6	4.0	2.7	2.9	3.8	4.9	–	1.7	3.4
Charges to other organisations	%	3.4	1.7	4.7	3.8	3.0	7.4	20.3	2.1	3.5
Other revenue										

Table 11A.2 Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
Subscription fees	%	–	18.1	–	1.5	12.9	–	–	1.9	6.0
Other fees, donations, miscellaneous	%	1.8	3.8	4.2	24.9	3.6	2.0	0.6	24.8	4.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2006-07										
Revenue sources										
Government grants/contributions	\$m	429.6	314.7	368.9	44.2	69.6	33.8	18.8	14.7	1 294.1
Transport fees	\$m	149.8	106.5	79.8	58.8	55.2	4.2	5.0	2.1	461.5
Subscriptions and other income	\$m	13.5	122.8	21.4	33.5	27.6	0.4	0.2	5.6	225.0
Total	\$m	592.9	544.0	470.0	136.5	152.4	38.4	24.0	22.5	1 980.6
Proportion of total										
Government grants and indirect revenue										
State/Territory Government grants	%	72.5	55.8	78.5	32.4	45.4	87.2	78.2	65.5	64.7
Other government contributions (d)	%	–	2.1	–	–	0.2	0.9	–	–	0.6
Transport fees										
Fees from Interhospital transfers	%	12.5	4.3	7.9	4.1	9.0	–	–	–	7.8
Fees from (uninsured) citizens	%	6.7	9.1	1.4	31.5	19.5	1.0	–	6.0	8.6
Charges to motor accident insurers	%	3.3	4.1	2.5	3.5	4.4	5.1	–	2.2	3.4
Charges to other organisations	%	2.8	1.9	5.2	3.9	3.4	4.8	20.8	1.3	3.5
Other revenue										
Subscription fees	%	–	18.8	–	1.7	14.1	–	–	2.1	6.4
Other fees, donations, miscellaneous	%	2.3	3.8	4.5	22.9	4.0	1.0	1.0	22.9	5.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 2A.48).

(b) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(c) Totals may not add due to rounding.

(d) Other government contributions includes Australian Government grants, Local government grants, and indirect government funding

(e) Jurisdiction notes:

Table 11A.2 **Major sources of ambulance service organisations revenue (2015-16 dollars) (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT</i>	<i>Aust</i>
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NSW: NSW has a subscription scheme but funds are deposited to the consolidated revenue of the NSW Treasury.

Tas: 2011-12 revenue data have been updated from that published in the ROGS 2013.

ACT: Revenue reported reflects direct revenue to the ACT Ambulance Service. No attributions have been made for the umbrella department or supporting services. Other revenue - one off revenues were reported in 2014-15 that were not repeated in 2015-16, principally asset revaluation gain.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), Australian Demographic Statistics, Cat. no. 3101.0 (table 2A.2).; ABS 2016, Australian National Accounts: National Income, Expenditure and Product, June 2016, Cat. no. 5206.0 (table 2A.48).

TABLE 11A.3

This page has been changed since an earlier version of the Report. See errata at <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/ambulance-services>

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2015-16										
Incidents										
Emergency incidents	no.	397 951	342 553	342 613	95 199	132 997	40 935	16 918	15 283	1 384 449
Urgent incidents	no.	360 611	199 398	390 377	61 440	86 523	23 506	23 504	18 927	1 164 286
Non-emergency incidents	no.	129 630	294 131	252 817	122 658	60 951	12 494	9 514	7 164	889 359
Casualty room attendances	no.	–	–	322	–	–	–	–	–	322
Total incidents	no.	888 192	836 082	986 129	279 297	280 471	76 935	49 936	41 374	3 438 416
Incidents	per 1 000 people	115.8	139.4	205.1	107.3	164.7	148.7	127.1	169.5	145.1
Responses										
Emergency responses	no.	519 552	496 350	440 661	117 168	187 750	49 644	18 200	18 305	1 847 630
Urgent responses	no.	444 010	260 520	432 357	82 354	117 348	27 256	22 122	21 867	1 407 834
Non-emergency responses	no.	152 073	334 117	259 685	150 015	79 918	13 277	9 412	9 083	1 007 580
Total responses	no.	1 115 635	1 090 987	1 132 703	349 537	385 016	90 177	49 734	49 255	4 263 044
Responses	per 1 000 people	145.4	181.9	235.5	134.2	226.1	174.3	126.5	201.8	178.1
Patients										
Transported	no.	668 349	656 697	849 146	255 272	231 594	62 613	29 025	40 767	2 793 463
Treated not transported	no.	171 560	95 780	94 563	30 358	26 621	14 694	7 365	6 871	447 812
Total patients	no.	839 909	752 477	943 709	285 630	258 215	77 307	36 390	47 638	3 241 275
Patients	per 1 000 people	109.5	125.5	196.2	109.7	151.6	149.4	92.6	195.2	136.8
Transport										
Total fleet road	m km	39.5	35.4	38.9	7.5	12.1	3.3	1.2	1.0	139.0
Flying hours fixed wing	'000 hrs	8.3	5.2	–	–	8.8	1.5	–	–	23.7
Flying hours rotary wing	'000 hrs	6.8	2.9	–	–	1.1	0.1	0.8	–	11.7
2014-15										
Incidents										
Emergency incidents	no.	474 417	331 157	325 877	93 292	125 557	39 453	16 331	14 351	1 420 435

TABLE 11A.3

Table 11A.3 Reported ambulance incidents, responses, patients and transport (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Urgent incidents	no.	268 670	191 360	369 106	57 898	86 405	22 378	19 147	17 227	1 032 191
Non-emergency incidents	no.	150 974	310 937	250 867	111 539	62 141	12 249	11 485	6 547	916 739
Casualty room attendances	no.	–	–	520	–	–	–	–	–	520
Total incidents	no.	894 061	833 454	946 370	262 729	274 103	74 080	46 963	38 125	3 369 885
Incidents	per 1 000 people	118.2	141.6	199.2	101.8	162.0	143.8	121.2	156.1	144.1
Responses										
Emergency responses	no.	614 792	494 018	429 263	109 791	177 134	47 799	17 387	14 351	1 904 535
Urgent responses	no.	335 882	248 430	409 828	71 100	118 575	26 090	19 142	17 227	1 246 274
Non-emergency responses	no.	176 871	364 867	258 054	132 546	82 197	13 202	9 913	6 380	1 044 030
Total responses	no.	1 127 545	1 107 315	1 097 145	313 437	377 906	87 091	46 442	37 958	4 194 839
Responses	per 1 000 people	149.0	188.1	231.0	121.4	223.4	169.0	119.8	155.4	177.6
Patients										
Transported	no.	697 717	666 171	811 764	231 687	222 970	60 779	33 031	37 066	2 761 185
Treated not transported	no.	157 981	97 795	90 896	32 356	28 712	14 034	7 325	9 828	438 927
Total patients	no.	855 698	763 966	902 660	264 043	251 682	74 813	40 356	46 894	3 200 112
Patients	per 1 000 people	113.1	129.8	190.0	102.3	148.8	145.2	104.1	192.0	135.5
Transport										
Total fleet road	m km	45.1	35.3	37.1	7.5	11.7	3.4	1.2	na	141.3
Flying hours fixed wing	'000 hrs	8.5	5.0	na	na	8.5	1.4	na	na	na
Flying hours rotary wing	'000 hrs	6.7	2.8	na	na	1.1	0.1	0.7	na	na
2013-14										
Incidents										
Emergency incidents	no.	479 544	321 839	318 215	92 824	115 786	39 117	15 055	na	1 382 380
Urgent incidents	no.	247 863	176 573	340 826	54 922	89 550	21 804	20 147	na	951 685
Non-emergency incidents	no.	273 314	345 815	236 923	104 671	60 596	12 452	8 243	–	1 042 014
Casualty room attendances	no.	–	–	562	–	–	–	–	–	562
Total incidents	no.	1 000 721	844 227	896 526	252 417	265 932	73 373	43 445	na	3 376 641
Incidents	per 1 000 people	134.0	145.8	191.1	99.0	158.6	142.8	113.1	na	146.3

TABLE 11A.3

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Responses										
Emergency responses	no.	617 405	485 388	426 766	108 703	164 534	48 594	16 066	17 351	1 884 807
Urgent responses	no.	309 964	232 672	377 639	66 169	122 336	25 651	18 746	18 408	1 171 585
Non-emergency responses	no.	307 474	390 237	243 318	119 184	78 662	13 460	8 386	9 027	1 169 748
Total responses	no.	1 234 843	1 108 297	1 047 723	294 056	365 532	87 705	43 198	44 786	4 226 140
Responses	per 1 000 people	165.4	191.4	223.4	115.3	217.9	170.6	112.5	184.6	181.2
Patients										
Transported	no.	813 056	682 997	777 263	220 493	211 241	59 855	30 314	na	na
Treated not transported	no.	146 660	92 428	85 114	28 219	30 459	13 806	7 139	na	na
Total patients	no.	959 716	775 425	862 377	248 712	241 700	73 661	37 453	na	na
Patients	per 1 000 people	128.6	133.9	183.8	97.5	144.1	143.3	97.5	na	na
Transport										
Total fleet road	m km	40.2	35.8	35.2	7.1	11.3	3.2	1.1	na	133.8
Flying hours fixed wing	'000 hrs	8.4	5.2	–	–	–	1.5	–	–	15.1
Flying hours rotary wing	'000 hrs	6.0	3.1	–	–	–	0.1	0.8	–	10.0
2012-13										
Incidents										
Emergency incidents	no.	547 691	312 021	310 013	91 749	129 142	37 865	14 464	na	1 442 945
Urgent incidents	no.	159 381	164 547	323 903	50 746	73 725	20 487	18 869	na	811 658
Non-emergency incidents	no.	286 541	339 351	233 827	103 592	59 687	12 164	8 013	na	1 043 175
Casualty room attendances	no.	–	–	2 470	–	–	–	–	–	2 470
Total incidents	no.	993 613	815 919	870 213	246 087	262 554	70 516	41 346	na	3 300 248
Incidents	per 1 000 people	135.2	143.7	188.7	99.5	158.0	137.6	108.9	na	145.6
Responses										
Emergency responses	no.	699 360	469 756	409 031	106 379	179 051	47 301	15 455	14 535	1 940 868
Urgent responses	no.	198 772	217 678	358 495	61 611	100 357	24 203	17 926	22 379	1 001 421
Non-emergency responses	no.	321 130	391 346	229 106	117 899	73 406	13 206	8 179	10 657	1 164 929
Total responses	no.	1 219 262	1 078 780	996 632	285 889	352 814	84 710	41 560	47 571	4 107 218

TABLE 11A.3

Table 11A.3 Reported ambulance incidents, responses, patients and transport (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Responses	per 1 000 people	165.9	189.9	216.1	115.6	212.3	165.3	109.5	200.8	179.3
Patients										
Transported	no.	816 262	659 564	736 100	218 747	201 667	58 114	29 864	36 966	2 757 284
Treated not transported	no.	130 706	79 061	87 971	23 777	32 057	12 620	7 001	10 485	383 678
Total patients	no.	946 968	738 625	824 071	242 524	233 724	70 734	36 865	47 451	3 140 962
Patients	per 1 000 people	128.9	130.0	178.7	98.1	140.6	138.0	97.1	200.3	137.1
Transport										
Total fleet road	m km	36.3	34.1	34.1	7.0	11.5	2.9	1.3	na	na
Flying hours fixed wing	'000 hrs	9.0	4.9	–	–	–	1.4	–	–	15.3
Flying hours rotary wing	'000 hrs	6.3	3.5	–	–	–	0.1	0.8	–	10.7
2011-12										
Incidents										
Emergency incidents	no.	547 520	293 480	288 541	88 904	140 930	34 188	14 825	na	1 408 388
Urgent incidents	no.	138 607	158 257	307 103	44 415	57 091	21 785	16 442	na	743 700
Non-emergency incidents	no.	287 262	343 035	232 762	95 528	57 542	12 458	7 845	na	1 036 432
Casualty room attendances	no.	–	–	4 837	–	–	–	–	–	4 837
Total incidents	no.	973 389	794 772	833 243	228 847	255 563	68 431	39 112	na	3 193 357
Incidents	per 1 000 people	134.3	142.6	184.6	95.9	155.4	133.7	105.5	na	143.5
Responses										
Emergency responses	no.	694 660	428 220	368 193	100 544	191 234	42 003	15 642	13 437	1 853 933
Urgent responses	no.	171 065	202 825	335 817	53 832	74 488	24 797	15 945	20 817	899 586
Non-emergency responses	no.	318 070	385 746	227 323	111 195	62 531	13 339	8 321	10 187	1 136 712
Total responses	no.	1 183 795	1 016 791	931 333	265 571	328 253	80 139	39 908	44 441	3 890 231
Responses	per 1 000 people	163.3	182.4	206.4	111.2	199.5	156.6	107.6	191.3	173.0
Patients										
Transported	no.	801 256	649 918	701 385	210 944	196 625	55 272	26 934	35 900	2 678 234
Treated not transported	no.	129 851	68 109	80 777	19 224	46 421	11 865	6 159	8 541	370 947
Total patients	no.	931 107	718 027	782 162	230 168	243 046	67 137	33 093	44 441	3 049 181

TABLE 11A.3

Table 11A.3 Reported ambulance incidents, responses, patients and transport (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Patients	per 1 000 people	128.5	128.8	173.3	96.4	147.7	131.2	89.3	191.3	135.6
Transport										
Total fleet road	m km	35.9	29.5	33.9	7.2	10.5	2.8	1.1	1.0	121.9
Flying hours fixed wing	'000 hrs	9.1	4.9	–	–	–	1.4	–	–	15.4
Flying hours rotary wing	'000 hrs	6.2	3.2	–	–	–	0.4	0.7	–	10.5
2010-11										
Incidents										
Emergency incidents	'000	514 232	278 401	256 590	65 297	133 447	36 352	13 734	na	1 298 053
Urgent incidents	'000	147 869	165 564	302 871	50 819	57 577	21 333	15 771	na	761 804
Non-emergency incidents	'000	281 846	337 324	236 240	89 711	87 492	17 608	6 606	na	1 056 827
Casualty room attendances	'000	–	–	5 607	–	–	–	–	–	5 607
Total incidents	no.	943 947	781 289	801 308	205 827	278 516	75 293	36 111	na	3 122 291
Incidents	per 1 000 people	131.5	142.2	180.6	88.8	170.6	147.6	99.0	na	142.3
Responses										
Emergency responses	no.	655 400	404 046	331 033	71 429	167 451	41 098	13 657	11 278	1 695 392
Urgent responses	no.	181 670	207 053	331 537	59 451	67 140	22 770	15 113	20 262	904 996
Non-emergency responses	no.	312 750	376 928	231 396	104 038	88 501	16 345	7 098	9 083	1 146 139
Total responses	no.	1 149 820	988 027	893 966	234 918	323 092	80 213	35 868	40 623	3 746 527
Responses	per 1 000 people	160.1	179.8	201.5	101.3	197.9	157.2	98.3	176.4	169.0
Patients										
Transported	no.	777 548	639 747	674 915	190 469	192 027	54 765	24 275	32 836	2 586 582
Treated not transported	no.	126 394	67 641	60 550	17 475	42 652	8 760	6 696	3 537	333 705
Total patients	no.	903 942	707 388	735 465	207 944	234 679	63 525	30 971	36 373	2 920 287
Patients	per 1 000 people	125.9	128.7	165.8	89.7	143.8	124.5	84.9	157.9	131.7
Transport										
Total fleet road	m km	35.1	29.0	31.2	6.8	10.5	2.7	0.9	0.9	117.1
Flying hours fixed wing	'000 hrs	8.3	4.7	–	–	–	1.4	–	–	14.3
Flying hours rotary wing	'000 hrs	6.2	3.0	–	0.5	–	0.7	0.7	–	11.0

TABLE 11A.3

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
2009-10										
Incidents										
Emergency incidents	'000	503 534	261 031	232 142	57 646	122 916	35 076	13 668	na	1 226 013
Urgent incidents	'000	155 192	158 969	284 165	49 724	58 324	22 577	15 911	na	744 862
Non-emergency incidents	'000	277 720	322 144	228 316	87 184	86 476	11 959	6 329	na	1 020 128
Casualty room attendances	'000	–	–	5 819	–	–	–	–	–	5 819
Total incidents	no.	936 446	742 144	750 442	194 554	267 716	69 612	35 908	na	2 996 822
Incidents	per 1 000 people	131.9	136.9	171.8	85.9	165.4	137.4	100.3	na	138.5
Responses										
Emergency responses	no.	638 230	356 212	304 952	62 454	153 163	38 306	13 422	10 304	1 577 043
Urgent responses	no.	188 579	188 119	308 773	57 415	67 013	23 602	15 372	18 316	867 189
Non-emergency responses	no.	306 202	355 802	223 831	100 038	86 932	10 760	6 822	9 193	1 099 580
Total responses	no.	1 133 011	900 133	837 556	219 907	307 108	72 668	35 616	37 813	3 543 812
Responses	per 1 000 people	159.5	166.1	191.8	97.1	189.7	143.5	99.5	166.0	162.1
Patients										
Transported	no.	768 535	617 216	628 255	183 896	190 219	51 837	23 563	30 639	2 494 160
Treated not transported	no.	123 527	65 409	54 288	17 067	38 425	8 755	6 957	3 198	317 626
Total patients	no.	892 062	682 625	682 543	200 963	228 644	60 592	30 520	33 837	2 811 786
Patients	per 1 000 people	125.6	126.0	156.3	88.8	141.3	119.6	85.3	148.5	128.6
Transport										
Total fleet road	m km	33.4	29.6	30.3	6.4	10.4	2.7	0.9	0.8	114.5
Flying hours fixed wing	'000 hrs	8.1	4.7	–	–	–	1.4	–	–	14.2
Flying hours rotary wing	'000 hrs	6.5	2.8	–	0.4	–	0.5	0.7	–	10.8
2008-09										
Incidents										
Emergency incidents	'000	491 433	239 871	217 027	51 001	108 391	30 207	12 104	na	1 150 034
Urgent incidents	'000	181 029	152 903	285 266	46 167	62 057	23 156	13 656	na	764 234
Non-emergency incidents	'000	266 314	321 588	241 711	87 175	75 837	10 014	6 789	na	1 009 428

TABLE 11A.3

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Casualty room attendances	'000	–	–	6 734	–	–	–	–	–	6 734
Total incidents	no.	938 776	714 362	750 738	184 343	246 285	63 377	32 549	na	2 930 430
Incidents	per 1 000 people	134.1	134.4	175.6	83.5	154.1	126.3	92.7	na	137.9
Responses										
Emergency responses	no.	610 549	330 908	285 273	55 477	128 182	32 632	13 041	10 151	1 466 213
Urgent responses	no.	214 736	177 587	308 542	53 095	68 398	23 645	14 219	17 580	877 802
Non-emergency responses	no.	294 699	355 681	234 751	99 389	75 883	8 782	7 140	9 697	1 086 022
Total responses	no.	1 119 984	864 176	828 566	207 961	272 463	65 059	34 400	37 428	3 430 037
Responses	per 1 000 people	160.0	162.6	193.8	94.1	170.5	129.7	98.0	168.2	159.7
Patients										
Transported	no.	764 410	593 398	607 049	173 352	184 487	37 740	21 554	30 068	2 412 058
Treated not transported	no.	121 776	62 108	50 841	18 456	35 246	12 359	6 806	3 423	311 015
Total patients	no.	886 186	655 506	657 890	191 808	219 733	50 099	28 360	33 491	2 723 073
Patients	per 1 000 people	126.6	123.4	153.9	86.8	137.5	99.8	80.8	150.5	126.8
Transport										
Total fleet road	m km	30.4	30.8	29.6	6.0	10.4	2.4	0.9	0.8	111.4
Flying hours fixed wing	'000 hrs	8.2	4.8	–	–	–	1.3	–	–	14.3
Flying hours rotary wing	'000 hrs	7.0	2.2	–	0.5	–	0.5	0.6	–	10.8
2007-08										
Incidents										
Emergency incidents	'000	479 511	227 632	220 160	48 387	107 941	29 327	11 941	na	1 124 899
Urgent incidents	'000	196 316	161 772	283 749	40 544	58 961	21 937	12 783	na	776 062
Non-emergency incidents	'000	256 118	312 831	220 133	85 139	69 241	9 592	7 757	na	960 811
Casualty room attendances	'000	–	–	8 511	–	–	–	–	–	8 511
Total incidents	no.	931 945	702 235	732 553	174 070	236 143	60 856	32 481	na	2 870 283
Incidents	per 1 000 people	135.4	135.1	176.1	81.5	149.6	122.7	94.4	na	138.0
Responses										
Emergency responses	no.	604 731	329 986	310 985	51 012	119 799	31 516	12 753	8 097	1 468 879

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Urgent responses	no.	233 451	175 737	328 512	41 370	62 908	22 778	13 382	17 863	896 001
Non-emergency responses	no.	280 433	324 805	218 014	87 949	69 154	8 550	7 895	9 031	1 005 831
Total responses	no.	1 118 615	830 528	857 511	180 331	251 861	62 844	34 030	34 991	3 370 711
Responses	per 1 000 people	162.5	159.7	206.1	84.5	159.6	126.7	98.9	161.5	160.4
Patients										
Transported	no.	754 563	586 603	604 193	163 428	182 908	37 035	20 100	28 147	2 376 977
Treated not transported	no.	105 671	60 913	47 106	18 601	32 648	12 584	7 175	1 817	286 515
Total patients	no.	860 234	647 516	651 299	182 029	215 556	49 619	27 275	29 964	2 663 492
Patients	per 1 000 people	125.0	124.5	156.6	85.3	136.6	100.1	79.2	138.3	126.7
Transport										
Total fleet road	m km	30.1	25.6	28.0	5.9	10.5	2.3	0.8	0.8	104.1
Flying hours fixed wing	'000 hrs	8.0	4.9	–	–	–	1.3	–	–	14.2
Flying hours rotary wing	'000 hrs	6.9	2.0	–	0.6	–	0.5	0.7	–	10.8
2006-07										
Incidents										
Emergency incidents	'000	453 179	232 446	189 941	45 024	97 172	28 840	10 801	na	1 057 403
Urgent incidents	'000	181 313	156 189	270 034	40 510	63 876	20 441	11 689	na	744 052
Non-emergency incidents	'000	245 723	285 756	212 609	80 393	59 199	11 493	6 597	na	901 770
Casualty room attendances	'000	–	–	9 590	–	–	–	–	–	9 590
Total incidents	no.	880 215	674 391	682 174	165 927	220 247	60 774	29 087	na	2 712 815
Incidents	per 1 000 people	129.7	132.1	168.2	79.9	141.1	123.6	86.0	na	132.9
Responses										
Emergency responses	no.	572 489	333 467	274 031	46 205	106 048	31 032	12 237	8 063	1 383 572
Urgent responses	no.	212 564	176 956	311 269	42 087	67 526	21 519	12 932	16 108	860 961
Non-emergency responses	no.	267 893	294 674	212 002	83 088	58 869	10 205	7 107	9 878	943 716
Total responses	no.	1 052 946	805 097	797 302	171 380	232 443	62 756	32 276	34 049	3 188 249
Responses	per 1 000 people	155.2	157.7	196.6	82.5	148.9	127.7	95.4	161.3	154.6

Patients

Table 11A.3 **Reported ambulance incidents, responses, patients and transport (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust (c)</i>
Transported	no.	709 218	564 917	568 903	155 099	174 200	37 225	19 298	26 866	2 255 726
Treated not transported	no.	180 238	58 256	52 223	18 480	27 488	12 198	7 518	2 237	358 638
Total patients	no.	889 456	623 173	621 126	173 579	201 688	49 423	26 816	29 103	2 614 364
Patients	per 1 000 people	131.1	122.1	153.1	83.6	129.2	100.6	79.2	137.9	126.7
Transport										
Total fleet road	m km	na	23.6	25.4	5.8	9.4	2.3	0.8	0.7	na
Flying hours fixed wing	'000 hrs	7.7	4.8	–	–	–	1.2	–	–	13.7
Flying hours rotary wing	'000 hrs	5.8	2.0	–	0.4	–	0.4	0.6	–	9.2

(a) An incident is an event that results in a demand for ambulance resources to respond. An ambulance response is a vehicle or vehicles sent to an incident. There may be multiple responses/vehicles sent to a single incident. A patient is someone assessed, treated or transported by the ambulance service.

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Jurisdiction notes:

NSW: Non-emergency responses declined from May 2014 with the transfer of responsibility for these transports in the greater metro area to another agency.

The implementation of a new response grid in March 2013 is reflected in the decline of emergency responses and increase in urgent responses from 2012-13. Comparisons of NSW case types in 2008-09 with previous years is affected by changes in the Medical Priority Dispatch System classification which were implemented in that year.

Vic: Victorian incidents and responses are for road ambulances only (excludes air ambulance).

Qld: Queensland responses are for road ambulances only, and do not include counts of responding units that are cancelled prior to arrival on scene. Queensland incident and response counts include Code 2C cases where arrival is desirable within 60 minutes.

Tas: From 2011-12 flying hours data are recorded as actual engines on/off time. Prior to 2011-12 total case time was the only available information.

NT: Incident data are unavailable as data are not recorded on the JESC system and all cases are considered an incident. A response is counted as an incident, therefore, data for incidents are not included in the rates for Australia.

In 2013-14, patients data are not available due to protected Industrial Action.

Aust: Australian incidents data exclude NT.

Australian patients data exclude NT in 2013-14.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2015-16										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	14.7	7.0	9.9	5.2	5.5	0.9	na	0.6	43.8
2 - Emergency	'000	132.6	80.7	102.7	36.3	33.8	7.9	na	6.6	400.7
3 - Urgent	'000	270.6	200.7	247.3	71.6	70.4	20.6	na	11.3	892.5
4 - Semi urgent	'000	153.4	109.4	96.5	36.8	32.4	12.0	na	8.1	448.6
5 - Non urgent	'000	12.9	4.2	4.2	1.6	2.1	0.6	na	0.8	26.4
Total	'000	584.5	402.0	460.7	151.5	144.3	42.0	na	27.3	1 812.3
Total number of emergency presentations										
1 - Resuscitation	'000	17.6	8.5	11.9	6.2	6.6	1.0	na	1.0	52.7
2 - Emergency	'000	313.2	179.6	202.1	104.1	68.0	14.2	na	18.8	899.9
3 - Urgent	'000	881.3	603.6	633.2	285.6	184.5	53.1	na	45.2	2 686.5
4 - Semi urgent	'000	1 144.1	740.7	523.1	375.1	189.4	69.3	na	70.0	3 110.5
5 - Non urgent	'000	373.8	147.4	68.8	58.4	33.5	15.6	na	14.5	712.0
Total	'000	2 733.5	1 679.9	1 439.1	829.4	481.9	153.5	na	148.5	7 465.9
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	83.5	81.8	83.8	84.2	84.1	86.6	na	59.2	83.0
2 - Emergency	%	42.4	44.9	50.8	34.9	49.7	56.0	na	35.0	44.5
3 - Urgent	%	30.7	33.2	39.0	25.1	38.2	38.9	na	24.9	33.2
4 - Semi urgent	%	13.4	14.8	18.5	9.8	17.1	17.3	na	11.6	14.4
5 - Non urgent	%	3.4	2.9	6.2	2.7	6.3	3.8	na	5.6	3.7
Total	%	21.4	23.9	32.0	18.3	29.9	27.4	na	18.4	24.3

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2014-15										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	13.9	6.4	9.3	4.9	5.0	0.7	0.5	0.6	41.2
2 - Emergency	'000	129.3	75.7	94.8	34.5	31.9	6.9	4.9	6.2	384.1
3 - Urgent	'000	268.2	192.3	233.3	67.4	66.4	20.5	13.2	10.8	872.1
4 - Semi urgent	'000	171.5	108.1	93.7	35.1	31.8	11.7	7.1	8.8	467.8
5 - Non urgent	'000	14.6	4.3	4.0	1.4	2.3	0.7	0.7	0.9	28.8
Total	'000	597.7	386.8	435.0	143.4	137.4	40.5	26.3	27.3	1 794.4
Total number of emergency presentations										
1 - Resuscitation	'000	16.5	7.8	10.8	5.8	5.9	0.8	0.5	0.9	49.0
2 - Emergency	'000	295.2	166.6	180.5	97.1	62.9	12.3	12.1	16.7	843.4
3 - Urgent	'000	834.1	570.2	592.0	272.6	174.2	50.7	43.9	40.7	2 578.4
4 - Semi urgent	'000	1 131.9	718.5	524.9	370.3	190.6	69.5	54.3	70.4	3 130.4
5 - Non urgent	'000	399.6	146.2	70.7	57.8	35.7	16.4	19.1	13.6	759.2
Total	'000	2 681.5	1 610.6	1 378.9	803.8	469.4	150.1	130.0	142.2	7 366.4
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.1	82.6	85.4	83.6	85.0	88.4	92.9	67.6	84.1
2 - Emergency	%	43.8	45.4	52.5	35.5	50.6	56.5	40.1	36.9	45.5
3 - Urgent	%	32.2	33.7	39.4	24.7	38.1	40.4	30.1	26.5	33.8
4 - Semi urgent	%	15.2	15.0	17.8	9.5	16.7	16.9	13.0	12.6	14.9
5 - Non urgent	%	3.6	2.9	5.6	2.5	6.6	4.0	3.4	6.4	3.8
Total	%	22.3	24.0	31.5	17.8	29.3	27.0	20.2	19.2	24.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013-14										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	13.6	6.1	8.5	4.4	4.8	0.7	0.4	0.6	39.3
2 - Emergency	'000	124.5	71.9	87.4	31.3	29.8	6.9	4.6	5.4	361.7
3 - Urgent	'000	264.8	179.5	222.5	60.2	62.5	19.9	12.8	11.3	833.5
4 - Semi urgent	'000	181.7	105.0	93.4	30.2	28.9	11.3	6.9	9.5	466.9
5 - Non urgent	'000	15.9	4.4	4.4	1.2	1.9	0.7	0.5	0.7	29.7
Total	'000	600.8	366.9	416.3	127.4	127.8	39.4	25.2	27.6	1 731.4
Total number of emergency presentations										
1 - Resuscitation	'000	16.1	7.5	10.0	5.3	5.7	0.7	0.5	0.9	46.7
2 - Emergency	'000	274.4	159.7	164.6	88.4	59.5	12.2	12.2	14.8	785.8
3 - Urgent	'000	802.3	540.3	567.0	250.2	170.3	49.9	43.1	41.3	2 464.3
4 - Semi urgent	'000	1 123.5	711.9	535.9	340.0	192.3	69.6	53.5	73.8	3 100.6
5 - Non urgent	'000	425.6	151.6	74.1	58.7	35.5	15.4	16.6	14.3	791.8
Total	'000	2 646.4	1 572.8	1 351.6	742.6	463.2	148.3	125.9	145.2	7 195.9
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.6	81.4	85.4	84.2	84.3	89.7	88.6	67.9	84.0
2 - Emergency	%	45.4	45.0	53.1	35.4	50.1	56.3	37.7	36.3	46.0
3 - Urgent	%	33.0	33.2	39.2	24.1	36.7	39.9	29.7	27.4	33.8
4 - Semi urgent	%	16.2	14.7	17.4	8.9	15.0	16.3	12.8	12.9	15.1
5 - Non urgent	%	3.7	2.9	6.0	2.0	5.3	4.3	2.8	5.2	3.7
Total	%	22.7	23.3	30.8	17.2	27.6	26.6	20.0	19.0	24.1

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	12.3	6.0	8.5	5.0	4.9	0.8	0.4	0.5	38.4
2 - Emergency	'000	110.5	66.2	80.0	30.9	27.7	6.5	5.0	4.9	331.8
3 - Urgent	'000	246.2	170.5	209.3	59.3	58.7	19.4	11.7	11.7	787.0
4 - Semi urgent	'000	177.4	104.3	84.7	32.5	27.3	10.7	6.8	10.7	454.3
5 - Non urgent	'000	15.4	4.3	3.9	1.5	1.8	0.6	0.4	0.8	28.7
Total	'000	562.0	351.4	386.5	129.2	120.3	38.0	24.4	28.7	1 640.4
Total number of emergency presentations										
1 - Resuscitation	'000	14.5	7.2	9.8	5.8	5.8	0.8	0.5	0.8	45.3
2 - Emergency	'000	236.8	147.0	149.7	87.0	56.6	11.5	12.9	12.2	713.8
3 - Urgent	'000	720.3	511.5	537.1	246.5	164.6	49.3	40.3	39.6	2 309.3
4 - Semi urgent	'000	997.2	710.8	512.6	355.0	193.1	69.7	53.6	77.4	2 969.5
5 - Non urgent	'000	306.3	150.1	74.9	59.8	35.1	15.3	11.6	15.5	668.5
Total	'000	2 278.6	1 528.6	1 284.2	754.1	455.2	147.1	118.9	145.5	6 712.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.5	83.2	86.8	85.1	84.0	91.5	89.2	69.7	84.7
2 - Emergency	%	46.7	45.0	53.4	35.5	48.9	56.5	39.1	40.3	46.5
3 - Urgent	%	34.2	33.3	39.0	24.1	35.6	39.4	29.1	29.7	34.1
4 - Semi urgent	%	17.8	14.7	16.5	9.2	14.1	15.3	12.7	13.8	15.3
5 - Non urgent	%	5.0	2.9	5.2	2.5	5.0	4.2	3.1	5.4	4.3
Total	%	24.7	23.0	30.1	17.1	26.4	25.8	20.5	19.7	24.4

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2011-12										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.9	5.9	8.8	4.6	4.3	0.6	0.4	0.5	36.1
2 - Emergency	'000	97.7	60.7	73.8	29.5	25.2	6.1	5.1	4.3	302.3
3 - Urgent	'000	237.5	163.9	194.5	57.1	55.1	18.1	12.0	11.7	749.9
4 - Semi urgent	'000	181.6	103.2	79.1	32.2	25.6	11.0	6.2	9.8	448.8
5 - Non urgent	'000	18.0	4.8	3.6	1.4	1.6	0.6	0.3	0.6	30.9
Total	'000	546.9	338.6	359.9	124.7	111.8	36.4	24.0	26.9	1 569.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.9	7.1	10.3	5.4	5.2	0.7	0.5	0.7	42.6
2 - Emergency	'000	206.9	134.9	139.5	81.1	51.5	10.5	12.9	10.4	647.8
3 - Urgent	'000	689.7	484.7	513.0	232.6	152.3	46.3	39.6	40.7	2 198.8
4 - Semi urgent	'000	977.0	712.7	496.9	348.7	185.7	67.5	52.6	78.1	2 919.2
5 - Non urgent	'000	342.5	167.4	78.9	58.1	32.4	16.3	12.8	14.9	723.3
Total	'000	2 235.5	1 509.1	1 238.5	725.8	427.0	141.7	118.4	144.8	6 540.8
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.6	83.4	85.7	85.1	84.1	91.6	88.6	71.7	84.6
2 - Emergency	%	47.2	45.0	52.9	36.3	48.9	57.9	39.6	41.1	46.7
3 - Urgent	%	34.4	33.8	37.9	24.6	36.2	39.1	30.2	28.7	34.1
4 - Semi urgent	%	18.6	14.5	15.9	9.2	13.8	16.3	11.9	12.6	15.4
5 - Non urgent	%	5.2	2.9	4.6	2.4	4.9	3.8	2.2	4.2	4.3
Total	%	24.5	22.4	29.1	17.2	26.2	25.7	20.3	18.6	24.0

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2010-11										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	'000	10.3	6.5	9.5	4.3	3.8	0.6	0.4	0.6	36.0
2 - Emergency	'000	83.2	59.5	67.5	26.9	23.4	5.8	4.4	3.6	274.3
3 - Urgent	'000	213.8	158.9	179.6	51.2	51.0	18.0	10.2	10.0	692.7
4 - Semi urgent	'000	178.0	98.2	77.7	28.5	24.0	10.6	6.4	9.5	432.8
5 - Non urgent	'000	19.7	4.2	3.8	1.0	1.8	0.5	0.5	0.7	32.1
Total	'000	505.1	327.2	338.1	111.9	104.0	35.9	21.8	24.3	1 468.3
Total number of emergency presentations										
1 - Resuscitation	'000	12.2	7.9	10.9	5.1	4.5	0.6	0.5	0.8	42.4
2 - Emergency	'000	173.0	132.7	126.6	72.0	47.3	10.2	11.1	8.6	581.6
3 - Urgent	'000	620.6	467.5	482.6	206.0	138.9	48.3	34.4	36.4	2 034.8
4 - Semi urgent	'000	925.3	694.2	488.7	320.0	164.0	69.6	51.4	79.0	2 792.2
5 - Non urgent	'000	341.9	178.6	86.5	46.0	29.4	14.7	14.8	16.6	728.5
Total	'000	2 074.1	1 483.2	1 195.3	649.2	384.0	143.8	112.2	141.4	6 183.3
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	84.8	82.2	87.1	84.5	85.0	90.0	85.5	72.4	84.8
2 - Emergency	%	48.1	44.8	53.4	37.3	49.5	56.5	39.3	41.6	47.2
3 - Urgent	%	34.5	34.0	37.2	24.8	36.8	37.3	29.5	27.5	34.0
4 - Semi urgent	%	19.2	14.1	15.9	8.9	14.6	15.3	12.4	12.1	15.5
5 - Non urgent	%	5.8	2.3	4.4	2.3	6.0	3.2	3.1	4.1	4.4
Total	%	24.4	22.1	28.3	17.2	27.1	24.9	19.4	17.2	23.7

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2009-10										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	10.2	7.8	8.0	4.2	3.7	0.7	0.4	0.6	35.7
2 - Emergency	no.	80.1	55.7	59.8	26.0	21.5	5.9	4.0	3.9	256.8
3 - Urgent	no.	209.1	149.0	163.3	47.6	48.6	17.4	10.2	9.6	654.8
4 - Semi urgent	no.	173.2	96.4	73.9	27.8	23.6	9.2	6.0	7.8	417.8
5 - Non urgent	no.	19.6	4.8	3.6	0.9	1.8	0.4	0.4	0.5	32.0
Total	no.	492.7	313.7	308.5	106.6	99.2	34.0	21.0	22.4	1 398.1
Total number of emergency presentations										
1 - Resuscitation	no.	12.2	9.3	9.1	5.0	4.3	0.8	0.5	0.8	42.0
2 - Emergency	no.	166.7	121.1	113.5	65.9	43.0	10.7	9.9	9.2	540.1
3 - Urgent	no.	605.3	430.5	450.5	185.6	134.1	48.7	33.4	36.5	1 924.6
4 - Semi urgent	no.	903.8	668.5	470.7	299.9	163.2	65.8	48.8	70.4	2 691.2
5 - Non urgent	no.	344.3	201.0	90.1	44.1	29.1	15.2	14.3	15.6	753.8
Total	no.	2 035.8	1 432.7	1 134.1	600.6	373.7	141.6	106.8	132.6	5 958.0
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	83.7	83.7	87.6	85.6	86.1	90.1	86.7	74.9	85.0
2 - Emergency	%	48.1	46.0	52.6	39.4	49.9	55.0	40.8	42.1	47.6
3 - Urgent	%	34.6	34.6	36.2	25.6	36.3	35.8	30.5	26.4	34.0
4 - Semi urgent	%	19.2	14.4	15.7	9.3	14.5	13.9	12.3	11.0	15.5
5 - Non urgent	%	5.7	2.4	4.0	2.1	6.1	2.5	2.7	3.5	4.2
Total	%	24.2	21.9	27.2	17.7	26.5	24.0	19.7	16.9	23.5

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2008-09										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	10.5	7.5	7.4	4.1	3.9	0.6	0.4	0.6	35.0
2 - Emergency	no.	76.5	53.0	54.4	23.8	20.9	4.9	3.7	3.5	240.6
3 - Urgent	no.	206.8	135.3	152.6	43.7	45.7	15.7	9.3	9.2	618.2
4 - Semi urgent	no.	170.8	90.2	74.7	28.1	22.6	9.2	5.6	7.3	408.5
5 - Non urgent	no.	20.3	5.0	4.0	1.2	1.4	0.4	0.4	0.6	33.2
Total	no.	485.3	291.1	293.0	100.8	94.5	30.7	19.5	21.1	1 335.9
Total number of emergency presentations										
1 - Resuscitation	no.	12.6	9.1	8.4	4.8	4.5	0.7	0.5	0.8	41.5
2 - Emergency	no.	158.7	113.4	101.6	59.0	41.7	8.8	9.4	8.5	501.2
3 - Urgent	no.	602.7	398.9	413.9	169.2	124.9	42.6	31.1	36.6	1 819.9
4 - Semi urgent	no.	881.4	635.7	465.2	286.4	157.1	64.8	44.9	67.9	2 603.5
5 - Non urgent	no.	349.5	198.3	101.9	47.0	29.2	12.7	15.9	15.4	769.9
Total	no.	2 007.9	1 358.2	1 091.1	566.4	357.4	130.1	101.9	129.2	5 742.1
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	82.8	82.9	87.1	85.8	85.6	90.1	84.4	72.3	84.3
2 - Emergency	%	48.2	46.7	53.5	40.3	50.2	55.0	39.3	41.3	48.0
3 - Urgent	%	34.3	33.9	36.9	25.8	36.6	36.7	29.8	25.1	34.0
4 - Semi urgent	%	19.4	14.2	16.1	9.8	14.4	14.1	12.5	10.7	15.7
5 - Non urgent	%	5.8	2.5	3.9	2.5	4.7	2.8	2.7	3.8	4.3
Total	%	24.2	21.4	26.9	17.8	26.4	23.6	19.1	16.3	23.3

TABLE 11A.4

Table 11A.4 Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2007-08										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	10.1	7.1	6.3	3.8	3.8	0.7	0.4	0.6	32.8
2 - Emergency	no.	74.3	50.2	47.4	22.3	20.1	5.0	2.9	2.9	225.2
3 - Urgent	no.	204.2	132.1	136.4	40.2	44.9	14.7	8.8	8.5	589.9
4 - Semi urgent	no.	165.2	89.8	74.0	27.5	24.3	8.8	4.6	7.0	401.1
5 - Non urgent	no.	18.7	5.4	4.1	1.3	1.5	0.3	0.3	0.8	32.5
Total	no.	472.9	284.7	268.2	95.1	94.7	29.5	17.1	19.8	1 282.0
Total number of emergency presentations										
1 - Resuscitation	no.	12.4	8.6	7.1	4.5	4.5	0.8	0.5	0.8	39.1
2 - Emergency	no.	155.5	107.0	86.5	55.5	40.8	9.4	7.7	7.4	469.7
3 - Urgent	no.	603.8	389.0	350.0	160.1	125.4	41.7	31.8	36.1	1 737.7
4 - Semi urgent	no.	864.0	632.8	415.8	292.9	169.2	62.3	44.6	65.2	2 546.8
5 - Non urgent	no.	324.6	212.7	89.6	47.8	24.7	10.3	13.9	15.6	739.1
Total	no.	1 962.5	1 352.1	948.9	560.7	364.5	124.9	98.4	125.1	5 537.2
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.9	83.3	88.5	83.7	85.2	88.8	81.1	75.6	84.0
2 - Emergency	%	47.8	46.9	54.8	40.3	49.3	53.8	38.1	38.6	47.9
3 - Urgent	%	33.8	34.0	39.0	25.1	35.8	35.3	27.7	23.6	33.9
4 - Semi urgent	%	19.1	14.2	17.8	9.4	14.4	14.1	10.4	10.7	15.8
5 - Non urgent	%	5.8	2.5	4.6	2.7	6.3	2.7	2.5	5.2	4.4
Total	%	24.1	21.1	28.3	17.0	26.0	23.6	17.4	15.8	23.2
2006-07										
Emergency department patients who arrived by ambulance, air ambulance, or helicopter										
1 - Resuscitation	no.	9.8	6.8	5.4	–	–	–	–	–	31.8
2 - Emergency	no.	70.2	46.4	41.2	20.9	19.7	5.0	–	–	208.6
3 - Urgent	no.	193.9	123.4	123.7	38.8	43.2	14.2	8.6	9.3	555.1
4 - Semi urgent	no.	153.2	87.1	71.7	27.0	21.1	8.4	–	7.0	380.1

TABLE 11A.4

Table 11A.4 **Emergency department patients who arrived by ambulance, air ambulance, or helicopter, by triage category (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
5 - Non urgent	no.	16.9	5.5	–	–	–	–	–	–	29.6
Total	no.	444.2	269.2	245.5	91.6	89.1	28.8	16.4	20.7	1 205.4
Total number of emergency presentations										
1 - Resuscitation	no.	12.0	8.0	6.1	–	–	–	–	–	37.6
2 - Emergency	no.	149.2	98.3	74.5	52.2	41.5	9.0	6.6	6.5	437.8
3 - Urgent	no.	585.7	368.2	320.1	151.5	125.1	38.7	31.4	34.2	1 655.0
4 - Semi urgent	no.	827.1	612.2	404.0	267.9	166.8	59.6	46.2	62.5	2 446.3
5 - Non urgent	no.	302.0	216.0	82.7	48.1	17.1	10.7	11.5	18.5	706.6
Total	no.	1 876.6	1 305.1	888.1	524.0	355.3	119.5	96.3	122.6	5 287.5
Per cent of emergency department patients who arrived by ambulance, air ambulance or helicopter										
1 - Resuscitation	%	81.5	85.3	88.2	82.9	86.7	90.4	84.8	82.3	84.5
2 - Emergency	%	47.0	47.1	55.4	40.0	47.5	55.7	36.4	43.3	47.6
3 - Urgent	%	33.1	33.5	38.6	25.6	34.6	36.7	27.2	27.3	33.5
4 - Semi urgent	%	18.5	14.2	17.7	10.1	12.7	14.1	10.1	11.2	15.5
5 - Non urgent	%	5.6	2.5	4.2	2.9	5.6	2.2	2.0	4.8	4.2
Total	%	23.7	20.6	27.6	17.5	25.1	24.1	17.0	16.9	22.8

(a) Data represent the 78 per cent of emergency department presentations for which patient level data were available. Data include all presentations.

(b) 2015-16: Excludes data for the ACT which were not available at the time of publication.

na Not available. – Nil or rounded to zero.

Source: AIHW 2016, *Emergency department care 2015–16: Australian hospital statistics, Table 4.2*. Health services series no. 72. Cat. no. HSE 182.

TABLE 11A.5

Table 11A.5 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Salaried personnel										
Ambulance operatives	%	83.2	78.0	88.1	64.9	75.8	81.5	76.0	76.2	80.6
Ambulance operatives	FTE	3 525	3 208	3 656	945	982	320	183	154	12 971
Patient transport officers	FTE	1	58	184	124	57	17	10	17	468
Students and base level ambulance officers	FTE	259	352	12	131	35	23	–	–	812
Qualified ambulance officers	FTE	2 904	2 704	3 006	602	738	249	144	88	10 434
Clinical other	FTE	53	13	–	1	48	1	–	–	117
Communications operatives	FTE	308	81	454	87	103	29	29	49	1 140
Operational support personnel	FTE	454	522	226	205	155	48	31	16	1 656
Corporate support personnel	FTE	260	385	269	305	158	25	27	32	1 460
Total salaried personnel	FTE	4 238	4 114	4 151	1 455	1 295	392	241	202	16 087
Per 100 000 people										
Students and base level ambulance officers	FTE	3.4	5.9	0.2	5.0	2.1	4.4	–	–	3.4
Qualified ambulance officers	FTE	37.9	45.1	62.5	23.1	43.4	48.2	36.7	35.9	43.6
Total	FTE	41.2	51.0	62.8	28.2	45.4	52.6	36.7	35.9	47.0
Volunteers										
Ambulance operatives	no.	122	723	138	3 178	1 300	513	–	38	6 012
Operational / corporate support	no.	28	–	1	–	141	–	–	–	170
Total volunteers	no.	150	723	139	3 178	1 441	513	–	38	6 182
Community first responders	no.	256	357	156	1 669	44	42	–	96	2 620
2014-15										
Salaried personnel										
Ambulance operatives	%	85.0	76.7	87.9	67.0	76.0	79.4	74.5	75.2	81.0
Ambulance operatives	FTE	3 809	3 092	3 540	932	970	292	179	121	12 935
Patient transport officers	FTE	218	61	175	102	53	19	14	8	650
Students and base level ambulance officers	FTE	395	378	21	123	35	17	–	25	994
Qualified ambulance officers	FTE	2 794	2 566	2 902	621	727	229	140	67	10 045

TABLE 11A.5

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Clinical other	FTE	62	15	–	1	55	1	–	–	134
Communications operatives	FTE	340	71	442	86	101	26	25	21	1 112
Operational support personnel	FTE	411	513	223	180	153	52	34	19	1 586
Corporate support personnel	FTE	261	425	266	279	152	23	27	21	1 455
Total salaried personnel	FTE	4 481	4 030	4 029	1 392	1 276	367	240	161	15 976
Per 100 000 people										
Students and base level ambulance officers	FTE	5.2	6.4	0.4	4.8	2.1	3.3	–	10.2	4.2
Qualified ambulance officers	FTE	36.9	43.6	61.1	24.1	43.0	44.4	36.0	27.4	42.5
Total	FTE	42.1	50.0	61.5	28.8	45.0	47.7	36.0	37.7	46.7
Volunteers										
Ambulance operatives	no.	122	670	176	2 968	1 251	568	–	–	5 755
Operational / corporate support	no.	28	–	1	na	192	na	na	na	221
Total volunteers	no.	150	670	177	2 968	1 443	568	–	–	5 976
Community first responders	no.	256	404	171	200	44	47	na	na	1 122
2013-14										
Salaried personnel										
Ambulance operatives	%	85.7	79.1	88.0	67.1	75.8	79.3	76.8	74.8	81.8
Ambulance operatives	FTE	3 754	3 064	3 415	889	954	302	189	119	12 686
Patient transport officers	FTE	209	60	172	74	46	19	9	8	598
Students and base level ambulance officers	FTE	472	398	105	181	54	34	10	23	1 277
Qualified ambulance officers	FTE	2 714	2 527	2 690	552	715	221	146	66	9 631
Clinical other	FTE	53	12	–	1	44	2	–	–	112
Communications operatives	FTE	307	66	448	81	95	26	23	22	1 068
Operational support personnel	FTE	382	412	214	165	159	43	36	19	1 429
Corporate support personnel	FTE	245	396	253	271	146	36	22	21	1 389
Total salaried personnel	FTE	4 382	3 872	3 882	1 324	1 259	381	246	159	15 503
Per 100 000 people										
Students and base level ambulance officers	FTE	6.3	6.9	2.2	7.1	3.2	6.6	2.6	9.5	5.5

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Qualified ambulance officers	FTE	36.3	43.6	57.3	21.7	42.6	43.0	38.1	27.2	41.3
Total	FTE	42.7	50.5	59.6	28.7	45.8	49.6	40.7	36.7	46.8
Volunteers										
Ambulance operatives	no.	109	674	122	3 050	1 283	511	–	–	5 749
Operational / corporate support	no.	35	–	–	–	188	–	–	–	223
Total volunteers	no.	144	674	122	3 050	1 471	511	–	–	5 972
Community first responders	no.	241	422	201	1 502	45	45	–	–	2 456
2012-13										
Salaried personnel										
Ambulance operatives	%	85.6	80.2	86.3	68.8	75.3	77.5	77.9	76.2	81.8
Ambulance operatives	FTE	3 715	2 940	3 346	877	960	285	190	131	12 444
Patient transport officers	FTE	226	59	179	83	57	19	11	7	642
Students and base level ambulance officers	FTE	518	345	234	220	53	31	28	46	1 475
Qualified ambulance officers	FTE	2 599	2 453	2 504	481	724	207	129	56	9 152
Clinical other	FTE	53	16	1	1	35	2	–	–	107
Communications operatives	FTE	318	67	428	92	92	27	22	22	1 068
Operational support personnel	FTE	383	340	229	182	163	49	32	20	1 399
Corporate support personnel	FTE	244	387	303	216	152	34	22	21	1 378
Total salaried personnel	FTE	4 342	3 667	3 878	1 275	1 274	368	244	172	15 220
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	6.1	5.1	8.9	3.2	6.0	7.4	19.4	6.4
Qualified ambulance officers	FTE	35.4	43.2	54.3	19.4	43.5	40.3	33.9	23.6	40.0
Total	FTE	42.4	49.3	59.4	28.3	46.7	46.3	41.3	43.1	46.4
Volunteers										
Ambulance operatives	no.	100	603	115	2 881	1 282	557	–	–	5 538
Operational / corporate support	no.	26	–	–	364	192	–	–	–	582
Total volunteers	no.	126	603	115	3 245	1 474	557	–	–	6 120
Community first responders	no.	208	411	242	1 368	46	48	–	–	2 323

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
2011-12										
Salaried personnel										
Ambulance operatives	%	84.9	82.1	84.3	69.8	75.1	78.1	75.7	81.4	81.8
Ambulance operatives	FTE	3 702	2 831	3 284	786	909	279	170	136	12 095
Patient transport officers	FTE	219	63	182	67	52	19	13	8	622
Students and base level ambulance officers	FTE	510	283	352	193	74	33	26	55	1 527
Qualified ambulance officers	FTE	2 601	2 421	2 326	441	655	197	109	51	8 801
Clinical other	FTE	53	12	–	–	39	3	–	–	107
Communications operatives	FTE	319	52	424	84	89	27	21	22	1 039
Operational support personnel	FTE	389	262	301	156	164	47	30	12	1 362
Corporate support personnel	FTE	269	356	310	184	137	31	24	19	1 331
Total salaried personnel	FTE	4 360	3 449	3 895	1 126	1 210	357	224	167	14 788
Per 100 000 people										
Students and base level ambulance officers	FTE	7.0	5.1	7.8	8.1	4.5	6.4	7.0	23.7	6.8
Qualified ambulance officers	FTE	35.9	43.4	51.5	18.5	39.8	38.5	29.4	21.9	39.1
Total	FTE	42.9	48.5	59.3	26.6	44.3	45.0	36.4	45.6	45.9
Volunteers										
Ambulance operatives	no.	285	505	118	2 704	1 255	488	–	–	5 355
Operational / corporate support	no.	23	–	–	452	182	–	–	–	657
Total volunteers	no.	308	505	118	3 156	1 437	488	–	–	6 012
Community first responders	no.	198	411	236	750	37	38	–	–	1 670
2010-11										
Salaried personnel										
Ambulance operatives	%	86.3	80.4	82.9	70.8	74.1	77.9	80.0	78.1	81.5
Ambulance operatives	FTE	3 693	2 654	3 196	706	930	272	151	121	11 723
Patient transport officers	FTE	226	61	176	73	81	19	11	7	653
Students and base level ambulance officers	FTE	611	265	419	149	66	57	24	44	1 635
Qualified ambulance officers	FTE	2 491	2 201	2 177	410	648	168	99	51	8 244

TABLE 11A.5

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Clinical other	FTE	58	17	1	2	45	1	–	–	124
Communications operatives	FTE	307	110	423	72	91	27	17	19	1 067
Operational support personnel	FTE	303	284	309	139	171	46	17	15	1 284
Corporate support personnel	FTE	286	363	348	152	155	31	21	19	1 374
Total salaried personnel	FTE	4 281	3 301	3 853	997	1 256	349	189	155	14 381
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	4.8	9.4	6.4	4.0	11.2	6.6	19.1	7.4
Qualified ambulance officers	FTE	34.7	40.0	49.1	17.7	39.7	32.9	27.2	22.1	37.2
Total	FTE	43.2	44.9	58.5	24.1	43.7	44.1	33.7	41.3	44.6
Volunteers										
Ambulance operatives	no.	303	460	132	2 882	1 127	457	–	–	5 361
Operational / corporate support	no.	23	–	–	287	182	–	–	–	492
Total volunteers	no.	326	460	132	3 169	1 309	457	–	–	5 853
Community first responders	no.	212	483	224	576	43	67	–	–	1 605
2009-10										
Salaried personnel										
Ambulance operatives	%	86.4	81.3	82.9	70.0	77.1	80.3	80.4	79.7	82.2
Ambulance operatives	FTE	3 563	2 588	3 118	599	900	255	134	126	11 284
Patient transport officers	FTE	190	60	179	35	110	6	8	2	591
Students and base level ambulance officers	FTE	601	322	567	115	84	62	15	48	1 814
Qualified ambulance officers	FTE	2 422	2 102	1 979	399	617	162	98	58	7 837
Clinical other	FTE	54	11	1	2	9	1	–	–	77
Communications operatives	FTE	298	93	392	48	80	24	13	18	965
Operational support personnel	FTE	285	262	301	119	102	39	18	15	1 141
Corporate support personnel	FTE	276	333	340	138	165	24	15	17	1 307
Total salaried personnel	FTE	4 125	3 182	3 759	856	1 167	318	167	158	13 732
Per 100 000 people										
Students and base level ambulance officers	FTE	8.5	5.9	13.0	5.1	5.2	12.2	4.2	21.1	8.3

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Qualified ambulance officers	FTE	34.1	38.8	45.3	17.6	38.1	32.1	27.5	25.5	35.8
Total	FTE	42.6	44.7	58.3	22.7	43.3	44.3	31.7	46.5	44.1
Volunteers										
Ambulance operatives	no.	226	489	136	2 577	1 219	508	–	20	5 175
Operational / corporate support	no.	–	–	–	241	166	–	–	6	413
Total volunteers	no.	226	489	136	2 818	1 385	508	–	26	5 588
Community first responders	no.	140	474	192	559	38	62	–	–	1 465
2008-09										
Salaried personnel										
Ambulance operatives	%	86.3	82.0	82.8	69.7	76.3	82.4	81.1	73.8	82.1
Ambulance operatives	FTE	3 464	2 506	2 988	590	869	229	128	135	10 909
Patient transport officers	FTE	160	64	175	40	89	6	9	2	545
Students and base level ambulance officers	FTE	625	452	613	132	100	53	25	46	2 045
Qualified ambulance officers	FTE	2 340	1 877	1 819	378	592	151	81	69	7 306
Clinical other	FTE	48	10	1	4	11	–	–	–	74
Communications operatives	FTE	291	104	380	37	76	19	14	18	939
Operational support personnel	FTE	295	199	304	110	104	30	18	30	1 091
Corporate support personnel	FTE	254	352	317	147	166	19	12	18	1 283
Total salaried personnel	FTE	4 013	3 057	3 608	848	1 138	278	158	183	13 283
Per 100 000 people										
Students and base level ambulance officers	FTE	8.9	8.5	14.3	6.0	6.2	10.6	7.1	20.7	9.5
Qualified ambulance officers	FTE	33.4	35.3	42.5	17.1	37.1	30.0	23.0	31.0	34.0
Total	FTE	42.3	43.8	56.9	23.1	43.3	40.6	30.1	51.7	43.5
Volunteers										
Ambulance operatives	no.	205	494	188	2 310	1 268	574	–	12	5 051
Operational / corporate support	no.	–	–	–	256	234	–	–	1	491
Total volunteers	no.	205	494	188	2 566	1 502	574	–	13	5 542
Community first responders	no.	85	490	231	471	34	34	–	–	1 345

TABLE 11A.5

Table 11A.5 Ambulance service organisations' human resources (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
2007-08										
Salaried personnel										
Ambulance operatives	%	86.3	82.5	81.0	71.9	75.0	81.9	83.5	81.5	81.9
Ambulance operatives	FTE	3 262	2 264	2 738	561	799	226	129	132	10 110
Patient transport officers	FTE	142	55	186	43	81	2	13	1	525
Students and base level ambulance officers	FTE	595	321	565	130	86	73	17	50	1 837
Qualified ambulance officers	FTE	2 189	1 769	1 651	349	554	132	92	64	6 799
Clinical other	FTE	47	5	1	–	9	–	–	–	62
Communications operatives	FTE	289	113	336	39	69	19	7	17	888
Operational support personnel	FTE	284	164	332	116	92	32	16	11	1 047
Corporate support personnel	FTE	232	317	312	103	175	18	9	19	1 186
Total salaried personnel	FTE	3 778	2 745	3 382	780	1 065	276	154	162	12 344
Per 100 000 people										
Students and base level ambulance officers	FTE	8.6	6.2	13.6	6.1	5.4	14.7	4.9	23.1	8.7
Qualified ambulance officers	FTE	31.8	34.0	39.7	16.3	35.1	26.6	26.7	29.5	32.3
Total	FTE	40.4	40.2	53.3	22.4	40.5	41.3	31.7	52.6	41.1
Volunteers										
Ambulance operatives	no.	163	437	225	1 889	1 285	507	–	9	4 515
Operational / corporate support	no.	–	–	–	1 071	249	–	–	1	1 321
Total volunteers	no.	163	437	225	2 960	1 534	507	–	10	5 836
Community first responders	no.	39	516	188	–	2	34	–	–	779
2006-07										
Salaried personnel										
Ambulance operatives	%	86.3	83.0	77.6	71.1	73.8	81.7	79.1	74.9	80.9
Ambulance operatives	FTE	3 194	2 147	2 481	524	725	215	105	100	9 491
Patient transport officers	FTE	148	53	163	43	87	2	10	1	506
Students and base level ambulance officers	FTE	530	354	500	45	80	55	8	20	1 592
Qualified ambulance officers	FTE	2 212	1 641	1 511	400	504	139	78	63	6 548

Table 11A.5 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Clinical other	FTE	33	–	1	–	–	–	–	–	34
Communications operatives	FTE	271	100	306	36	54	19	9	16	811
Operational support personnel	FTE	278	169	227	72	82	32	10	16	887
Corporate support personnel	FTE	229	272	489	141	176	16	18	18	1 358
Total salaried personnel	FTE	3 701	2 589	3 197	737	983	263	133	134	11 736
Per 100 000 people										
Students and base level ambulance officers	FTE	7.8	6.9	12.3	2.2	5.1	11.2	2.4	9.5	7.7
Qualified ambulance officers	FTE	32.6	32.2	37.3	19.3	32.3	28.2	23.1	29.9	31.7
Total	FTE	40.4	39.1	49.6	21.4	37.4	39.4	25.4	39.3	39.5
Volunteers										
Ambulance operatives	no.	121	897	416	1 938	1 377	507	–	9	5 265
Operational / corporate support	no.	–	–	–	901	242	–	–	1	1 144
Total volunteers	no.	121	897	416	2 839	1 619	507	–	10	6 409
Community first responders	no.	na	na	na	na	na	na	na	na	na

FTE – Full time equivalent.

- (a) Data prior to 2007-08 may not be comparable with later years. Data prior to 2007-08 volunteer data were categorised into volunteers with transport capability and first responders with no transport capability. Community first responders are reported separately from 2007-08.
- (b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.
- (c) From 2007-08 operational support staff include community service operatives previously reported under corporate support staff.
- (d) Jurisdiction notes:

NSW: In 2015-16, the non-emergency patient transport service staff moved out of NSW Ambulance to another section of NSW Health.

In 2015-16, NSW Ambulance moved to a new payroll system. The June 2015 FTE was based on contracted FTE and was classified according to the position held by the employee. In June 2016 the FTE was based on FTE calculated from the final payroll of the financial year. The classification is based on the employee's award and not the role they perform.

Vic: Data on volunteers includes some remunerated volunteers. These volunteers were remunerated for some time (usually response), but not for other time (usually on-call time).

WA: Operational and corporate support volunteers are the total of volunteers who perform a support role and do not undertake ambulance rosters. The reduction in this number in 2008-09 compared with earlier years has resulted from an improvement in the volunteer records system. Prior to 2008-09, the comparatively high number of volunteers in the operational and corporate support category arises from including staff involved in the provision of the public First Aid services division which accounts for 45.7 FTE of corporate personnel.

Table 11A.5 **Ambulance service organisations' human resources (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
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ACT: 2012-13 human resources include direct staffing within the ACT Ambulance Service. Indirect staffing from the umbrella department and supporting services including Shared Services has been reported based on an attribution model.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

TABLE 11A.6

This page has been changed since an earlier version of the Report. See errata at <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/ambulance-services>

Table 11A.6 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Operational workforce, by age group										
Under 30 years of age	no.	650	1 018	1 013	212	222	70	26	44	3 255
30–39 years of age	no.	972	1 017	881	370	335	93	45	68	3 781
40–49 years of age	no.	1 191	847	1 081	335	318	104	79	57	4 012
50–59 years of age	no.	817	685	605	169	259	62	39	27	2 663
60 or over years of age	no.	146	173	157	30	51	17	7	4	585
Total operational workforce	no.	3 776	3 740	3 737	1 116	1 185	346	196	200	14 296
Operational workforce under 50 years	%	74.5	75.5	79.6	82.2	73.8	77.2	76.5	84.5	77.3
Total operational workforce	FTE	3 635	3 547	3 327	968	1 000	330	182	200	13 189
Operational workforce, attrition	FTE	131	121	85	29	17	14	7	27	431
Operational workforce, attrition	%	3.6	3.4	2.6	3.0	1.7	4.1	3.8	13.5	3.3
2014-15										
Operational workforce, by age group										
Under 30 years of age	no.	589	1 033	922	216	229	62	30	20	3 101
30–39 years of age	no.	1 078	895	892	389	321	92	53	46	3 766
40–49 years of age	no.	1 174	837	1 091	383	320	85	76	42	4 008
50–59 years of age	no.	777	667	578	206	237	70	34	15	2 584
60 or over years of age	no.	138	145	146	44	45	12	5	4	539
Total operational workforce	no.	3 756	3 577	3 629	1 238	1 152	321	198	127	13 998
Operational workforce under 50 years	%	75.6	77.3	80.0	79.8	75.5	74.5	80.3	85.0	78.6
Total operational workforce	FTE	3 868	3 425	3 222	944	990	307	180	113	13 048
Operational workforce, attrition	FTE	154	147	83	32	26	19	5	na	465
Operational workforce, attrition	%	4.0	4.3	2.6	3.3	2.6	6.2	2.8	na	3.6

Table 11A.6 Ambulance service organisations' human resources, operational workforce, by age group and attrition

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013-14										
Operational workforce, by age group										
Under 30 years of age	no.	621	984	790	186	246	65	35	26	2 953
30–39 years of age	no.	1 129	852	875	316	328	84	47	41	3 672
40–49 years of age	no.	1 156	856	1 040	307	336	85	70	46	3 896
50–59 years of age	no.	727	629	576	111	225	79	34	19	2 399
60 or over years of age	no.	120	125	136	24	44	18	4	2	473
Total operational workforce	no.	3 752	3 446	3 417	944	1 179	331	190	134	13 393
Operational workforce under 50 years	%	77.5	78.1	79.2	85.7	77.2	70.7	80.0	84.3	79.1
Total operational workforce	FTE	3 798	3 312	3 082	900	978	314	190	110	12 683
Operational workforce, attrition	FTE	150	139	119	20	17	8	3	–	457
Operational workforce, attrition	%	3.9	4.2	3.9	2.2	1.7	2.5	1.6	–	3.6
2012-13										
Operational workforce, by age group										
Under 30 years of age	no.	646	841	762	193	280	82	40	34	2 878
30–39 years of age	no.	1 134	800	936	323	319	92	41	40	3 685
40–49 years of age	no.	1 205	839	1 065	285	326	80	79	33	3 912
50–59 years of age	no.	712	638	554	101	223	63	27	12	2 330
60 or over years of age	no.	117	127	128	25	37	8	2	2	446
Total operational workforce	no.	3 814	3 245	3 445	927	1 185	325	190	121	13 252
Operational workforce under 50 years	%	78.3	76.4	80.2	86.4	78.1	78.2	84.7	88.4	78.8
Total operational workforce	FTE	3 778	3 127	3 029	880	993	304	190	121	12 422
Operational workforce, attrition	FTE	207	136	114	42	14	7	5	6	531
Operational workforce, attrition	%	5.5	4.3	3.8	4.8	1.4	2.3	2.6	5.0	4.3
2011-12										
Operational workforce, by age group										
Under 30 years of age	no.	549	769	689	178	290	69	29	35	2 608

Table 11A.6 Ambulance service organisations' human resources, operational workforce, by age group and attrition

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
30–39 years of age	no.	1 138	751	972	299	362	98	46	39	3 705
40–49 years of age	no.	1 275	817	1 093	263	375	88	68	41	4 020
50–59 years of age	no.	757	607	511	96	243	71	25	10	2 320
60 or over years of age	no.	142	120	126	20	46	8	2	2	466
Total operational workforce	no.	3 861	3 064	3 391	856	1 316	334	170	127	13 119
Operational workforce under 50 years	%	76.7	76.3	81.2	86.4	78.0	76.3	83.9	90.6	79.2
Total operational workforce	FTE	3 868	3 030	2 995	824	873	321	170	127	na
Operational workforce, attrition	FTE	246	133	80	54	23	15	7	–	na
Operational workforce, attrition	%	6.4	4.4	2.7	6.5	2.6	4.7	4.1	–	na
2010-11										
Operational workforce, by age group										
Under 30 years of age	no.	630	728	539	134	221	67	26	32	2 377
30–39 years of age	no.	1 204	709	1 005	301	350	90	43	33	3 735
40–49 years of age	no.	1 182	791	1 019	251	392	76	67	34	3 812
50–59 years of age	no.	652	568	487	100	270	65	22	5	2 169
60 or over years of age	no.	121	96	122	20	60	12	2	3	436
Total operational workforce	no.	3 789	2 892	3 172	806	1 293	310	160	107	12 529
Operational workforce under 50 years	%	79.6	77.0	80.8	85.1	74.5	75.2	85.0	92.5	80.6
Total operational workforce	FTE	3 778	2 861	2 906	748	891	314	153	na	11 650
Operational workforce, attrition	FTE	190	149	85	45	24	7	7	na	507
Operational workforce, attrition	%	5.0	5.2	2.9	6.0	2.6	2.2	4.6	na	4.4
2009-10										
Operational workforce, by age group										
Under 30 years of age	no.	590	670	542	99	222	61	15	31	2 230
30–39 years of age	no.	1 181	756	1 059	267	277	79	35	45	3 699
40–49 years of age	no.	1 174	766	961	220	275	74	60	30	3 560
50–59 years of age	no.	607	544	460	86	154	54	17	11	1 933

Table 11A.6 **Ambulance service organisations' human resources, operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
60 or over years of age	no.	112	75	99	19	32	5	2	2	346
Total operational workforce	no.	3 664	2 811	3 121	691	960	273	129	119	11 768
Operational workforce under 50 years	%	80.4	78.0	82.1	84.8	80.6	78.4	85.3	89.1	81.0
Total operational workforce	FTE	3 564	2 701	2 841	619	887	270	138	119	11 139
Operational workforce, attrition	FTE	141	114	105	38	11	11	10	22	451
Operational workforce, attrition	%	4.0	4.2	3.7	6.1	1.2	4.1	7.2	18.5	4.1
2008-09										
Operational workforce, by age group										
Under 30 years of age	no.	549	585	489	100	218	49	18	27	2 035
30–39 years of age	no.	1 178	755	1 040	266	284	81	47	63	3 714
40–49 years of age	no.	1 110	786	918	199	272	69	52	44	3 450
50–59 years of age	no.	609	510	421	77	132	47	18	14	1 828
60 or over years of age	no.	96	69	101	19	28	6	1	4	324
Total operational workforce	no.	3 542	2 705	2 969	661	934	252	136	152	11 351
Operational workforce under 50 years	%	80.1	78.6	82.4	85.5	82.9	79.0	86.0	88.2	81.0
Total operational workforce	FTE	3 460	2 561	2 729	614	857	238	130	122	10 711
Operational workforce, attrition	FTE	153	74	114	44	10	14	13	7	429
Operational workforce, attrition	%	4.4	2.9	4.2	7.2	1.1	5.9	10.0	5.7	4.0

FTE – Full time equivalent.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 11A.7 **Enrolments in accredited paramedic training courses (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Enrolments									
Total student enrolments	Number								
2015	922	2 282	2 335	453	432	106	281	..	6 811
2014	804	2 229	1 979	761	349	90	160	..	6 372
2013	736	2 043	1 796	671	417	100	108	..	5 871
Students enrolled in final year	Number								
2015	154	585	431	154	173	–	38	..	1 535
2014	134	413	302	269	99	–	36	..	1 253
2013	210	144	362	75	149	44	–	..	984
Enrolments per person in the population									
Total student enrolments	per million people in the population								
2015	121.0	384.3	488.6	174.8	254.3	205.2	719.1	..	286.4
2014	106.9	381.6	419.1	295.7	207.0	174.8	414.5	..	271.3
2013	99.4	356.1	385.5	266.6	249.6	194.9	281.7	..	253.8
Students enrolled in final year	per million people in the population								
2015	20.2	98.5	90.2	59.4	101.8	–	97.2	..	64.5
2014	17.8	70.7	63.9	104.5	58.7	–	93.3	..	53.3
2013	28.3	25.1	77.7	29.8	59.3	85.8	–	..	42.5

(a) Student enrolments are compiled by the Council of Ambulance Authorities, as administrative data from tertiary institutions participating in the Paramedic Education Programs Accreditation Scheme. The scheme is a voluntary program and as such might not represent all students enrolled in paramedic courses around Australia.

(b) Data are counted as the number of students enrolled as at 31 December for the completed course year.

(c) Population data used to derive rates are as at 30 June. Estimated Resident Population (ERP) data are preliminary. See chapter 2 (table 2A.1) for details.

(d) Jurisdiction notes:

NT: There are no higher education providers based in the NT that offer courses accredited by the Paramedic Education Programs Accreditation Scheme. Student paramedics employed by St John Ambulance NT study at Edith Cowan University in WA.

.. Not applicable. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.1).

Table 11A.8 Ambulance response locations, by staff type (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2015-16										
Ambulance response locations										
With paid staff only	no.	225	161	237	30	41	13	8	8	723
With mixed paid and volunteer staff	no.	5	72	–	15	3	17	–	–	112
With volunteer staff only	no.	13	27	29	146	71	20	–	–	306
Total	no.	243	260	266	191	115	50	8	8	1 141
Per 100 000 people										
With paid staff only	no.	2.9	2.7	4.9	1.2	2.4	2.5	2.0	3.3	3.0
With mixed paid and volunteer staff	no.	0.1	1.2	–	0.6	0.2	3.3	–	–	0.5
With volunteer staff only	no.	0.2	0.5	0.6	5.6	4.2	3.9	–	–	1.3
Total	no.	3.2	4.3	5.5	7.3	6.8	9.7	2.0	3.3	4.8
2014-15										
Ambulance response locations										
With paid staff only	no.	225	167	238	30	40	13	8	4	727
With mixed paid and volunteer staff	no.	5	71	–	15	3	16	–	3	102
With volunteer staff only	no.	13	27	28	151	68	21	–	2	332
Total	no.	243	265	266	196	111	50	8	9	1 148
Per 100 000 people										
With paid staff only	no.	3.0	2.8	5.0	1.2	2.4	2.5	2.1	1.6	3.1
With mixed paid and volunteer staff	no.	0.1	1.2	–	0.6	0.2	3.1	–	1.2	0.4
With volunteer staff only	no.	0.2	0.5	0.6	5.8	4.0	4.1	–	0.8	1.4
Total	no.	3.2	4.5	5.6	7.6	6.6	9.7	2.1	3.7	4.9
2013-14										

Table 11A.8 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Ambulance response locations										
With paid staff only	no.	223	168	237	30	40	12	8	4	715
With mixed paid and volunteer staff	no.	7	64	–	14	3	16	–	3	84
With volunteer staff only	no.	15	28	28	146	68	21	–	2	332
Total	no.	245	260	265	190	111	49	8	9	1 137
Per 100 000 people										
With paid staff only	no.	3.0	2.9	5.1	1.2	2.4	2.3	2.1	1.6	3.1
With mixed paid and volunteer staff	no.	0.1	1.1	–	0.5	0.2	3.1	–	1.2	0.4
With volunteer staff only	no.	0.2	0.5	0.6	5.7	4.1	4.1	–	0.8	1.4
Total	no.	3.3	4.5	5.6	7.4	6.6	9.5	2.1	3.7	4.9
2012-13										
Ambulance response locations										
With paid staff only	no.	224	166	242	30	42	12	7	4	714
With mixed paid and volunteer staff	no.	6	62	–	12	3	16	–	3	84
With volunteer staff only	no.	38	29	27	147	68	21	–	2	334
Total	no.	268	257	269	189	113	49	7	9	1 161
Per 100 000 people										
With paid staff only	no.	3.0	2.9	5.2	1.2	2.5	2.3	1.8	1.7	3.1
With mixed paid and volunteer staff	no.	0.1	1.1	–	0.5	0.2	3.1	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	5.9	4.1	4.1	–	0.8	1.5
Total	no.	3.6	4.5	5.8	7.6	6.8	9.6	1.8	3.8	5.1
2011-12										
Ambulance response locations										

Table 11A.8 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
With paid staff only	no.	223	159	239	30	42	11	7	4	714
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	38	28	27	147	69	21	–	2	334
Total	no.	267	230	266	189	114	49	7	9	1 131
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.3	1.3	2.6	2.1	1.9	1.7	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.3	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.2	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.1	5.9	7.9	6.9	9.6	1.9	3.9	5.0
2010-11										
Ambulance response locations										
With paid staff only	no.	222	162	238	30	41	10	7	4	696
With mixed paid and volunteer staff	no.	6	42	–	12	3	18	–	3	86
With volunteer staff only	no.	38	28	27	150	68	21	–	2	324
Total	no.	266	232	265	192	112	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	2.9	5.4	1.3	2.5	2.0	1.9	1.7	3.1
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.5	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.5	4.2	4.1	–	0.9	1.5
Total	no.	3.7	4.2	6.0	8.3	6.9	9.6	1.9	3.9	5.1
2009-10										
Ambulance response locations										
With paid staff only	no.	222	162	237	27	44	11	7	4	682

Table 11A.8 Ambulance response locations, by staff type (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	86
With volunteer staff only	no.	39	27	27	150	68	21	–	2	316
Total	no.	267	232	264	189	115	49	7	9	1 132
Per 100 000 people										
With paid staff only	no.	3.1	3.0	5.4	1.2	2.7	2.2	2.0	1.8	3.1
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.5	0.2	3.4	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.6	6.6	4.2	4.1	–	0.9	1.4
Total	no.	3.8	4.3	6.0	8.3	7.1	9.7	2.0	4.0	5.2
2008-09										
Ambulance response locations										
With paid staff only	no.	221	151	231	27	44	11	7	4	675
With mixed paid and volunteer staff	no.	6	49	–	12	2	14	–	3	81
With volunteer staff only	no.	36	24	28	145	66	23	–	2	333
Total	no.	263	224	259	184	112	48	7	9	1 106
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.4	1.2	2.8	2.2	2.0	1.8	3.1
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.5	0.1	2.8	–	1.3	0.4
With volunteer staff only	no.	0.5	0.5	0.7	6.6	4.1	4.6	–	0.9	1.6
Total	no.	3.8	4.2	6.1	8.3	7.0	9.6	2.0	4.0	5.2
2007-08										
Ambulance response locations										
With paid staff only	no.	217	148	231	25	42	10	7	2	670
With mixed paid and volunteer staff	no.	9	44	–	13	1	14	–	5	79

Table 11A.8 **Ambulance response locations, by staff type (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
With volunteer staff only	no.	24	26	28	146	68	23	–	1	329
Total	no.	250	218	259	184	111	47	7	8	1 084
Per 100 000 people										
With paid staff only	no.	3.2	2.8	5.6	1.2	2.7	2.0	2.0	0.9	3.2
With mixed paid and volunteer staff	no.	0.1	0.8	–	0.6	0.1	2.8	–	2.3	0.4
With volunteer staff only	no.	0.3	0.5	0.7	6.8	4.3	4.6	–	0.5	1.6
Total	no.	3.6	4.2	6.2	8.6	7.0	9.5	2.0	3.7	5.2
2006-07										
Ambulance response locations										
With paid staff only	no.	221	143	228	25	39	10	7	2	668
With mixed paid and volunteer staff	no.	5	44	–	12	1	14	–	5	69
With volunteer staff only	no.	18	27	49	147	68	23	–	1	338
Total	no.	244	214	277	184	108	47	7	8	1 089
Per 100 000 people										
With paid staff only	no.	3.3	2.8	5.6	1.2	2.5	2.0	2.1	0.9	3.2
With mixed paid and volunteer staff	no.	0.1	0.9	–	0.6	0.1	2.8	–	2.4	0.3
With volunteer staff only	no.	0.3	0.5	1.2	7.1	4.4	4.7	–	0.5	1.6
Total	no.	3.6	4.2	6.8	8.9	6.9	9.6	2.1	3.8	5.3

(a) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(b) Response locations data for 2007-08 reflect changes in the new data definition, which do not include first responder locations.

(c) Jurisdiction notes:

Vic: As of 2012-13, volunteer response locations that do not have a physical building present have also been included.

Qld: There are no mixed response locations in Queensland.

Table 11A.8 **Ambulance response locations, by staff type (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i> (c)	<i>Qld</i> (c)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
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ACT: There are no mixed or volunteer only response locations in the ACT.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0 (table 2A.2).

Table 11A.9 Ambulance assets (number) (a), (b)

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
2015-16									
Ambulance stations and locations									
Response locations	243	260	266	191	115	50	8	8	1 141
Communication centres	5	–	7	2	1	1	1	2	19
Other locations	61	34	51	178	24	6	4	2	360
Total	309	294	324	371	140	57	13	12	1 520
First responder locations									
Ambulance	8	55	24	1 264	10	5	–	1	1 367
Third party	26	72	–	–	14	4	–	–	116
Ambulances and other vehicles									
Ambulance general purpose	939	604	883	485	238	108	26	33	3 316
Patient transport vehicles	12	65	111	47	28	12	4	4	283
Operational support vehicles	304	292	232	40	98	33	12	8	1 019
Special operations vehicles	90	20	18	5	40	3	–	7	183
Administrative vehicles	66	108	40	77	22	3	1	6	323
Other vehicles	61	41	46	21	14	3	4	5	195
Total	1 472	1 130	1 330	675	440	162	47	63	5 319
2014-15									
Ambulance stations and locations									
Response locations	243	265	266	196	111	50	8	–	1 139
Communication centres	5	na	7	1	1	1	1	na	16
Other locations	61	32	51	183	21	6	4	–	358
Total	309	297	324	380	133	57	13	–	1 513
First responder locations									
Ambulance	8	57	24	970	10	5	na	na	1 074
Third party	26	73	–	na	13	4	na	na	116
Ambulances and other vehicles									

Table 11A.9 Ambulance assets (number) (a), (b)

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Ambulance general purpose	931	557	880	486	217	108	27	32	3 238
Patient transport vehicles	116	65	106	43	28	13	4	3	378
Operational support vehicles	394	310	220	43	145	28	11	3	1 154
Special operations vehicles	91	20	18	3	39	3	–	1	175
Administrative vehicles	59	135	39	73	19	3	1	6	335
Other vehicles	64	42	46	24	17	5	4	5	207
Total	1 655	1 129	1 309	672	465	160	47	50	5 487
2013-14									
Ambulance stations and locations									
Response locations	245	260	265	190	111	49	8	9	1 137
Communication centres	5	–	7	1	1	1	1	1	17
Other locations	61	32	51	176	21	6	4	2	353
Total	311	292	323	367	133	56	13	12	1 507
First responder locations									
Ambulance	7	58	26	751	8	5	–	–	855
Third party	22	73	–	–	14	4	–	–	113
Ambulances and other vehicles									
Ambulance general purpose	924	547	860	480	236	110	27	32	3 216
Patient transport vehicles	117	58	105	35	21	13	4	3	356
Operational support vehicles	298	313	203	35	93	28	11	12	993
Special operations vehicles	93	18	17	3	44	3	–	1	179
Administrative vehicles	69	144	34	73	22	4	1	6	353
Other vehicles	67	40	46	23	14	6	4	5	205
Total	1 568	1 120	1 265	649	430	164	47	59	5 302
2012-13									
Ambulance stations and locations									
Response locations	268	257	269	189	113	49	7	9	1 161

Table 11A.9 Ambulance assets (number) (a), (b)

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Communication centres	5	–	7	1	1	1	1	1	17
Other locations	60	28	51	175	21	6	4	2	347
Total	333	285	327	365	135	56	12	12	1 525
First responder locations									
Ambulance	16	58	29	456	8	5	–	–	572
Third party	6	74	–	–	12	4	–	–	96
Ambulances and other vehicles									
Ambulance general purpose	930	534	815	466	225	108	27	32	3 137
Patient transport vehicles	116	57	106	31	20	13	4	3	350
Operational support vehicles	306	316	210	32	87	31	11	12	1 005
Special operations vehicles	94	18	18	1	44	3	–	1	179
Administrative vehicles	70	146	40	66	22	5	1	6	356
Other vehicles	66	32	48	17	14	6	4	5	192
Total	1 582	1 103	1 237	613	412	166	47	59	5 219
2011-12									
Ambulance stations and locations									
Response locations	267	230	266	189	114	49	7	9	1 131
Communication centres	5	7	7	1	1	1	1	1	24
Other locations	60	34	25	177	23	6	4	1	330
Total	332	271	298	367	138	56	12	11	1 485
First responder locations									
Ambulance	16	31	30	254	8	4	–	–	343
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	914	527	816	448	226	108	25	31	3 095
Patient transport vehicles	122	57	105	29	15	14	4	3	349
Operational support vehicles	309	310	210	24	104	30	12	12	1 011

Table 11A.9 Ambulance assets (number) (a), (b)

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Special operations vehicles	94	16	18	11	15	3	–	1	158
Administrative vehicles	68	150	47	53	27	3	1	6	355
Other vehicles	67	32	48	22	12	6	4	5	196
Total	1 574	1 092	1 244	587	399	164	46	58	5 164
2010-11									
Ambulance stations and locations									
Response locations	266	232	265	192	112	49	7	9	1 132
Communication centres	5	9	7	1	1	1	1	1	26
Other locations	47	32	25	113	19	6	3	1	246
Total	318	273	297	306	132	56	11	11	1 404
First responder locations									
Ambulance	16	30	30	114	8	4	–	–	202
Third party	6	68	–	–	7	5	–	–	86
Ambulances and other vehicles									
Ambulance general purpose	909	523	804	442	214	108	20	31	3 051
Patient transport vehicles	116	53	110	26	18	13	3	3	342
Operational support vehicles	318	302	221	23	102	25	5	12	1 008
Special operations vehicles	91	15	16	11	15	3	–	1	152
Administrative vehicles	69	155	53	46	28	3	4	6	364
Other vehicles	66	33	57	20	12	6	4	5	203
Total	1 569	1 081	1 261	568	389	158	36	58	5 120
2009-10									
Ambulance stations and locations									
Response locations	267	232	264	189	115	49	7	9	1 132
Communication centres	5	10	7	1	1	1	1	1	27
Other locations	47	33	25	113	16	6	3	1	244
Total	319	275	296	303	132	56	11	11	1 403

Table 11A.9 Ambulance assets (number) (a), (b)

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
First responder locations									
Ambulance	13	30	27	87	5	4	–	–	166
Third party	5	68	–	–	8	3	–	–	84
Ambulances and other vehicles									
Ambulance general purpose	887	528	788	448	207	108	20	31	3 017
Patient transport vehicles	95	50	110	16	19	4	3	2	299
Operational support vehicles	371	298	216	12	95	23	4	9	1 028
Special operations vehicles	57	15	13	8	15	–	–	–	108
Administrative vehicles	48	146	54	44	36	2	2	9	341
Other vehicles	74	30	56	19	13	5	4	5	206
Total	1 532	1 067	1 237	547	385	142	33	56	4 999
2008-09									
Ambulance stations and locations									
Response locations	263	224	259	184	112	48	7	9	1 106
Communication centres	4	6	7	1	1	1	1	1	22
Other locations	46	31	25	113	16	2	3	1	237
Total	313	261	291	298	129	51	11	11	1 365
First responder locations									
Ambulance	8	28	28	88	5	4	–	–	na
Third party	13	68	–	–	6	3	–	–	90
Ambulances and other vehicles									
Ambulance general purpose	888	519	770	441	207	99	21	31	2 976
Patient transport vehicles	93	47	114	16	19	3	3	2	297
Operational support vehicles	357	260	204	13	91	22	9	9	965
Special operations vehicles	20	19	1	8	11	2	1	–	62
Administrative vehicles	46	140	46	45	36	2	2	9	326
Other vehicles	72	28	53	19	10	5	4	5	196

Table 11A.9 Ambulance assets (number) (a), (b)

	NSW (c)	Vic (c)	Qld	WA (c)	SA	Tas	ACT (c)	NT	Total
Total	1 476	1 013	1 188	542	374	133	40	56	4 822
2007-08									
Ambulance stations and locations									
Response locations	250	218	259	184	111	47	7	8	1 084
Communication centres	4	6	7	2	1	1	1	1	23
Other locations	52	32	25	113	16	2	3	–	243
Total	306	256	291	299	128	50	11	9	1 350
First responder locations									
Ambulance	5	29	28	na	5	3	–	–	na
Third party	–	68	–	–	6	–	–	–	na
Ambulances and other vehicles									
Ambulance general purpose	895	513	730	415	202	98	16	28	2 897
Patient transport vehicles	95	46	112	16	19	2	2	2	294
Operational support vehicles	340	237	200	10	78	22	9	9	905
Special operations vehicles	21	11	1	–	4	2	1	–	40
Administrative vehicles	48	142	46	43	35	2	2	8	326
Other vehicles	72	31	50	21	9	5	2	4	194
Total	1 471	980	1 139	505	347	131	32	51	4 656
2006-07									
Ambulance stations and locations									
Response locations	244	214	277	184	108	47	7	8	1 075
Communication centres	4	6	7	2	1	1	1	1	27
Other locations	44	52	34	113	17	2	3	–	262
Total	292	272	318	299	126	50	11	9	1 364
First responder locations									
Ambulance	na	na	na	na	na	na	na	na	na
Third party	na	na	na	na	na	na	na	na	na

Table 11A.9 **Ambulance assets (number) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i>	<i>Tas</i>	<i>ACT</i> (c)	<i>NT</i>	<i>Total</i>
Ambulances and other vehicles									
Ambulance general purpose	876	497	729	410	201	98	16	31	2 858
Patient transport vehicles	94	40	112	16	19	2	2	2	287
Operational support vehicles	300	226	169	8	69	22	11	10	815
Special operations vehicles	22	17	–	–	4	2	1	–	46
Administrative vehicles	51	127	46	44	37	2	–	5	312
Other vehicles	67	28	47	20	9	5	2	4	182
Total	1 410	935	1 103	498	339	131	32	52	4 500

(a) Differences in geography, topography and operational structures require different resourcing models across jurisdictions.

(b) Response locations data for 2007-08 and subsequent years reflect changes in the new data definition, which include first responder locations reported separately.

(c) Jurisdiction notes:

NSW: A volunteer ambulance service audit was undertaken in 2008-09 which has led to improved reporting of data for ambulance stations and locations.

Vic: General purpose ambulances exclude contractors' non-emergency vehicles and special operations vehicles include four fixed wing and three rotary wing aircraft under contract. In 2006-07 for the then Victorian Metropolitan Ambulance Service (MAS), two ambulances were excluded as they were loaned for student training purposes only and not used for responding.

WA: St John WA uses a number of country ambulance sub centres as training facility as well as the dedicated training facility in the metro area.

ACT: For 2006-07 the ESA provided shared HQ/Comcen, Fleet Workshop and Store/Logistics Centre to all four operational agencies (ambulance, urban fire, rural fire, and SES).

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 11A.10

Table 11A.10 **Air ambulance medical resources and expenditure (2015-16 dollars) (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i>
2015-16									
Total aircraft, operated by:									
State Ambulance Service									
Fixed wing no.	6	4	–	–	–	1	–	–	11
Helicopter no.	10	5	–	–	–	–	–	–	15
Other service providers									
Fixed wing no.	2	–	15	16	5	–	–	–	38
Helicopter no.	4	–	13	7	3	2	1	–	30
Total no.	22	9	28	23	8	3	1	–	94
Expenditure \$'000	124 722	64 274	–	2 134	–	5 138	690	–	196 958
2014-15									
Total aircraft, operated by:									
State Ambulance Service									
Fixed wing no.	6	4	–	–	–	1	–	–	11
Helicopter no.	10	5	–	–	–	–	–	–	15
Other service providers									
Fixed wing no.	2	–	16	16	5	–	–	–	39
Helicopter no.	4	–	12	4	2	2	1	–	25
Total no.	22	9	28	20	7	3	1	–	90
Expenditure \$'000	120 292	59 165	–	1 368	–	5 118	427	–	186 370
2013-14									
Total aircraft, operated by:									
State Ambulance Service									
Fixed wing no.	6	4	–	–	–	1	–	–	11
Helicopter no.	10	5	–	–	–	–	–	–	15
Other service providers									
Fixed wing no.	2	–	14	15	5	–	–	–	36

Table 11A.10 Air ambulance medical resources and expenditure (2015-16 dollars) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i>
Helicopter	no.	4	–	13	4	3	1	1	–	26
Total	no.	22	9	27	19	8	2	1	–	88
Expenditure	\$'000	110 294	58 489	–	1 703	13 428	5 225	561	621	190 320
2012-13										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	5	4	–	–	–	1	–	–	10
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	16	9	26	16	10	2	1	–	80
Expenditure	\$'000	102 104	58 754	–	1 271	13 497	4 443	633	629	181 331
2011-12										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	12	3	3	1	1	–	25
Total	no.	15	9	26	16	10	2	1	–	79
Expenditure	\$'000	96 804	68 570	–	1 305	9 585	4 114	630	639	181 647
2010-11										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9

Table 11A.10 **Air ambulance medical resources and expenditure (2015-16 dollars) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i>
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	13	7	–	–	–	35
Helicopter	no.	5	–	11	3	3	1	1	–	24
Total	no.	15	9	25	16	10	2	1	–	78
Expenditure	\$'000	90 303	53 040	–	1 427	–	4 151	653	–	149 573
2009-10										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	9	5	–	1	–	–	–	–	15
Other service providers										
Fixed wing	no.	–	–	13	13	7	–	–	–	33
Helicopter	no.	9	–	15	2	3	1	1	–	31
Total	no.	22	9	28	16	10	2	1	–	88
Expenditure	\$'000	92 052	41 746	–	1 514	–	4 089	652	–	140 053
2008-09										
Total aircraft, operated by:										
State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	5	5	–	–	–	–	–	–	10
Other service providers										
Fixed wing	no.	1	–	14	12	7	–	–	–	34
Helicopter	no.	5	–	14	1	3	1	1	–	25
Total	no.	15	9	28	13	10	2	1	–	78
Expenditure	\$'000	86 605	40 592	–	1 405	–	4 188	684	–	133 473

2007-08

Table 11A.10 **Air ambulance medical resources and expenditure (2015-16 dollars) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i>
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	4	4	–	–	–	–	–	–	8
Operated by other service providers										
Fixed wing	no.	1	–	13	11	7	–	–	6	38
Helicopter	no.	5	1	16	1	3	1	1	–	28
Total	no.	14	9	29	12	10	2	1	6	83
Expenditure	\$'000	76 633	33 487	–	572	–	4 603	736	–	116 031
2006-07										
Total aircraft										
Operated by State Ambulance Service										
Fixed wing	no.	4	4	–	–	–	1	–	–	9
Helicopter	no.	4	4	–	–	–	–	–	–	8
Operated by other service providers										
Fixed wing	no.	1	–	9	11	4	–	–	6	31
Helicopter	no.	5	2	13	1	3	1	1	–	26
Total	no.	14	10	22	12	7	2	1	6	74
Expenditure	\$'000	54 045	35 623	2 363	559	–	4 695	693	–	97 977

(a) These figures do not represent the total air ambulance medical expenditure for jurisdictions, but only that funded through ambulance services and reported as part of the total ambulance service expenditure.

(b) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 2A.48).

(c) Due to differences in definitions and counting rules, data reported may differ from data in agency annual reports and other sources.

(d) Totals may not add due to rounding.

(e) Jurisdiction notes:

WA and SA:

Table 11A.10 **Air ambulance medical resources and expenditure (2015-16 dollars) (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i>
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Fixed wing services are provided by the Royal Flying Doctor Service (RFDS).

Tas: Aircraft and pilot are provided by the RFDS under contract, aero medical crew are provided by the State.

NT: Fixed wing services are provided by the RFDS in central section, with Careflight providing rotary and fixed wing services in the 'top end' of the NT.

– Nil or rounded to zero.

Source: Council of Ambulance Authorities (unpublished).

TABLE 11A.11

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
Paramedic witnessed adult cardiac arrests											
2015-16	no.	187	260	246	117	59	63	24	5	961	961
2014-15	no.	116	284	238	96	81	na	36	9	na	860
2013-14	no.	174	438	230	86	35	na	30	8	na	1 001
2012-13	no.	na	435	267	58	83	na	26	8	na	877
2011-12	no.	na	397	340	67	73	11	19	6	na	913
2010-11	no.	na	407	355	59	98	13	10	na	na	942
2009-10	no.	na	364	291	39	74	30	8	na	na	806
2008-09	no.	262	357	278	58	104	17	12	na	na	1 088
2007-08	no.	246	323	299	49	65	16	8	17	1 023	1 023
2006-07	no.	191	246	292	36	84	na	3	9	na	861
Survival incidents											
2015-16	no.	91	130	124	32	27	17	11	2	434	434
2014-15	no.	62	142	107	29	32	na	23	5	na	400
2013-14	no.	79	202	106	29	11	na	11	3	na	441
2012-13	no.	na	214	137	27	26	na	9	1	na	414
2011-12	no.	na	196	150	29	28	3	12	1	na	419
2010-11	no.	na	190	143	21	51	4	3	na	na	412
2009-10	no.	na	174	104	12	30	14	3	na	na	337
2008-09	no.	70	154	94	19	45	9	4	na	na	395
2007-08	no.	83	131	99	14	31	5	4	11	378	378
2006-07	no.	71	98	93	8	44	na	1	3	na	318
Survival rate											
2015-16	%	48.7	50.0	50.4	27.4	45.8	27.0	45.8	40.0	45.2	45.2
2014-15	%	53.4	50.0	45.0	30.2	39.5	na	63.9	55.6	na	46.5
2013-14	%	45.4	46.1	46.1	33.7	31.4	na	36.7	37.5	na	44.1
2012-13	%	na	49.2	51.3	46.6	31.3	na	34.6	12.5	na	47.2
2011-12	%	na	49.4	44.1	43.3	38.4	27.3	63.2	16.7	na	45.9

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
2010-11	%	na	46.7	40.3	35.6	52.0	30.8	30.0	na	na	43.7
2009-10	%	na	47.8	35.7	30.8	40.5	46.7	37.5	na	na	41.8
2008-09	%	26.7	43.1	33.8	32.8	43.3	52.9	33.3	na	na	36.3
2007-08	%	33.7	40.6	33.1	28.6	47.7	31.3	50.0	64.7	37.0	37.0
2006-07	%	37.2	39.8	31.8	22.2	52.4	na	33.3	33.3	na	36.9
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
2015-16	no.	2 118	1 719	1 127	857	380	256	93	74	6 624	6 624
2014-15	no.	2 077	1 754	1 113	783	525	330	93	69	6 744	6 744
2013-14	no.	2 292	2 243	1 054	780	287	302	81	84	7 123	7 123
2012-13	no.	na	2 020	1 097	756	586	323	69	138	na	4 989
2011-12	no.	na	1 970	1 634	545	649	167	55	123	na	5 143
2010-11	no.	na	1 889	1 646	434	648	88	52	145	na	4 902
2009-10	no.	na	1 742	1 552	329	565	170	53	86	na	4 497
2008-09	no.	1 821	1 772	1 533	355	631	131	69	72	6 384	6 384
2007-08	no.	2 438	1 702	1 577	389	620	83	64	111	6 984	6 984
2006-07	no.	1 875	1 655	1 505	380	633	na	59	53	na	6 160
Survival incidents											
2015-16	no.	676	475	334	191	92	64	23	16	1 871	1 871
2014-15	no.	645	539	278	192	123	96	25	18	1 916	1 916
2013-14	no.	681	663	275	181	54	102	24	24	2 004	2 004
2012-13	no.	na	608	269	204	143	99	15	39	na	1 377
2011-12	no.	na	634	392	125	142	56	12	24	na	1 385
2010-11	no.	na	618	347	62	164	28	13	na	na	1 232
2009-10	no.	na	601	349	38	132	47	18	15	na	1 200
2008-09	no.	337	586	364	48	149	42	23	12	1 561	1 561
2007-08	no.	476	473	293	35	157	29	17	24	1 504	1 504
2006-07	no.	387	463	242	45	151	na	14	7	na	1 309

Survival rate

TABLE 11A.11

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
2015-16	%	31.9	27.6	29.6	22.3	24.2	25.0	24.7	21.6	28.2	28.2
2014-15	%	31.1	30.7	25.0	24.5	23.4	29.1	26.9	26.1	28.4	28.4
2013-14	%	29.7	29.6	26.1	23.2	18.8	33.8	29.6	28.6	28.1	28.1
2012-13	%	na	30.1	24.5	27.0	24.4	30.7	21.7	28.3	na	27.6
2011-12	%	na	32.2	24.0	22.9	21.9	33.5	21.8	19.5	na	26.9
2010-11	%	na	32.7	21.1	14.3	25.3	31.8	25.0	na	na	25.1
2009-10	%	na	34.5	22.5	11.6	23.4	27.6	34.0	17.4	na	26.7
2008-09	%	18.5	33.1	23.7	13.5	23.6	32.1	33.3	16.7	24.5	24.5
2007-08	%	19.5	27.8	18.6	9.0	25.3	34.9	26.6	21.6	21.5	21.5
2006-07	%	20.6	28.0	16.1	11.8	23.9	na	23.7	13.2	na	21.3
Adult VF/VT cardiac arrests (excluding paramedic witnessed)											
2015-16	no.	728	574	396	159	95	76	31	20	2 079	2 079
2014-15	no.	727	605	369	161	151	144	36	17	2 210	2 210
2013-14	no.	697	604	350	178	81	140	32	24	2 106	2 106
2012-13	no.	na	589	379	156	167	143	17	46	na	1 497
2011-12	no.	na	650	445	132	167	40	19	39	na	1 492
2010-11	no.	na	592	423	148	185	27	10	na	na	1 385
2009-10	no.	na	530	436	107	143	45	18	na	na	1 279
2008-09	no.	453	566	430	114	172	48	25	na	na	1 808
2007-08	no.	487	508	436	133	161	29	26	31	1 811	1 811
2006-07	no.	403	510	458	121	194	na	19	10	na	1 715
Survival incidents											
2015-16	no.	293	296	199	76	45	30	16	7	962	962
2014-15	no.	277	302	163	78	64	54	14	12	964	964
2013-14	no.	263	321	158	68	26	64	18	16	934	934
2012-13	no.	na	290	156	65	78	63	10	29	na	691
2011-12	no.	na	342	167	45	75	23	6	13	na	671
2010-11	no.	na	300	151	47	76	13	6	na	na	593

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
2009-10	no.	na	281	158	25	64	21	8	na	na	557
2008-09	no.	149	290	179	30	81	25	11	na	na	765
2007-08	no.	183	232	144	22	69	11	10	10	681	681
2006-07	no.	164	214	138	33	90	na	7	1	na	647
Survival rate											
2015-16	%	40.2	51.6	50.3	47.8	47.4	39.5	51.6	35.0	46.3	46.3
2014-15	%	38.1	49.9	44.2	48.4	42.4	37.5	38.9	70.6	43.6	43.6
2013-14	%	37.7	53.1	45.1	38.2	32.1	45.7	56.3	66.7	44.3	44.3
2012-13	%	na	49.2	41.2	41.7	46.7	44.1	58.8	63.0	na	46.2
2011-12	%	na	52.6	37.5	34.1	44.9	57.5	31.6	33.3	na	45.0
2010-11	%	na	50.7	35.7	31.8	41.1	48.1	60.0	na	na	42.8
2009-10	%	na	53.0	36.2	23.4	44.8	46.7	44.4	na	na	43.5
2008-09	%	32.9	51.2	41.6	26.3	47.1	52.1	44.0	na	na	42.3
2007-08	%	37.6	45.7	33.0	16.5	42.9	37.9	38.5	32.3	37.6	37.6
2006-07	%	40.7	42.0	30.1	27.3	46.4	na	36.8	10.0	na	37.7

- (a) Cardiac arrest survived event rate is defined by the percentage of patients, aged 16 years and over, who were in out of hospital cardiac arrest and had a return to spontaneous circulation (that is, the patient having a pulse) until administration and transfer of care to the medical staff at the receiving hospital (Jacobs, et al. 2004).
- i) Paramedic witnessed cardiac arrest — where a person was in out-of-hospital cardiac arrest that occurred in the presence of ambulance paramedic or officer.
- ii) Adult cardiac arrest where resuscitation attempted — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) chest compressions and/or defibrillation was undertaken by ambulance or emergency medical services personnel.
- iii) Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).
- (b) For each of the measures, a higher or increasing rate is a desirable outcome.
- (c) Successful outcome is defined as the patient having return of spontaneous circulation (ROSC) on arrival to hospital (i.e. the patient having a pulse). This is not the same as the patient surviving the cardiac arrest as having ROSC is only one factor that contributes to the overall likelihood of survival.

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
(d)	The indicators used to measure outcomes for cardiac arrests are not directly comparable as each are subject to variations based on differing factors used to define the indicator which are known to influence outcome. A recent review of the data across jurisdictions has highlighted a level of uncertainty that all jurisdictions are utilising a consistent definition in the denominator presented within the Cardiac Arrest data. These discrepancies are currently the subject of further review by the Council of Ambulance Authorities.									
(e)	The measure 'Adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival.									
(f)	Patients in Ventricular Fibrillation (VF) or Ventricular Tachycardia (VT) are more likely to have better outcomes compared with other causes of cardiac arrest as these conditions are primarily correctable through defibrillation.									
(g)	Paramedic witnessed cardiac arrests are analysed separately in the indicators reported as these cardiac arrests are treated immediately by the paramedic and as such have a better likelihood of survival due to this immediate and rapid intervention. This is vastly different to cardiac arrests occurring prior to the ambulance arriving where such increasing periods of treatment delay are known to negatively influence outcome.									
(h)	Jurisdiction notes:									
	NSW: Cardiac arrest survived event data for NSW are compiled with the following caveats:									
	1. The extraction only uses data that is available in the electronic Medical Record (eMR).									
	2. The quality of eMR documentation and resulting difficulties in confident interpretation and subsequent comparisons are:									
	i) Within all areas of healthcare, clinical databases (such as eMR or the Patient Health Care Records) are known to have limitations around the accuracy and completeness of data recorded within them.									
	ii) The NSW Ambulance source of information in relation to out-of-hospital cardiac arrest are the datasets populated by paramedics. Therefore, ROSC rates determined from these sources can only reflect a 'best estimate' of actual rates.									
	Data consistency issues mean that this measure was unable to be reported from 2009-10 to 2012-13.									
	Vic: Excludes patients with unknown rhythm on arrival at hospital.									
	Qld: Data are for the calendar year (2015-16 data pertain to the 2015 calendar year).									
	Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date.									
	SA: In 2013, due to a redesign in the Patient Report Form, mapping issues between HP-admin and the South Australian Ambulance Service data base occurred, leading to incomplete data for cardiac arrest cases and therefore lower numbers being reported on than in previous years. The mapping issue has been resolved but is undergoing testing prior to re-running data reports.									
	Tas: For 2012-13 and 2013-14, data inconsistency issues — resulting from the introduction of improved counting procedures in 2013 — mean that Paramedic Witnessed event data are unable to be reported.									
	For 2010-11, data only includes data for the first half year.									
	For 2007-08, VF/VT arrests is for two out of three regions only as no rhythm was recorded in the remaining region.									

Table 11A.11 **Cardiac arrest survived event rate (a), (b), (c), (d), (e), (f), (g)**

<i>Unit</i>	<i>NSW (h)</i>	<i>Vic (h)</i>	<i>Qld (h)</i>	<i>WA</i>	<i>SA (h)</i>	<i>Tas (h)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust</i>	<i>Total (h)</i>
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NT: For 2008-09, VF/VT arrests are not available due to a change in systems.

Total: Total for the jurisdictions where data are available

na Not available.

Source: State and Territory governments (unpublished).

Table 11A.12 Patients who received care from the ambulance service and report a clinically meaningful pain reduction (a), (b)

<i>Unit</i>	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld (c)</i>	<i>WA (c)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>	<i>Total (c)</i>	
Proportion of patients who report a clinically meaningful pain reduction											
2015-16	%	85.3	89.8	88.7	86.2	73.1	85.9	88.5	73.8	87.9	..
2014-15	%	86.4	86.3	88.7	82.3	64.6	88.3	94.4	86.7	86.5	..
2013-14	%	86.8	90.8	89.0	83.3	75.5	87.2	93.1	na	..	87.8
2012-13	%	72.9	91.3	89.2	80.4	73.3	84.3	na	na	..	83.7
Total patients who report clinically meaningful pain reduction											
2015-16	no.	36 210	49 325	60 467	11 622	6 100	4 324	2 907	6 584
2014-15	no.	35 832	40 142	58 418	10 026	8 464	5 215	2 782	4 404	163 226	..
2013-14	no.	37 489	48 753	55 056	11 037	9 413	4 817	2 886	na	..	169 451
2012-13	no.	40 063	45 626	53 117	7 539	6 301	4 356	na	na	..	157 002
Total number of pain management patients											
2015-16	no.	42 453	54 898	68 211	13 478	8 343	5 035	3 285	8 922
2014-15	no.	41 460	46 503	65 831	12 189	13 110	5 909	2 979	5 078	188 743	..
2013-14	no.	43 202	53 701	61 850	13 243	12 460	5 525	3 101	na	..	193 082
2012-13	no.	54 973	49 979	59 567	9 377	8 597	5 170	na	na	..	187 663

(a) Patients counted who are aged 16 years and over and received care from the ambulance service, which included the administration of pain medication (analgesia), recorded at least 2 pain scores (pre- and post-treatment) on a Numeric Rating Scale and recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1-10. Excluded are patients who refuse pain medication for whatever reason.

(b) Clinically meaningful pain reduction is defined as a minimum 2 point reduction in pain score from first to final recorded measurement.

(c) Jurisdiction notes:

Vic: Data for 2014-15 have been revised. Industrial action in Nov-Dec 2014 impacted on data availability. Data have also been revised to include additional cases that were not available at the time of publication.

Qld: For cardiac patients analgesia includes Glyceryl trinitrate, Fentanyl and Morphine. For trauma and non-specified aetiology patients analgesia includes Morphine, Ketamine, Fentanyl and Methoxyflurane.

WA: Where the date of birth of the patient is not recorded/missing, the case is excluded.

NT: In 2015-16, NT moved to a new reporting system using extraction from their SIREN data base. These data are a truer representation of the pain scales. 2013-14 data are not available due to the protected industrial action.

Total: Total excludes the ACT and the NT in 2012-13. Total excludes the NT in 2013-14.

Table 11A.12 **Patients who received care from the ambulance service and report a clinically meaningful pain reduction**
(a), (b)

na Not available. .. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 11A.13

Table 11A.13 Satisfaction with ambulance service organisations (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016										
Number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Usable responses	no.	425	430	421	335	417	541	465	132	3 166
Overall satisfaction										
Very satisfied or satisfied	%	na	97	100	97	98	98	98	96	98
95% confidence interval	±	na	1.6	0.7	1.8	1.5	1.1	1.3	3.3	0.5
Neither satisfied / dissatisfied	%	na	2	–	2	1	1	1	2	1
Dissatisfied / very dissatisfied	%	na	1	–	1	1	1	1	2	1
Phone answer time										
Very satisfied or satisfied	%	98	98	99	99	98	98	99	97	98
Neither satisfied / dissatisfied	%	1	1	–	–	2	1	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	–	1	–	2	1
Ambulance arrival time										
Very satisfied or satisfied	%	94	94	93	98	94	94	96	87	94
Neither satisfied / dissatisfied	%	3	3	4	2	3	3	2	7	3
Dissatisfied / very dissatisfied	%	3	3	3	–	3	3	2	6	3
Satisfaction with treatment										
Very satisfied or satisfied	%	98	98	99	99	98	98	99	98	98
Neither satisfied / dissatisfied	%	–	1	–	–	1	1	–	1	1
Dissatisfied / very dissatisfied	%	2	1	1	1	1	1	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	97	98	99	99	99	98	98	98	98
Neither satisfied / dissatisfied	%	1	1	1	–	–	1	1	–	1
Dissatisfied / very dissatisfied	%	2	1	–	1	1	1	1	2	1
2015										
Number of patients surveyed	no.	1 300	1 386	1 300	1 300	1 500	1 300	1 300	1 300	10 686
Usable responses	no.	425	598	447	372	467	513	397	182	3 401
Overall satisfaction										

TABLE 11A.13

Table 11A.13 **Satisfaction with ambulance service organisations (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied or satisfied	%	99	97	98	97	98	98	98	97	98
95% confidence interval	±	1.1	1.4	1.3	1.7	1.3	1.3	1.3	2.6	0.5
Neither satisfied / dissatisfied	%	–	2	–	1	1	1	–	1	1
Dissatisfied / very dissatisfied	%	1	1	2	2	1	1	2	2	1
Phone answer time										
Very satisfied or satisfied	%	97	97	99	98	98	99	99	97	98
Neither satisfied / dissatisfied	%	2	2	1	1	1	–	1	2	1
Dissatisfied / very dissatisfied	%	1	1	–	1	1	1	–	1	1
Ambulance arrival time										
Very satisfied or satisfied	%	97	93	95	97	96	91	96	95	95
Neither satisfied / dissatisfied	%	2	3	2	2	2	6	2	3	3
Dissatisfied / very dissatisfied	%	1	4	3	1	2	3	2	2	2
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	98	97	98	99	98	97	98
Neither satisfied / dissatisfied	%	–	1	1	2	1	–	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	1	2	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	98	98	98	97	99	98	98	97	98
Neither satisfied / dissatisfied	%	1	1	1	1	–	1	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	1	2	1
2014										
Number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Usable responses	no.	384	432	451	337	551	571	404	145	3 275
Overall satisfaction										
Very satisfied or satisfied	%	96	97	99	99	98	98	98	97	98
95% confidence interval	±	1.8	1.6	0.9	1.0	1.2	1.0	1.4	3.0	0.5
Neither satisfied / dissatisfied	%	2	1	1	–	1	1	1	2	1
Dissatisfied / very dissatisfied	%	2	2	–	1	1	1	1	1	1

TABLE 11A.13

Table 11A.13 Satisfaction with ambulance service organisations (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Phone answer time										
Very satisfied or satisfied	%	97	97	99	99	99	98	98	98	98
Neither satisfied / dissatisfied	%	2	3	1	1	1	1	1	2	2
Dissatisfied / very dissatisfied	%	1	–	–	–	–	1	1	–	–
Ambulance arrival time										
Very satisfied or satisfied	%	92	94	96	98	96	96	95	93	94
Neither satisfied / dissatisfied	%	4	3	2	1	3	1	3	4	3
Dissatisfied / very dissatisfied	%	4	3	2	1	1	3	2	3	3
Satisfaction with treatment										
Very satisfied or satisfied	%	97	98	99	98	99	99	98	99	98
Neither satisfied / dissatisfied	%	2	1	1	1	–	1	1	–	1
Dissatisfied / very dissatisfied	%	1	1	–	1	1	–	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	97	98	99	99	99	99	98	98	98
Neither satisfied / dissatisfied	%	1	1	–	1	1	–	1	1	1
Dissatisfied / very dissatisfied	%	2	1	1	–	–	1	1	1	1
2013										
Number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Usable responses	no.	385	430	396	364	546	591	383	189	3 284
Overall satisfaction										
Very satisfied or satisfied	%	99	98	96	99	99	98	98	95	98
95% confidence interval	±	1.0	1.3	2.0	1.2	1.0	1.0	1.2	2.9	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	1	1	1	3	1
Dissatisfied / very dissatisfied	%	–	1	2	–	–	1	1	2	1
Phone answer time										
Very satisfied or satisfied	%	98	98	97	97	98	98	98	96	98
Neither satisfied / dissatisfied	%	1	1	2	2	2	2	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	1	–	1	1	2	1

TABLE 11A.13

Table 11A.13 **Satisfaction with ambulance service organisations (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Ambulance arrival time										
Very satisfied or satisfied	%	95	93	95	96	98	98	95	89	95
Neither satisfied / dissatisfied	%	2	3	3	3	1	1	3	5	2
Dissatisfied / very dissatisfied	%	3	4	2	1	1	1	2	6	3
Satisfaction with treatment										
Very satisfied or satisfied	%	99	99	98	99	99	99	98	96	99
Neither satisfied / dissatisfied	%	1	–	1	1	–	1	1	3	–
Dissatisfied / very dissatisfied	%	–	1	1	–	1	1	1	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	99	98	99	99	97	99	95	99
Neither satisfied / dissatisfied	%	1	1	1	1	1	2	–	3	1
Dissatisfied / very dissatisfied	%	–	–	1	–	–	1	1	2	–
2012										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 475	1 300	1 300	1 300	11 875
Usable responses	no.	458	996	453	406	579	555	478	198	4 123
Overall satisfaction										
Very satisfied or satisfied	%	98	97	97	98	97	98	97	98	98
95% confidence interval	±	1.2	1.0	1.6	1.4	1.4	1.1	1.6	2.0	0.5
Neither satisfied / dissatisfied	%	1	1	2	1	2	1	1	2	1
Dissatisfied / very dissatisfied	%	1	2	1	1	1	1	2	–	1
Phone answer time										
Very satisfied or satisfied	%	99	98	97	98	98	99	99	97	98
Neither satisfied / dissatisfied	%	–	1	2	2	–	1	1	2	1
Dissatisfied / very dissatisfied	%	1	1	1	–	2	–	–	1	1
Ambulance arrival time										
Very satisfied or satisfied	%	96	92	96	96	96	97	94	90	95
Neither satisfied / dissatisfied	%	3	4	1	3	2	2	3	6	3
Dissatisfied / very dissatisfied	%	1	4	3	1	2	1	3	4	2

TABLE 11A.13

Table 11A.13 **Satisfaction with ambulance service organisations (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Satisfaction with treatment										
Very satisfied or satisfied	%	99	98	98	98	98	98	97	97	98
Neither satisfied / dissatisfied	%	1	1	1	–	1	1	1	2	1
Dissatisfied / very dissatisfied	%	–	1	1	2	1	1	2	1	1
Satisfaction with paramedic attitude										
Very satisfied or satisfied	%	99	97	98	97	98	99	96	98	98
Neither satisfied / dissatisfied	%	1	2	1	2	–	1	2	–	1
Dissatisfied / very dissatisfied	%	–	1	1	1	2	–	2	2	1
2011										
Number of patients surveyed	no.	1 300	2 600	1 300	1 300	1 476	1 585	1 300	1 300	12 161
Usable responses	no.	470	1 019	404	403	624	638	423	202	4 183
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	98	98	96	98	98
95% confidence interval	±	1.1	0.9	1.4	1.4	1.0	1.0	1.9	1.9	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	1	1	2	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	1	2	1	1
2010										
Overall satisfaction										
Very satisfied or satisfied	%	98	98	98	98	99	97	97	97	98
95% confidence interval	±	1.1	0.9	1.3	1.3	0.9	1.1	1.6	2.4	0.4
Neither satisfied / dissatisfied	%	1	1	1	1	–	1	1	1	1
Dissatisfied / very dissatisfied	%	1	1	1	1	1	2	2	2	1
2009										
Overall satisfaction										
Very satisfied or satisfied	%	98	97	98	96	98	98	96	97	97
95% confidence interval	±	1.4	0.9	1.2	1.8	1.0	1.1	1.3	2.4	0.5
Neither satisfied / dissatisfied	%	1	2	1	2	1	1	1	3	2
Dissatisfied / very dissatisfied	%	1	1	1	2	1	1	3	–	1

Table 11A.13 **Satisfaction with ambulance service organisations (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008										
Overall satisfaction										
Very satisfied or satisfied	%	96	98	99	96	98	98	96	96	98
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	2	1	–	2	1	–	1	2	1
Dissatisfied / very dissatisfied	%	2	1	1	2	1	2	3	2	1
2007										
Overall satisfaction										
Very satisfied or satisfied	%	97	98	97	97	98	99	95	93	97
95% confidence interval	±	na	na	na	na	na	na	na	na	na
Neither satisfied / dissatisfied	%	1	2	1	1	1	1	3	4	2
Dissatisfied / very dissatisfied	%	2	1	2	2	1	–	2	3	1

(a) These results are from a survey distributed to code 1 and code 2 patients (Emergency and Urgent), per jurisdiction, per year.

(b) Overall satisfaction rates from 2009 include the 95 per cent confidence interval (for example, X per cent ± X per cent). Confidence intervals for prior years are not available.

(c) The percentages reported include 95 per cent confidence intervals (for example, 40.0 per cent ± 2.7 per cent) (in the form of error bars in figures and percentages in tables). Confidence intervals have been calculated for this Report on the assumption that a random sample of the population was selected.

na Not available. – Nil or rounded to zero.

Source: Council of Ambulance Authorities 2016, *Council of Ambulance Authorities Patient Satisfaction Survey 2016*, Adelaide.

TABLE 11A.14

Table 11A.14 **Ambulance code 1 response times (minutes) (a), (b)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>
Statewide 50th percentile								
2015-16	11.0	10.9	8.6	8.4	9.6	12.9	8.5	10.3
2014-15	11.2	11.0	8.3	8.5	9.1	12.3	8.0	7.5
2013-14	10.8	11.1	8.2	8.8	8.8	12.1	8.2	7.6
2012-13	11.1	11.2	8.2	9.1	9.4	11.6	8.7	9.5
2011-12	10.9	11.0	8.3	9.6	9.8	11.9	9.3	9.6
2010-11	10.6	10.7	8.2	10.7	9.4	12.2	9.8	10.3
2009-10	10.3	10.0	8.1	9.6	9.4	11.8	10.0	10.1
2008-09	10.3	10.0	8.4	9.5	9.4	11.7	10.3	9.5
2007-08	9.9	10.0	8.3	9.3	9.4	11.3	9.2	10.1
2006-07	9.6	9.0	8.2	9.0	9.4	11.3	8.2	9.0
Statewide 90th percentile								
2015-16	22.9	21.5	17.1	14.9	18.0	26.3	13.7	27.3
2014-15	22.9	22.1	16.4	15.0	16.8	25.3	12.5	17.5
2013-14	22.2	22.4	16.3	16.1	16.6	24.8	12.9	17.1
2012-13	23.0	22.9	16.5	16.5	17.4	23.9	13.7	21.6
2011-12	22.5	22.1	17.0	17.8	17.4	24.4	14.8	22.5
2010-11	21.7	21.0	16.7	18.8	16.4	24.9	15.6	23.9
2009-10	21.0	19.9	16.4	17.8	16.1	24.3	15.8	24.1
2008-09	20.8	19.0	17.2	17.6	16.0	24.5	16.8	19.6
2007-08	19.9	19.0	16.7	16.6	15.7	23.5	16.3	23.5
2006-07	19.7	18.0	16.5	15.2	15.6	23.1	14.2	22.0
Capital city 50th percentile (b)								
2015-16	10.8	10.5	8.7	8.3	9.5	11.9	8.5	11.3
2014-15	11.2	10.5	8.3	8.4	8.8	11.5	8.0	8.5
2013-14	10.6	10.8	8.2	8.4	8.6	11.1	8.2	8.3
2012-13	10.9	10.9	8.2	8.7	9.2	10.8	8.7	8.4
2011-12	10.7	10.6	8.5	9.3	9.7	11.0	9.3	8.6

Table 11A.14 **Ambulance code 1 response times (minutes) (a), (b)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>
2010-11	10.3	10.1	8.2	9.8	9.2	11.4	9.8	8.4
2009-10	10.0	9.5	8.1	9.4	9.3	10.9	10.0	8.1
2008-09	10.1	9.2	8.5	9.2	9.2	10.8	10.3	7.6
2007-08	9.7	9.4	8.4	9.2	9.3	na	9.2	12.5
2006-07	9.3	9.0	8.3	8.9	9.3	na	8.2	8.3
Capital city 90th percentile (b)								
2015-16	20.6	18.2	16.0	14.2	16.0	19.4	13.7	29.4
2014-15	21.2	18.3	15.1	14.3	14.7	18.5	12.5	18.2
2013-14	19.8	19.2	14.7	13.9	14.5	17.6	12.9	17.4
2012-13	20.6	19.5	14.9	14.2	15.4	17.1	13.7	14.6
2011-12	19.7	18.7	15.7	15.4	15.5	17.1	14.8	15.0
2010-11	19.1	17.2	15.1	15.9	14.5	18.1	15.6	16.9
2009-10	18.3	15.7	14.5	15.0	14.3	17.6	15.8	17.2
2008-09	18.7	15.1	15.8	15.7	14.2	17.6	16.8	14.1
2007-08	17.8	15.5	15.3	15.6	14.1	na	16.3	22.0
2006-07	17.0	15.0	15.0	14.9	14.2	na	14.2	20.5
Capital city (b)								
Population ('000)	5 673.8	4 576.7	2 981.3	1 995.3	1 250.3	340.2	387.0	142.3
Area (sq km) (mil)	12 368	9 991	15 826	6 418	3 258	1 695	2 358	3 164
Population per sq km	458.8	458.1	188.4	310.9	383.8	200.7	164.1	45.0

(a) Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch; Victoria, SA, Tasmania and the ACT from first key stroke; and, the NT from when a crew is dispatched.

(b) Urban centre response times are currently measured by the response times within each jurisdictions' capital city — boundaries based on the ABS Greater Capital City Statistical Areas (GCCSAs). GCCSAs represent a broad socioeconomic definition of each of the eight state and territory capital cities. They contain not only the urban area of the city, but also the surrounding and non-urban areas where much of the population has strong links to the capital city. Capital cities are Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.

(c) Jurisdiction notes:

Vic: The basis of response time reporting changed in 2007-08 and results are not directly comparable with previous years. Metropolitan response and case times data are sourced from Computer Aided Dispatch system, prior to 2008-09 these data were sourced from patient care records completed by paramedics. Rural response times are sourced from Patient Care Records completed by paramedics.

Table 11A.14 **Ambulance code 1 response times (minutes) (a), (b)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (c)</i>
Tas:	Historical data have been revised. The highest proportion of population is in small rural areas, relative to other jurisdictions, which increase median response times.							
NT:	NT data is provided with event added time and not 000 time, as otherwise many cases would be missed. There might be discrepancies in 2015-16 data for patients transported due to data supplied from CAD. This will be rectified in 2016-17 once reporting moves to SIREN system.							
Source:	State and Territory governments (unpublished); ABS 2016, <i>Regional Population Growth, Australia, 2014-15</i> , Cat. no. 3218.0, Canberra (table 2A.12).							

Table 11A.15 Triple zero (000) call answering time (a), (b)

		<i>NSW</i>	<i>Vic</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2015-16	%	81.2	93.1	91.6	95.2	95.3	95.3	96.6	95.9	93.2
2014-15	%	86.1	93.3	91.2	94.4	92.3	96.8	95.8	93.4	89.5
2013-14	%	88.5	92.8	90.7	94.1	91.3	96.2	96.0	9.0	89.4
2012-13	%	90.9	91.4	90.6	94.4	91.3	94.2	88.7	10.4	89.9
Calls from the emergency call service answered by ambulance service communication centre staff in a time equal to or less than 10 seconds										
2015-16	'000	710.7	665.4	676.1	209.2	183.1	62.4	35.8	47.7	1 879.8
2014-15	'000	677.4	634.3	624.5	183.4	170.6	61.1	34.0	4.4	2 393.1
2013-14	'000	691.1	618.0	583.4	167.8	165.4	58.4	31.8	4.1	2 314.9
2012-13	'000	782.1	600.0	559.9	162.5	162.1	54.1	27.9	4.7	2 353.3
Number of calls received by the triple zero (000) emergency call service that require an ambulance service										
2015-16	'000	875.4	714.7	737.8	219.3	192.1	65.5	37.1	49.7	2 016.2
2014-15	'000	786.6	679.9	684.4	194.3	184.7	63.1	35.5	46.9	2 675.4
2013-14	'000	780.5	665.7	643.4	178.3	181.1	60.7	33.1	45.7	2 588.5
2012-13	'000	860.4	656.3	617.7	172.0	177.6	57.5	31.5	45.0	2 618.0

(a) Ambulance service triple zero (000) call answering time is defined as the time interval commencing when the emergency call service has answered the triple zero (000) call and selected the desired Emergency Service Organisation to when the ambulance service communication centre has answered the call.

(b) Data sourced from Telstra may include additional time as the Emergency Call Person (Telstra) ensures the call has been answered which may involve some three way conversation. Some services subtract a fixed time from the Telstra reported times to allow for the time after the call is answered until the Telstra agent disconnects from the call.

(c) Jurisdiction notes:

SA: SA Ambulance Service sources data from internal systems and might not be comparable with other services where data is provided by Telstra.

Qld and Tas:

Table 11A.15 **Triple zero (000) call answering time (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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The Queensland Ambulance Service and Ambulance Tasmania currently use Telstra data for reporting. Due to the limitations with Telstra data, the timer starts as soon as the Telstra agent selects the relevant agency, thus the appropriate number has to be dialled and the call setup through the Telstra network before the Triple Zero (000) call presents to the respective ambulance communications centre. As a result, for reporting, time is deducted from the Telstra Triple Zero (000) report to account for the set up time taken prior to the presentation of the call to the respective ambulance communications systems.

Qld: With the completion of the state-wide Automated Call Distribution system the data source for this measure will change from Telstra reporting to Queensland Ambulance Service reporting to overcome the limitations of the current Telstra reporting and will result in a more accurate reporting methodology.

Source: State and Territory governments (unpublished).

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2015-16									
Labour costs - Salaries and payments in the nature of salaries (b)	630 268	542 292	453 848	150 063	187 996	48 235	31 472	20 277	2 064 451
Capital costs (c)									
Depreciation	20 898	26 953	36 672	14 567	10 503	2 628	1 467	1 185	114 872
User cost of capital - Other assets	18 303	22 087	26 039	10 533	5 217	2 097	1 292	253	85 821
Other costs (d)	218 818	218 115	154 551	66 274	67 543	16 286	13 050	6 335	760 973
Total expenditure (e)	888 287	809 447	671 110	241 437	271 259	69 246	47 281	28 050	3 026 117
Other expenses									
<i>Payroll tax (b)</i>	—	—	—	—	—	—	—	—	—
<i>User cost of capital - Land</i>	9 861	7 087	8 822	2 556	1 395	595	585	25	30 925
<i>Interest on borrowings</i>	—	—	—	—	48	11	—	—	59
2014-15									
Labour costs - Salaries and payments in the nature of salaries (b)	613 936	476 384	435 517	139 916	170 889	46 419	29 718	19 448	1 932 228
Capital costs (c)									
Depreciation	18 493	26 540	33 626	14 685	9 421	2 766	1 323	1 402	108 256
User cost of capital - Other assets	16 237	19 974	26 129	9 191	4 749	2 009	931	230	79 449
Other costs (d)	246 439	224 122	136 677	64 746	67 371	15 992	13 678	6 174	775 199
Total expenditure (e)	895 105	747 020	631 950	228 538	252 431	67 186	45 650	27 254	2 895 132
Other expenses									
<i>Payroll tax (b)</i>	—	—	—	—	—	—	—	—	—
<i>User cost of capital - Land</i>	10 102	6 346	8 606	2 619	1 429	587	599	25	30 313
<i>Interest on borrowings</i>	—	—	—	—	—	—	—	—	—

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2013-14									
Labour costs - Salaries and payments in the nature of salaries (b)	549 468	419 990	404 986	132 378	171 674	45 814	28 798	18 482	1 771 590
Capital costs (c)									
Depreciation	18 137	30 565	36 928	14 465	9 241	2 942	1 199	1 742	115 218
User cost of capital - Other assets	13 016	19 070	27 284	8 655	4 688	2 063	820	274	75 870
Other costs (d)	267 790	217 137	133 971	65 811	64 327	17 072	14 436	6 148	786 691
Total expenditure (e)	848 410	686 762	603 168	221 308	249 930	67 891	45 253	26 647	2 749 369
Other expenses									
<i>Payroll tax (b)</i>	–	–	16 784	–	–	–	–	–	16 784
<i>User cost of capital - Land</i>	9 464	6 246	9 102	2 038	1 379	537	598	25	29 389
<i>Interest on borrowings</i>	–	–	–	–	142	–	–	–	142
2012-13									
Labour costs - Salaries and payments in the nature of salaries (b)	531 238	398 496	400 770	120 377	142 369	43 850	28 126	19 432	1 684 658
Capital costs (c)									
Depreciation	18 871	27 195	48 260	13 907	8 166	2 972	1 102	1 650	122 122
User cost of capital - Other assets	13 337	18 158	27 448	8 163	4 469	2 006	825	347	74 752
Other costs (d)	231 572	213 026	119 074	67 648	64 856	15 007	17 174	5 753	734 111
Total expenditure (e)	795 018	656 875	595 553	210 095	219 860	63 835	47 226	27 181	2 615 642
Other expenses									
<i>Payroll tax (b)</i>	–	–	16 810	–	–	522	–	–	17 332
<i>User cost of capital - Land</i>	9 618	4 825	9 250	1 906	1 354	597	606	25	28 181
<i>Interest on borrowings</i>	–	–	–	–	124	–	–	–	124

TABLE 11A.16

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2011-12									
Labour costs - Salaries and payments in the nature of salaries (b)	537 350	400 754	405 198	103 538	198 560	40 236	25 410	18 155	1 729 202
Capital costs (c)									
Depreciation	20 827	30 671	41 796	10 606	8 991	3 242	915	1 555	118 603
User cost of capital - Other assets	13 863	16 453	28 778	6 845	4 622	2 292	598	341	73 792
Other costs (d)	218 611	202 019	128 308	61 878	58 513	15 559	12 813	4 809	702 510
Total expenditure (e)	790 652	649 897	604 079	182 866	270 687	61 330	39 736	24 860	2 624 106
Other expenses									
<i>Payroll tax (b)</i>	np	–	17 126	–	–	2 339	–	–	np
<i>User cost of capital - Land</i>	7 791	4 451	9 235	996	1 005	620	483	22	24 604
<i>Interest on borrowings</i>	–	–	–	–	132	–	–	–	132
2010-11									
Labour costs - Salaries and payments in the nature of salaries (b)	516 775	388 206	396 540	83 991	138 001	37 729	23 136	16 820	1 601 198
Capital costs (c)									
Depreciation	21 509	29 862	40 985	10 632	10 466	3 007	951	1 224	118 635
User cost of capital - Other assets	12 152	16 551	28 650	6 157	4 375	2 213	773	367	71 239
Other costs (d)	205 128	190 301	124 792	51 404	52 103	16 324	11 053	4 429	655 535
Total expenditure (e)	755 565	624 921	590 966	152 184	204 946	59 273	35 913	22 840	2 446 608
Other expenses									
<i>Payroll tax (b)</i>	–	–	16 312	–	–	2 072	–	–	18 385
<i>User cost of capital - Land</i>	6 067	4 452	9 037	837	1 141	630	448	23	22 635
<i>Interest on borrowings</i>	–	–	1	–	126	–	–	–	127

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2009-10									
Labour costs - Salaries and payments in the nature of salaries (b)	501 940	382 533	374 423	72 857	138 733	32 182	26 115	15 054	1 543 837
Capital costs (c)									
Depreciation	23 257	30 229	42 495	12 019	11 079	2 566	826	1 052	123 521
User cost of capital - Other assets	12 285	17 613	30 611	5 945	4 185	2 030	803	285	73 757
Other costs (d)	222 495	195 707	117 596	52 386	48 649	13 014	11 769	4 471	666 087
Total expenditure (e)	759 977	626 083	565 124	143 206	202 646	49 791	39 512	20 861	2 407 202
Other expenses									
<i>Payroll tax (b)</i>	–	–	15 451	–	–	1 935	–	–	17 386
<i>User cost of capital - Land</i>	6 050	4 605	10 186	882	1 201	684	472	24	24 105
<i>Interest on borrowings</i>	–	–	10	–	–	–	–	–	10
2008-09									
Labour costs - Salaries and payments in the nature of salaries (b)	486 381	361 521	340 673	69 108	187 842	31 106	17 512	13 786	1 507 930
Capital costs (c)									
Depreciation	23 355	24 948	40 002	12 041	11 735	2 105	932	1 025	116 144
User cost of capital - Other assets	13 971	20 450	30 782	5 885	4 059	1 748	790	291	77 977
Other costs (d)	215 746	195 872	131 269	46 853	47 975	13 596	10 606	4 973	666 891
Total expenditure (e)	739 453	602 791	542 727	133 887	251 612	48 555	29 839	20 075	2 368 940
Other expenses									
<i>Payroll tax (b)</i>	–	–	14 006	–	–	1 798	–	–	15 804
<i>User cost of capital - Land</i>	5 594	4 801	10 444	867	1 234	667	485	25	24 116
<i>Interest on borrowings</i>	–	–	56	–	–	–	–	–	56

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
2007-08									
Labour costs - Salaries and payments in the nature of salaries (b)	435 952	355 369	317 586	62 440	117 465	28 230	15 760	15 513	1 348 315
Capital costs (c)									
Depreciation	27 045	23 649	32 886	10 905	10 471	2 165	576	913	108 610
User cost of capital - Other assets	14 088	18 200	27 709	5 935	4 430	1 251	825	246	72 683
Other costs (d)	198 235	174 380	108 318	48 916	47 482	12 466	10 015	4 892	604 703
Total expenditure (e)	675 321	571 598	486 498	128 195	179 847	44 112	27 176	21 565	2 134 312
Other expenses									
<i>Payroll tax (b)</i>	–	–	13 351	–	–	1 778	–	–	15 128
<i>User cost of capital - Land</i>	5 711	4 836	7 596	901	1 209	212	406	26	20 896
<i>Interest on borrowings</i>	–	–	161	–	–	–	–	–	161
2006-07									
Labour costs - Salaries and payments in the nature of salaries (b)	396 739	334 074	292 131	52 280	101 879	25 631	14 673	12 494	1 229 901
Capital costs (c)									
Depreciation	19 389	24 291	32 440	9 532	9 826	1 449	678	701	98 307
User cost of capital - Other assets	15 119	19 506	26 585	2 179	4 465	1 049	826	184	69 914
Other costs (d)	175 116	168 229	106 992	49 669	38 408	12 822	9 835	4 078	565 149
Total expenditure (e)	606 363	546 101	458 149	113 660	154 578	40 951	26 012	17 457	1 963 270
Other expenses									
<i>Payroll tax (b)</i>	–	–	11 650	–	–	1 567	–	–	13 218
<i>User cost of capital - Land</i>	6 121	4 593	7 914	4 533	938	220	358	27	24 705
<i>Interest on borrowings</i>	3	–	267	–	–	–	–	–	270

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 2A.48).

(b) Payroll tax is excluded from labour costs.

(c) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed.

Table 11A.16 **Ambulance service costs (\$'000) (2015-16 dollars) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (f)</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT (f)</i>	<i>Aust</i>
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(d) Other costs include the running costs, contract fees, provision for losses and other recurrent costs.

(e) Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.

(f) Jurisdiction notes:

Vic: The increase in labour costs in 2015-16 is due in part to the outcomes of the Ambulance Victoria Work Value Case 2016.

WA: WA use a contracted service model for ambulance services.

SA: 2015-16 increase in salary and payments is due to increased activity. In addition there has been an increase in career staff use in country areas and coverage at country locations Renmark and Naracoorte being increased to round-the-clock staffing. There has also been an actuarial adjustment increase to Long Service Leave of \$5.098 million and Superannuation Defined Benefit of \$1.274 million.

2007-08 other fees from citizens includes workers compensation fees. The increase in salaries and payments in the nature of salaries from 2007-08 to 2008-09 reflect three significant events that in 2008-09: 1) increase in wages 2) subsequent back pay paid to frontline paramedics as a result of the "work value" case (from the 2007 enterprise bargaining agreement) reaching finalisation and 3) an increase in the number of frontline paramedics recruited.

Tas: The service is part of the Department of Health and Human Services and sources corporate support services from the Department. Other assets includes \$3 million funded through recurrent operational funds (land and buildings, medical equipment) subsequently transferred to capital.

ACT: Operating costs include direct costs for the ACT Ambulance Service. Indirect costs from supporting organizations and the umbrella department have been allocated based on a cost attribution model.

Variation in expenses largely due to the recognition of the Professional Officer Workvalue Outcome of \$6.444m, relating to the period 1 July 2008–30 June 2010.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

np Not published. – Nil or rounded to zero.

Source: State and Territory governments (unpublished); ABS 2016, Australian National Accounts: National Income, Expenditure and Product, June 2016, Cat. no. 5206.0 (table 2A.48).

Table 11A.17 **Ambulance service organisations' expenditure per person (2015-16 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (c)</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2015-16										
Total	\$m	888.3	809.4	671.1	241.4	271.3	69.2	47.3	28.1	3 026.1
Population	m	7.7	6.0	4.8	2.6	1.7	0.5	0.4	0.2	23.9
Per person	\$	115.80	134.99	139.56	92.72	159.30	133.83	120.30	114.95	126.40
2014-15										
Total	\$m	917.1	765.4	647.5	234.2	258.6	68.8	46.8	27.9	2 966.3
Population	m	7.6	5.9	4.8	2.6	1.7	0.5	0.4	0.2	23.6
Per person	\$	121.22	130.03	136.30	90.71	152.90	133.60	120.66	114.32	125.56
2013-14										
Total	\$m	848.4	686.8	603.2	221.3	249.9	67.9	45.3	26.6	2 749.4
Population	m	7.5	5.8	4.7	2.6	1.7	0.5	0.4	0.2	23.3
Per person	\$	113.64	118.59	128.58	86.76	149.01	132.10	117.80	109.85	117.90
2012-13										
Total	\$m	795.0	656.9	595.6	210.1	219.9	63.8	47.2	27.2	2 615.6
Population	m	7.3	5.7	4.6	2.5	1.7	0.5	0.4	0.2	22.9
Per person	\$	108.18	115.65	129.16	84.97	132.27	124.57	124.43	114.75	114.19
2011-12										
Total	\$m	790.7	649.9	604.1	182.9	270.7	61.3	39.7	24.9	2 624.1
Population	m	7.2	5.6	4.5	2.4	1.6	0.5	0.4	0.2	22.5
Per person	\$	109.09	116.58	133.85	76.60	164.55	119.85	107.18	106.99	116.70
2010-11										
Total	\$m	755.6	624.9	591.0	152.2	204.9	59.3	35.9	22.8	2 446.6
Population	m	7.2	5.5	4.4	2.3	1.6	0.5	0.4	0.2	22.2
Per person	\$	105.23	113.71	133.19	65.62	125.54	116.17	98.44	99.18	110.34
2009-10										
Total	\$m	760.0	626.1	565.1	143.2	202.6	49.8	39.5	20.9	2 407.2
Population	m	7.1	5.4	4.4	2.3	1.6	0.5	0.4	0.2	21.9
Per person	\$	107.02	115.53	129.39	63.26	125.20	98.31	110.41	91.58	110.09

Table 11A.17 **Ambulance service organisations' expenditure per person (2015-16 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (c)</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2008-09										
Total	\$m	739.5	602.8	542.7	133.9	251.6	48.6	29.8	20.1	2 368.9
Population	m	7.0	5.3	4.3	2.2	1.6	0.5	0.4	0.2	21.5
Per person	\$	105.61	113.45	126.94	60.61	157.47	96.77	84.99	90.21	110.31
2007-08										
Total	\$m	675.3	571.6	486.5	128.2	179.8	44.1	27.2	21.6	2 134.3
Population	m	6.9	5.2	4.2	2.1	1.6	0.5	0.3	0.2	21.0
Per person	\$	98.10	109.93	116.95	60.04	113.94	88.96	78.96	99.55	101.56
2006-07										
Total	\$m	606.4	546.1	458.1	113.7	154.6	41.0	26.0	17.5	1 963.3
Population	m	6.8	5.1	4.1	2.1	1.6	0.5	0.3	0.2	20.6
Per person	\$	89.35	107.00	112.96	54.73	99.01	83.32	76.87	82.72	95.18

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 2A.48).

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Jurisdiction notes:

WA: WA use a contracted service model for ambulance services.

SA: 2011-12 SA Ambulance Service results include some significant once-off items. There are two items involving calculations of net present value using the long term government bond rate as the long term discount rate. In 2012 that rate reduced significantly which caused increases in: (1) Long Service Leave Liability which was re-valued up by about \$9 million. (2) the Defined Benefit Superannuation Fund liability which experienced an actuarial loss of about \$24 million.

The 2011-12 results also includes back-pay for an Enterprise Bargaining Agreement. The SAAS EB has a preserved commencement date and consequently once the EB is ratified some increases are backdated to end of the last agreement (31 December 2010). The 2011-12 results include a retrospective adjustment of approximately \$4 million for the 6 months from January 2011 to June 2011.

NT: NT use a contracted service model for ambulance services. All property holding assets are held under a separate entity to St John Ambulance NT.

Source: State and Territory governments (unpublished); ABS (unpublished), Australian Demographic Statistics, Cat. no. 3101.0 (table 2A.2); ABS 2016, Australian National Accounts: National Income, Expenditure and Product, June 2016, Cat. no. 5206.0 (table 2A.48).

TABLE 11A.18

Table 11A.18 Ambulance service organisations' revenue per person (2015-16 dollars) (a), (b), (c)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16									
Government grants/contributions	86.32	92.83	107.23	49.01	75.17	89.38	95.35	102.62	87.67
Transport fees	27.75	28.64	24.65	40.42	56.48	18.03	15.00	11.46	30.18
Subscriptions and other income	1.01	13.76	3.21	10.89	21.95	3.61	–	3.00	7.27
Total	115.08	135.23	135.09	100.32	153.60	111.02	110.35	117.08	125.12
2014-15									
Government grants/contributions	80.00	82.83	101.70	47.93	77.05	95.44	97.32	97.85	82.15
Transport fees	30.21	29.72	24.64	39.87	52.11	18.53	14.63	11.90	30.89
Subscriptions and other income	3.29	13.66	2.15	12.01	18.71	–	2.20	4.95	7.63
Total	113.50	126.22	128.49	99.81	147.87	113.97	114.14	114.69	120.66
2013-14									
Government grants/contributions	77.98	75.78	100.89	45.74	77.64	100.42	90.42	92.01	79.33
Transport fees	31.50	29.48	25.33	36.83	48.11	14.11	16.43	11.87	30.69
Subscriptions and other income	1.18	12.65	2.28	15.22	19.82	5.38	1.48	4.72	7.26
Total	110.66	117.91	128.50	97.80	145.57	119.90	108.33	108.60	117.28
2012-13									
Government grants/contributions	77.84	90.15	101.45	42.99	84.30	108.08	86.59	99.68	83.39
Transport fees	29.27	22.47	24.95	36.30	46.27	13.24	13.57	11.47	27.90
Subscriptions and other income	2.81	13.16	3.57	16.78	21.40	5.92	1.17	2.24	8.42
Total	109.92	125.78	129.97	96.08	151.97	127.24	101.32	113.39	119.71
2011-12									
Government grants/contributions	74.46	76.39	105.82	39.69	71.43	103.84	89.03	91.08	78.39
Transport fees	28.94	21.77	25.35	36.04	42.17	12.77	13.48	12.11	27.37
Subscriptions and other income	1.70	18.30	3.81	17.64	20.62	5.40	0.43	4.69	9.41
Total	105.10	116.46	134.99	93.37	134.22	122.00	102.94	107.88	115.16
2010-11									
Government grants/contributions	72.62	70.16	103.88	30.46	67.29	104.52	67.69	88.82	74.28
Transport fees	28.51	21.56	24.48	34.07	45.55	9.72	15.55	10.44	26.98

Table 11A.18 Ambulance service organisations' revenue per person (2015-16 dollars) (a), (b), (c)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Subscriptions and other income	1.26	22.47	4.78	16.82	18.74	1.40	0.41	4.72	10.16
Total	102.39	114.20	133.14	81.35	131.58	115.64	83.66	103.99	111.42
2009-10									
Government grants/contributions	74.35	71.80	99.02	21.50	68.68	103.34	59.08	78.27	73.21
Transport fees	29.42	21.96	25.90	29.95	41.24	9.89	13.85	11.60	26.90
Subscriptions and other income	1.51	20.60	3.88	17.18	17.68	1.93	1.47	4.91	9.58
Total	105.29	114.36	128.80	68.63	127.60	115.16	74.40	94.78	109.69
2008-09									
Government grants/contributions	74.00	71.02	101.52	21.18	77.05	89.05	62.50	75.09	73.70
Transport fees	28.27	20.08	20.22	26.11	36.86	11.01	14.49	10.21	24.24
Subscriptions and other income	1.34	22.06	5.04	17.02	17.26	1.43	0.48	31.17	10.30
Total	103.61	113.16	126.78	64.31	131.17	101.49	77.47	116.46	108.24
2007-08									
Government grants/contributions	68.18	64.83	94.81	20.56	51.36	69.44	59.90	71.57	66.44
Transport fees	26.57	21.11	20.63	29.58	37.69	10.87	15.42	10.25	24.46
Subscriptions and other income	1.75	24.11	5.00	17.93	17.64	1.62	0.48	29.84	11.03
Total	96.50	110.05	120.44	68.08	106.70	81.93	75.79	111.67	101.93
2006-07									
Government grants/contributions	63.30	61.66	90.95	21.26	44.56	68.83	55.43	69.66	62.74
Transport fees	22.07	20.86	19.68	28.32	35.38	8.51	14.73	10.14	22.37
Subscriptions and other income	1.99	24.07	5.27	16.13	17.67	0.75	0.71	26.63	10.91
Total	87.36	106.59	115.89	65.71	97.60	78.10	70.88	106.43	96.02

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 2A.48).

(b) Population data used to derive rates are as at 31 December. Estimated Resident Population (ERP) data for 2004 to 2010 are final, based on the 2011 Census of Population and Housing. Estimates for September quarter 2011 onwards are preliminary. See chapter 2 (table 2A.2) for details.

(c) Other revenue is equal to the sum of subscriptions, donations and miscellaneous revenue.

Source: State and Territory governments (unpublished); ABS (unpublished), Australian Demographic Statistics, Cat. no. 3101.0 (table 2A.2); ABS 2016, Australian National Accounts: National Income, Expenditure and Product, June 2016, Cat. no. 5206.0 (table 2A.48).

All jurisdictions — contextual and other information

Table 11A.19 **Communications and dispatching systems**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (a)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (c)</i>	<i>NT</i>
Development stage	Operating CAD system	Operating	Operating	Operating	SA is upgrading their CAD software	Operating	Operating	Operating
Agency involvement	NSW Ambulance	Ambulance Victoria	Ambulance Service	St John Ambulance	Ambulance Service	Ambulance Service	Ambulance	St John Ambulance
Future agency involvement	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
Coverage	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide for each service	Territorywide	Darwin emergency response area

This **CAD** = computer aided dispatch.

(a) Qld: The roll out of a new single state-wide CAD system across all ambulance and fire communication centres was completed in 2008-09.

(b) Tas: The CAD system is routinely upgraded to enhance service delivery by taking advantage of a range of technological innovations.

(c) ACT: Common CAD system.

Source : State and Territory governments (unpublished).