
11 Ambulance services

CONTENTS

11.1 Profile of ambulance services	11.1
11.2 Framework of performance indicators	11.4
11.3 Key performance indicator results	11.6
11.4 Definitions of key terms	11.17
11.5 References	11.18

Attachment tables

Attachment tables are identified in references throughout this chapter by an '11A' prefix (for example, table 11A.1) and are available from the website www.pc.gov.au/rogs/2018.

This chapter reports performance information for ambulance services.

Further information on the Report on Government Services, including other reported service areas, the glossary and list of abbreviations is available at www.pc.gov.au/rogs/2018.

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.

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).

Funding

Total expenditure on ambulance services was \$3.2 billion in 2016-17 (table 11A.10), which was funded from a mix of revenue sources. Total revenue of ambulance service organisations was \$3.3 billion in 2016-17, representing an annual average growth rate of 4.0 per cent since 2012-13 (table 11.1).

Table 11.1 Revenue of ambulance service organisations (2016-17 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>
2016-17	936.0	954.9	683.1	272.4	284.6	64.2	47.0	32.7	3 275.0
2015-16	896.2	823.2	659.5	265.2	265.5	58.3	44.0	29.0	3 041.1
2014-15	872.1	758.2	619.9	261.7	246.7	59.6	44.9	28.5	2 891.6
2013-14	842.7	696.5	614.9	254.5	249.1	62.9	42.4	26.9	2 789.8
2012-13	824.2	728.9	611.5	242.4	257.7	66.5	39.2	27.4	2 797.8

^a See table 11A.1 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.1.

Jurisdictions have different funding models to provide resourcing to ambulance service organisations. Nationally in 2016-17, State and Territory government grants and indirect government funding formed the greatest source of ambulance service organisations funding (71.8 per cent of total funding), followed by transport fees (from public hospitals, private citizens and insurance (22.6 per cent of total funding) and subscriptions and other income (5.5 per cent) (table 11A.1).

Size and scope

Human resources

Nationally in 2016-17, for ambulance services reported in this chapter there were:

- 16 980 FTE salaried personnel (80.9 per cent were ambulance operatives)
- 6575 volunteer personnel (92.9 per cent were ambulance operatives)
- 3178 paramedic 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.8).

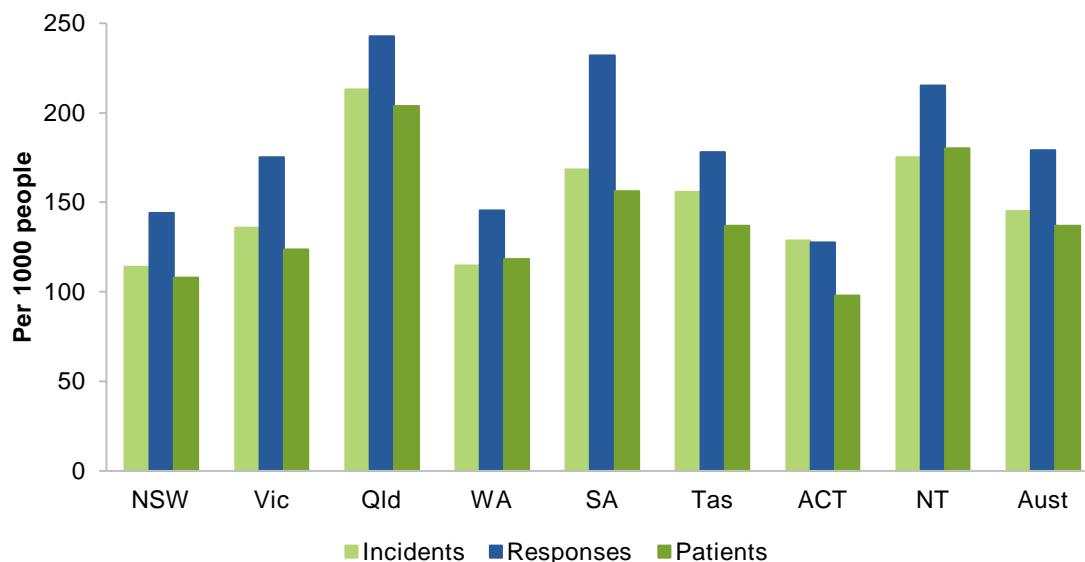
Demand for ambulance services

Nationally in 2016-17, there were:

- 3.5 million incidents reported to ambulance service organisations¹ (145.1 incidents per 1000 people)
- 4.4 million responses, where an ambulance was sent to an incident (179.2 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
- 1151 response locations (1761 first responder locations with an ambulance) and 3671 ambulance general transport and patient transport vehicles
- 3.3 million patients assessed, treated or transported by ambulance service organisations (136.8 patients per 1000 people) (figure 11.1)
- 91 air ambulance aircraft available. There are air ambulance (also called aero-medical) services in all jurisdictions, although arrangements vary across jurisdictions (table 11A.2).

¹ An incident is an event that resulted in a demand for ambulance services to respond.

Figure 11.1 **Reported ambulance incidents, responses and patients, per 1000 people, 2016-17^a**



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

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

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 2016-17, 37.3 per cent of the 3.5 million incidents ambulance service organisations attended were prioritised as emergency incidents, followed by 35.5 per cent prioritised as urgent and 27.1 per cent prioritised as non-emergency (table 11A.2). There were 239 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.

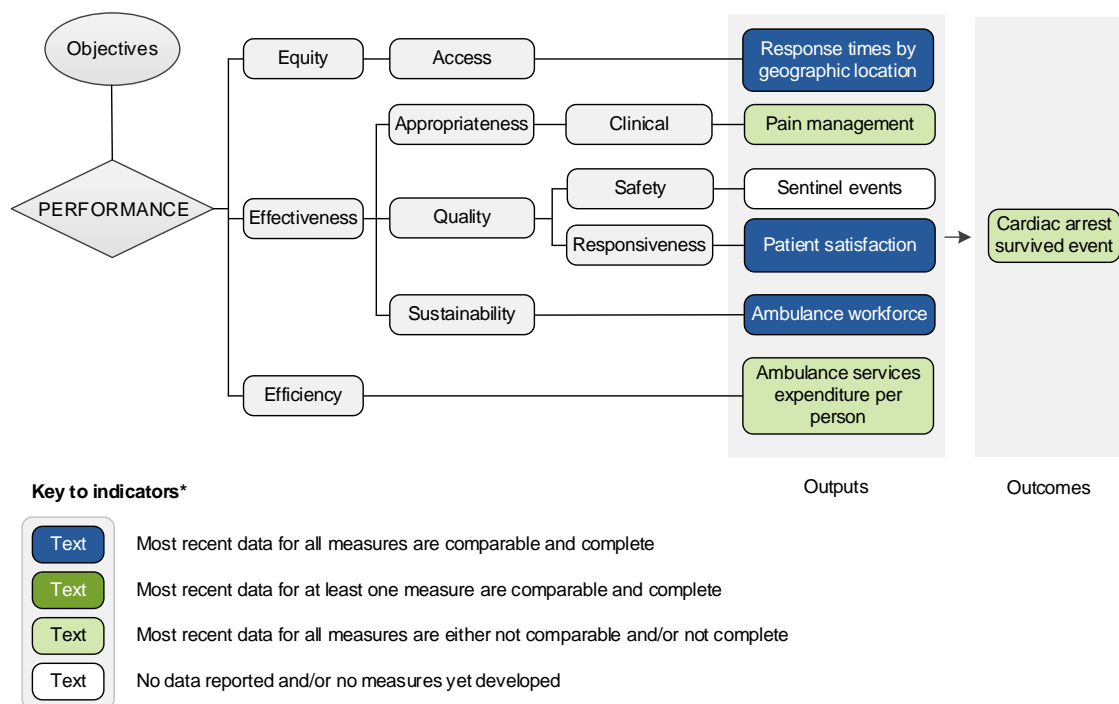
Governments aim for ambulance services to meet these objectives in an equitable and efficient manner.

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 2018 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). Chapters 1 and 2 are available from the website at www.pc.gov.au/rogs/2018.

Improvements to performance reporting for ambulance services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

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

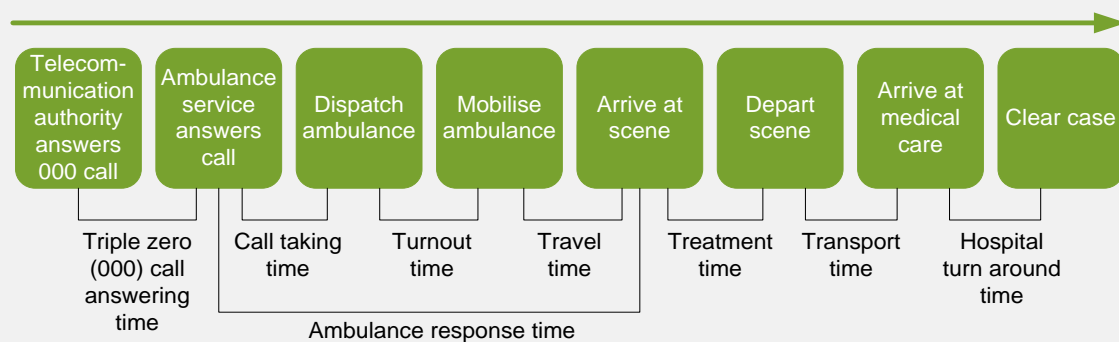
Equity indicators measure how well a service is meeting the needs of particular groups that have special needs or difficulties in accessing government services. Data on ambulance services provided to special needs groups are not available. However, indicators presented do provide information on whether ambulance services are equally accessible to everyone in the community with a similar level of need.

Access — Response times by geographic location

‘Response times by geographic location’ is an indicator of governments’ objective to provide accessible and timely ambulance services in an equitable manner (box 11.2).

Box 11.2 Response times by geographic location

‘Response times by geographical area’ is defined as the time taken between the initial receipt of the call for an emergency at the communications centre, and the arrival of the first responding ambulance resource at the scene of an emergency code 1 incident. (illustrated below), reported for urban centres and state-wide.



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. Differences across jurisdictions in the geography, personnel mix, and system type for capturing data, affect urban centre and state-wide response times.

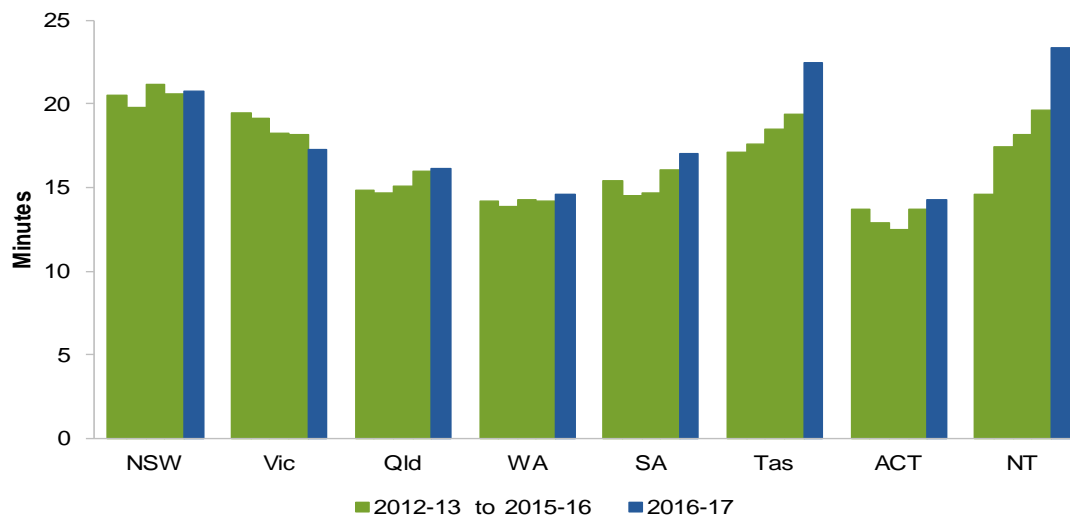
Short or decreasing response times suggest the adverse effects on patients and the community of emergencies requiring ambulance services are reduced. Similar response times across geographic areas indicates equity of access to ambulance services.

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period (subject to caveats). All required 2016-17 data are available for all jurisdictions.

In 2016-17, 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 14.3 minutes (ACT) to 23.3 minutes (NT) (figure 11.3) and state-wide ranged from 14.3 minutes (ACT) to 31.4 minutes (Tasmania) (figure 11.4).

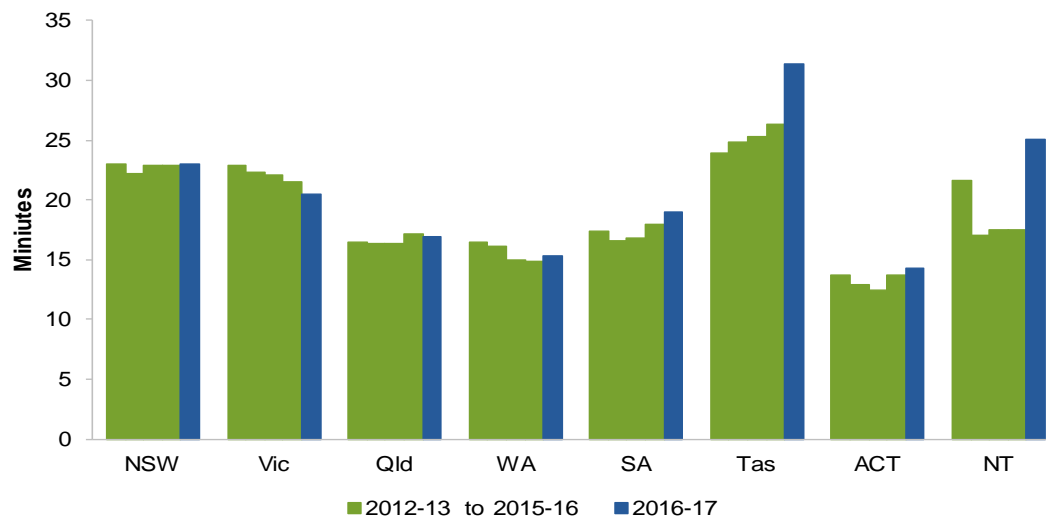
Figure 11.3 Ambulance response times, capital cities, 90th percentile^a



^a See box 11.2 and table 11A.3 for detailed definitions, footnotes and caveats.

Source: ABS (2016) *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.3.

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



^a See box 11.2 and table 11A.3 for detailed definitions, footnotes and caveats.

Source: ABS (2016) *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.3.

Effectiveness

Appropriateness — Clinical — Pain management

‘Pain management’ is an indicator of governments’ objective to provide 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.

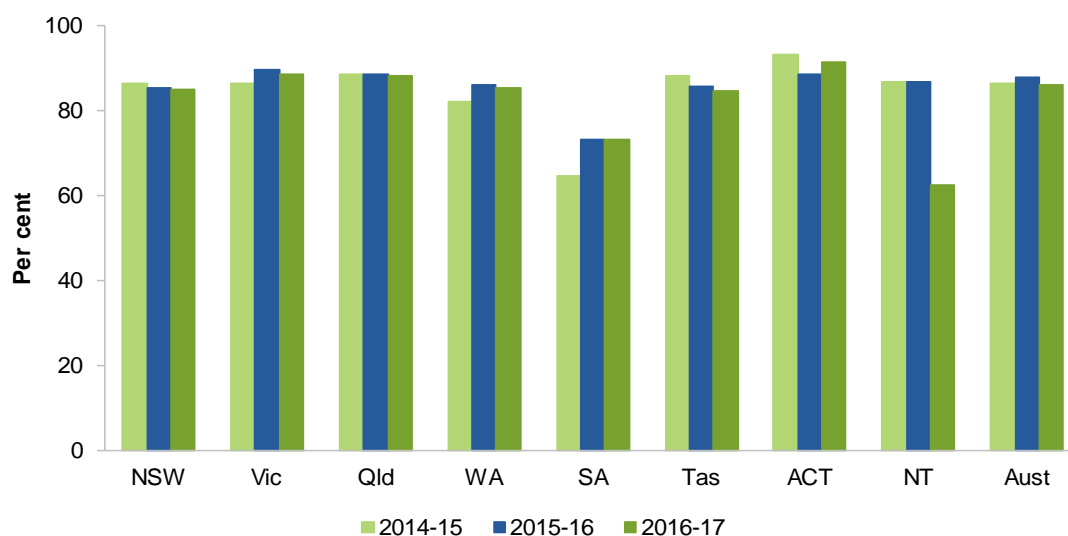
A higher or increasing percentage of patients with a clinically meaningful reduction in pain at the end of ambulance service treatment suggests appropriate care meeting patient needs.

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 2016-17 data are available for all jurisdictions.

Nationally in 2016-17, 86.2 per cent of patients who initially reported 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.5 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.5.

Quality — Safety — Sentinel events

‘Sentinel events’ is an indicator of governments’ objective to deliver ambulance services that are high quality and safe (box 11.4).

Box 11.4 Sentinel events

‘Sentinel events’ is defined as the number of reported adverse events that occur because of ambulance services system and process deficiencies, and which result in the death of, or serious harm to, a patient.

Sentinel events occur relatively infrequently and are independent of a patient’s condition.

A low or decreasing number of sentinel events is desirable.

Data are not yet available for reporting against this indicator.

Quality — Responsiveness — Patient satisfaction

‘Patient satisfaction’ is an indicator of governments’ objective to provide 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 Patient satisfaction

'Patient satisfaction' is defined as the quality of ambulance services, as perceived by the patient. It is measured as patient experience of aspects of response and treatment that are key factors in patient outcomes.

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 lights 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 30 minutes).

The following measures of patient experience of ambulance services are reported:

- proportion of patients who felt that the length of time they waited to be connected to an ambulance service call taker was much quicker or a little quicker than they thought it would be
- proportion of patients who felt that the length of time they waited for an ambulance was much quicker or a little quicker than they thought it would be
- proportion of patients who felt that the level of care provided to them by paramedics was very good or good
- proportion of patients whose level of trust and confidence in paramedics and their ability to provide quality care and treatment was very high or high
- proportion of patients who were very satisfied or satisfied with the ambulance services they received in the previous 12 months.

High or increasing proportions can indicate improved responsiveness to patient needs.

Data reported against these measures are:

- comparable (subject to caveats) across jurisdictions for most recent year, but not over time. Data for all measures, except the last for overall satisfaction, are not comparable to previous years
- complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions.

Nationally in 2016-17, the majority of respondents (97.0 per cent) indicated they were satisfied or very satisfied with the ambulance services received in the previous 12 months (table 11A.6). This was also the case for particular aspects of their experience (table 11.2).

Table 11.2 Patient satisfaction, 2016-17^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>
Proportion of patients who felt that the length of time they waited to be connected to ambulance service call taker was much quicker or a little quicker than they thought it would be	64	66	65	65	68	60	62	64	65
Proportion of patients who felt that the length of time they waited for an ambulance was much quicker or a little quicker than they thought it would be	56	62	63	63	67	50	61	57	61
Proportion of patients who felt that the level of care provided to them by paramedics was very good or good	96	98	98	98	98	98	97	95	97
Proportion of patients whose level of trust and confidence in paramedics and their ability to provide quality care and treatment was very high or high	91	91	93	94	92	93	92	89	92
Proportion of patients who were very satisfied or satisfied with the ambulance services they received in the previous 12 months	97 ± 4.9	97 ± 4.9	98 ± 5.0	99 ± 5.9	98 ± 5.2	97 ± 4.7	97 ± 5.4	97 ± 7.6	97 ± 1.8

^a See box 11.5 and table 11A.6 for detailed definitions, footnotes and caveats.

Source: Council of Ambulance Authorities Patient Experience Survey 2017; table 11A.6

Sustainability — Ambulance workforce

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.

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

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 groups (under 30, 30–39, 40–49, 50–59 and 60 and over)
- operational workforce attrition’ – 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.

(continued next page)

Box 11.6 (continued)

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 desirable.

Data reported for these measures are:

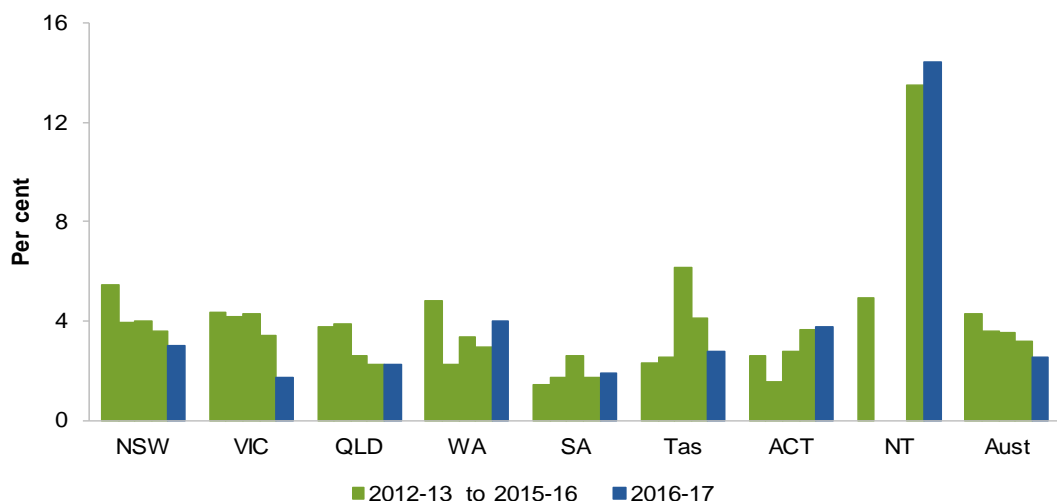
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions.

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' workforce and should also be considered in conjunction with data on the:

- number of students enrolled in accredited paramedic training courses (table 11A.9)
- 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.2 and 11A.8).

Nationally in 2016-17, the attrition rate was 2.6 per cent with 77.0 per cent of the ambulance workforce aged under 50 years (table 11A.7).

Figure 11.6 Attrition in the operational workforce^{a, b}



^a See box 11.6 and table 11A.7 for detailed footnotes and caveats. ^b Attrition data were not available for the NT for 2014-15, and were nil or rounded to zero for 2013-14.

Source: State and Territory governments (unpublished), table 11A.7.

Efficiency

Ambulance services expenditure per person

‘Ambulance service expenditure per person’ is a proxy indicator of governments’ objective to provide 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.

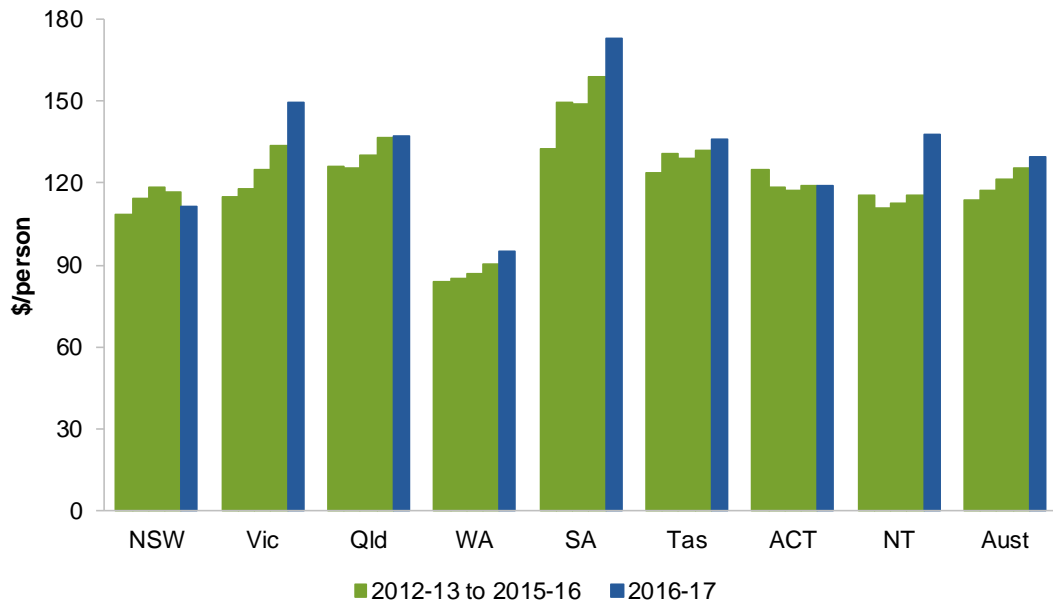
- High or increasing expenditure per person may reflect deteriorating efficiency. Alternatively, it may reflect changes in: aspects of the service (such as improved response); resourcing for first aid and community safety; or the characteristics of events requiring ambulance service response (such as 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 2016-17 data are available for all jurisdictions.

Nationally, total expenditure on ambulance service organisations was \$129.72 per person in 2016-17 (table 11A.10 and figure 11.7). 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 11.7 Expenditure per person (2016-17 dollars)^a



^a See box 11.7 and table 11A.10 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); table 11A.10.

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 to provide 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 rate

‘Cardiac arrest survived event rate’ is defined as the proportion 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).

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Box 11.8 (continued)

Three separate measures are reported:

- 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 arrests² 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:

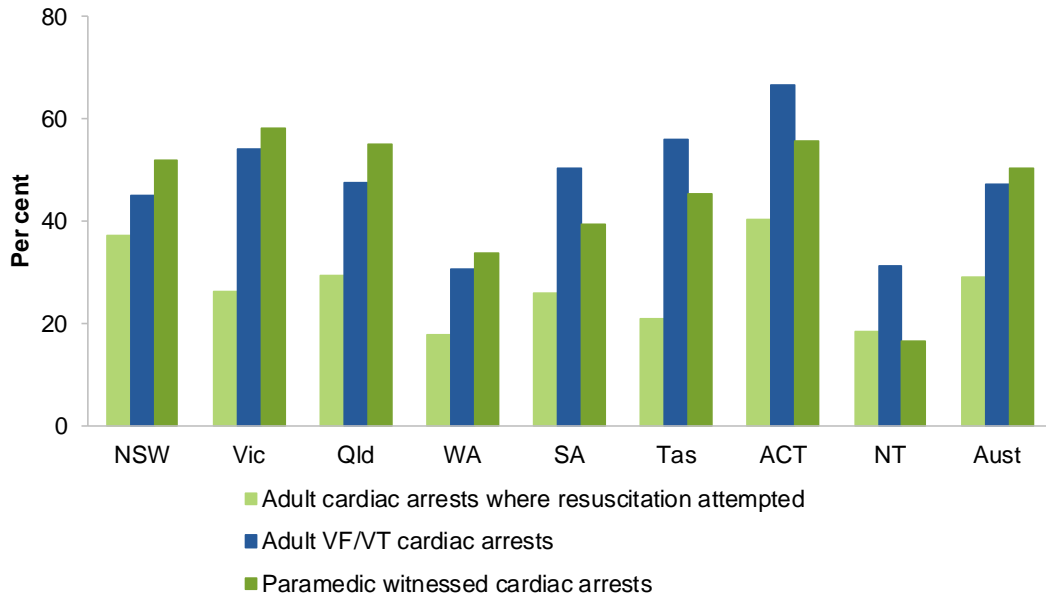
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions.

Across jurisdictions, the survival rate for patients in VF or VT cardiac arrest are higher than for other adult cardiac arrests (figure 11.8 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 who 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.

Nationally, the survival rate from paramedic witnessed out-of-hospital cardiac arrests is higher than for other adult out-of-hospital cardiac arrests. Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention (figure 11.8).

² 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 11.8 Cardiac arrest survived event rate, 2016-17^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 <p>support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel).</p>
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	User/transport charges
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

CAA (Council of Ambulance Authorities) 2017, *Patient Experience Survey 2017*, prepared by IPSOS, www.caa.net.au.

Jacobs I, Nadkarni V, Bahr J, Berg RA, Billi JE, Bossaert L, Cassan P, Coovadia A, D'Este K, Finn J, Halperin H, Handley A, Herlitz J, Hickey R, Idris A, Kloeck W, Larkin GL, Mancini ME, Mason P, Mears G, Monsieurs K, Montgomery W, Morley P, Nichol G, Nolan J, Okada K, Perlman J, Shuster M, Steen PA, Sterz F, Tibballs J, Timerman S, Truitt T, Zideman D, 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 Police and 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. Information on the comparability and completeness of the data for the performance indicators and measures is in section 11.3.

This file is available on the Review website at www.pc.gov.au/rogs/2018.

Attachment contents

Table 11A.1	Major sources of ambulance service organisations revenue (2016-17 dollars)
Table 11A.2	Ambulance incidents, responses, patients and transport
Table 11A.3	Ambulance code 1 response times (minutes)
Table 11A.4	Triple zero (000) call answering time
Table 11A.5	Patients who received care from the ambulance service and reported a clinically meaningful pain reduction
Table 11A.6	Patient experience of ambulance services
Table 11A.7	Ambulance service organisations' operational workforce, by age group and attrition
Table 11A.8	Ambulance service organisations' human resources
Table 11A.9	Enrolments in accredited paramedic training courses
Table 11A.10	Ambulance services expenditure (\$'000) (2016-17 dollars)
Table 11A.11	Cardiac arrest survived event rate

Table 11A.1 Major sources of ambulance service organisations revenue (2016-17 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
2016-17										
Revenue sources										
Government grants/contributions	\$m	722.8	676.4	547.6	136.4	149.4	53.5	38.2	28.5	2 352.9
Transport fees	\$m	208.0	185.0	119.6	108.7	101.3	8.6	7.2	3.3	741.6
Subscriptions and other income	\$m	5.2	93.6	15.9	27.2	33.8	2.1	1.7	0.9	180.4
Total	\$m	936.0	954.9	683.1	272.4	284.6	64.2	47.0	32.7	3 275.0
Real recurrent revenue per person	\$	120.04	152.93	139.87	106.07	165.76	123.70	115.68	133.55	134.30
2015-16										
Revenue sources										
Government grants/contributions	\$m	672.2	565.1	523.5	129.6	129.9	46.9	38.0	25.4	2 130.7
Transport fees	\$m	216.1	174.4	120.3	106.9	97.6	9.5	6.0	2.9	733.6
Subscriptions and other income	\$m	7.9	83.8	15.7	28.8	37.9	1.9	–	0.7	176.7
Total	\$m	896.2	823.2	659.5	265.2	265.5	58.3	44.0	29.0	3 041.1
Real recurrent revenue per person	\$	116.83	137.29	137.15	101.85	155.94	112.71	112.03	118.96	127.03
2014-15										
Revenue sources										
Government grants/contributions	\$m	614.7	495.2	490.6	125.7	132.4	49.9	38.3	24.3	1 971.1
Transport fees	\$m	232.1	177.7	118.9	104.5	82.2	9.7	5.8	3.0	733.8
Subscriptions and other income	\$m	25.3	85.3	10.4	31.5	32.1	–	0.9	1.2	186.7
Total	\$m	872.1	758.2	619.9	261.7	246.7	59.6	44.9	28.5	2 891.6
Real recurrent revenue per person	\$	115.27	128.81	130.49	101.37	145.83	115.74	115.93	116.48	122.39
2013-14										
Revenue sources										
Government grants/contributions	\$m	593.8	447.7	482.8	119.0	132.8	52.6	35.4	22.8	1 887.0
Transport fees	\$m	239.9	174.1	121.2	95.8	82.3	7.4	6.4	2.9	730.1
Subscriptions and other income	\$m	9.0	74.7	10.9	39.6	33.9	2.8	0.6	1.2	172.7

TABLE 11A.1

Table 11A.1 Major sources of ambulance service organisations revenue (2016-17 dollars) (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Total	\$m	842.7	696.5	614.9	254.5	249.1	62.9	42.4	26.9	2 789.8
Real recurrent revenue per person	\$	112.88	120.27	131.08	99.76	148.49	122.31	110.50	110.78	119.63
2012-13										
Revenue sources										
Government grants/contributions	\$m	583.6	500.7	477.3	108.5	143.0	56.5	33.5	24.1	1 927.2
Transport fees	\$m	219.5	130.2	117.4	91.6	78.5	6.9	5.3	2.8	652.1
Subscriptions and other income	\$m	21.1	97.9	16.8	42.3	36.3	3.1	0.5	0.5	218.5
Total	\$m	824.2	728.9	611.5	242.4	257.7	66.5	39.2	27.4	2 797.8
Real recurrent revenue per person	\$	112.15	128.33	132.61	98.03	155.06	129.83	103.38	115.69	122.14
2011-12										
Revenue sources										
Government grants/contributions	\$m	550.2	422.3	486.9	96.6	119.8	54.2	33.7	21.6	1 785.3
Transport fees	\$m	213.9	123.7	116.7	87.7	70.7	6.7	5.1	2.9	627.3
Subscriptions and other income	\$m	12.5	115.8	17.5	42.9	34.6	2.8	0.2	1.1	227.5
Total	\$m	776.6	661.9	621.1	227.2	225.1	63.7	38.9	25.6	2 640.1
Real recurrent revenue per person	\$	107.16	118.73	137.63	95.19	136.85	124.39	104.95	109.99	117.41
2010-11										
Revenue sources										
Government grants/contributions	\$m	531.8	382.9	470.1	72.0	112.0	54.4	25.2	20.9	1 669.4
Transport fees	\$m	208.8	120.9	110.8	80.6	75.8	5.1	5.8	2.5	610.2
Subscriptions and other income	\$m	9.2	136.4	21.6	39.8	31.2	0.7	0.2	1.1	240.3
Total	\$m	749.8	640.1	602.6	192.4	219.1	60.2	31.1	24.4	2 519.8
Real recurrent revenue per person	\$	104.43	116.48	135.80	82.97	134.21	117.96	85.33	106.06	113.64
2009-10										
Revenue sources										
Government grants/contributions	\$m	537.9	389.1	440.5	49.6	113.2	53.3	21.5	18.2	1 623.3

Table 11A.1 Major sources of ambulance service organisations revenue (2016-17 dollars) (a), (b), (c)

	Unit	NSW (d)	Vic	Qld	WA	SA	Tas	ACT (d)	NT	Aust
Transport fees	\$m	212.8	121.2	115.2	69.1	68.0	5.1	5.1	2.7	599.2
Subscriptions and other income	\$m	11.0	121.0	17.3	39.6	29.2	1.0	0.5	1.1	220.7
Total	\$m	761.7	631.3	573.0	158.3	210.4	59.4	27.1	22.0	2 443.2
Real recurrent revenue per person	\$	107.25	116.50	131.21	69.91	129.98	117.31	75.79	96.55	111.74
2008-09										
Revenue sources										
Government grants/contributions	\$m	527.4	378.5	441.8	47.6	125.3	45.5	22.3	17.0	1 605.6
Transport fees	\$m	201.5	108.6	88.0	58.7	60.0	5.6	5.2	2.3	529.9
Subscriptions and other income	\$m	9.6	124.9	22.0	38.3	28.1	0.7	0.2	7.1	230.7
Total	\$m	738.5	612.1	551.8	144.6	213.4	51.8	27.7	26.4	2 366.2
Real recurrent revenue per person	\$	105.47	115.19	129.05	65.47	133.52	103.32	78.86	118.56	110.18
2007-08										
Revenue sources										
Government grants/contributions	\$m	478.1	337.3	401.8	44.7	82.6	35.1	21.0	15.8	1 416.4
Transport fees	\$m	186.3	111.8	87.4	64.3	60.6	5.5	5.4	2.3	523.7
Subscriptions and other income	\$m	12.3	133.8	21.2	39.0	28.4	0.8	0.2	6.6	242.2
Total	\$m	676.7	582.9	510.4	148.1	171.6	41.4	26.6	24.6	2 182.2
Real recurrent revenue per person	\$	98.30	112.10	122.69	69.35	108.69	83.46	77.21	113.75	103.83

(a) Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17 = 100) (table 2A.49).

(b) The Estimated Resident Populations (ERPs) rates differ across years. For data up to 2015-16 the rates are derived using the ERPs based on the 2011 Census. For 2016-17 data the rates are derived using the ERPs based on the 2016 Census. The December 2016 ERP also includes Norfolk Island in the Australian total (in addition to the other territories).

(c) Totals may not add due to rounding.

(d) Jurisdiction notes:

NSW: NSW has a subscription scheme but funds are deposited to the consolidated revenue of the NSW Treasury.

Table 11A.1 **Major sources of ambulance service organisations revenue (2016-17 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
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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 2017, *Australian National Accounts: National Income, Expenditure and Product, June 2017*, Cat. no. 5206.0 (table 2A.49).

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
2016-17										
Incidents										
Emergency incidents	no.	378 870	279 310	357 363	98 885	138 420	34 354	16 068	16 282	1 319 552
Urgent incidents	no.	395 267	218 504	409 933	64 572	91 416	34 438	26 030	17 478	1 257 638
Non-emergency incidents	no.	115 333	350 110	272 537	131 585	59 389	12 140	10 143	9 163	960 400
Casualty room attendances	no.	–	–	239	–	–	–	–	–	239
Total incidents	no.	889 470	847 924	1 040 072	295 042	289 225	80 932	52 241	42 923	3 537 829
Incidents	per 1 000 people	114.1	135.8	213.0	114.9	168.5	155.9	128.5	175.2	145.1
Ambulance response locations										
With paid staff only	no.	226	169	239	30	43	13	8	8	736
With mixed paid and volunteer staff	no.	5	74	–	15	3	17	–	–	114
With volunteer staff only	no.	13	24	28	144	73	19	–	–	301
Total	no.	244	267	267	189	119	49	8	8	1 151
Response locations	per 100 000 people	3.1	4.3	5.5	7.4	6.9	9.4	2.0	3.3	4.7
First responder locations										
Ambulance	no.	7	51	23	1 664	10	5	–	1	1 761
Third party	no.	27	72	–	474	13	4	–	–	590
Responses										
Emergency responses	no.	497 377	409 151	453 942	121 508	194 008	43 064	18 297	17 069	1 754 416
Urgent responses	no.	488 422	277 784	451 464	88 271	124 045	37 316	23 454	19 159	1 509 915
Non-emergency responses	no.	136 302	405 738	280 494	163 800	80 289	11 984	10 143	16 496	1 105 246
Total responses	no.	1 122 101	1 092 673	1 185 900	373 579	398 342	92 364	51 894	52 724	4 369 577
Responses	per 1 000 people	143.9	175.0	242.8	145.5	232.0	177.9	127.7	215.2	179.2
Patients										
Transported	no.	670 120	676 173	891 359	272 347	243 332	56 540	33 016	38 256	2 881 143

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Treated not transported	no.	172 827	95 686	103 050	31 672	24 655	14 570	6 823	5 928	455 211
Total patients	no.	842 947	771 859	994 409	304 019	267 987	71 110	39 839	44 184	3 336 354
Patients	per 1 000 people	108.1	123.6	203.6	118.4	156.1	137.0	98.0	180.3	136.8
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	939	628	933	481	256	108	25	32	3 402
Patient transport vehicles	no.	21	64	77	59	28	12	4	4	269
Operational support vehicles	no.	339	327	244	41	101	34	10	8	1 104
Special operations vehicles	no.	56	20	24	5	40	3	–	7	155
Administrative and other vehicles	no.	128	163	122	102	38	7	6	11	577
Total	no.	1 483	1 202	1 400	688	463	164	45	62	5 507
Total fleet road	m km	40.9	35.6	40.7	7.6	12.2	3.7	1.2	1.2	143.1
Air ambulance aircraft	no.	22	9	25	23	8	3	1	–	91
2015-16										
Incidents										
Emergency incidents	no.	397 951	342 480	342 613	95 199	132 997	40 935	16 918	15 283	1 384 376
Urgent incidents	no.	360 611	199 339	390 377	61 440	86 523	23 506	23 504	18 927	1 164 227
Non-emergency incidents	no.	129 630	293 827	252 817	122 658	60 951	12 494	9 514	7 164	889 055
Casualty room attendances	no.	–	–	322	–	–	–	–	–	322
Total incidents	no.	888 192	835 646	986 129	279 297	280 471	76 935	49 936	41 374	3 437 980
Incidents	per 1 000 people	115.8	139.4	205.1	107.3	164.7	148.7	127.1	169.5	143.6
Ambulance response locations										
With paid staff only	no.	225	162	237	30	41	13	8	8	724
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

TABLE 11A.2

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Total	no.	243	261	266	191	115	50	8	8	1 142
Response locations	per 100 000 people	3.2	4.4	5.5	7.3	6.8	9.7	2.0	3.3	14.9
First responder locations										
Ambulance	no.	8	55	24	1 264	10	5	–	1	1 367
Third party	no.	26	72	–	–	14	4	–	–	116
Responses										
Emergency responses	no.	519 552	494 683	440 661	117 168	187 750	49 644	18 200	18 305	1 845 963
Urgent responses	no.	444 010	260 620	432 357	82 354	117 348	27 256	22 122	21 867	1 407 934
Non-emergency responses	no.	152 073	334 253	259 685	150 015	79 918	13 277	9 412	9 083	1 007 716
Total responses	no.	1 115 635	1 089 556	1 132 703	349 537	385 016	90 177	49 734	49 255	4 261 613
Responses	per 1 000 people	145.4	181.7	235.5	134.2	226.1	174.3	126.5	201.8	178.0
Patients										
Transported	no.	668 349	656 164	849 146	255 272	231 594	62 613	29 025	40 767	2 792 930
Treated not transported	no.	171 560	96 836	94 563	30 358	26 621	14 694	7 365	6 871	448 868
Total patients	no.	839 909	753 000	943 709	285 630	258 215	77 307	36 390	47 638	3 241 798
Patients	per 1 000 people	109.5	125.6	196.2	109.7	151.6	149.4	92.6	195.2	135.4
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	939	604	883	485	238	108	26	33	3 316
Patient transport vehicles	no.	12	65	111	47	28	12	4	4	283
Operational support vehicles	no.	304	292	232	40	98	33	12	8	1 019
Special operations vehicles	no.	90	20	18	5	40	3	–	7	183
Administrative and other vehicles	no.	127	149	86	98	36	6	5	11	518
Total	no.	1 472	1 130	1 330	675	440	162	47	63	5 319
Total fleet road	m km	39.5	35.4	38.9	7.5	12.1	3.3	1.2	1.0	139.0

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Air ambulance aircraft	no.	22	9	28	23	8	3	1	–	94
2014-15										
Incidents										
Emergency incidents	no.	474 417	331 153	325 877	93 292	125 557	39 453	16 331	14 351	1 420 431
Urgent incidents	no.	268 670	191 359	369 106	57 898	86 405	22 378	19 147	17 227	1 032 190
Non-emergency incidents	no.	150 974	310 841	250 867	111 539	62 141	12 249	11 485	6 547	916 643
Casualty room attendances	no.	–	–	520	–	–	–	–	–	520
Total incidents	no.	894 061	833 353	946 370	262 729	274 103	74 080	46 963	38 125	3 369 784
Incidents	per 1 000 people	118.2	141.6	199.2	101.8	162.0	143.8	121.2	156.1	142.6
Ambulance response locations										
With paid staff only	no.	225	167	238	30	40	13	8	4	725
With mixed paid and volunteer staff	no.	5	71	–	15	3	16	–	3	113
With volunteer staff only	no.	13	27	28	151	68	21	–	2	310
Total	no.	243	265	266	196	111	50	8	9	1 148
Response locations	per 100 000 people	3.2	4.5	5.6	7.6	6.6	9.7	2.1	3.7	4.9
First responder locations										
Ambulance	no.	8	57	24	970	10	5	na	na	1 074
Third party	no.	26	73	–	na	13	4	na	na	116
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										

Table 11A.2 Ambulance incidents, responses, patients and transport (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Transported	no.	697 717	666 142	811 764	231 687	222 970	60 779	33 031	37 066	2 761 156
Treated not transported	no.	157 981	98 629	90 896	32 356	28 712	14 034	7 325	9 828	439 761
Total patients	no.	855 698	764 771	902 660	264 043	251 682	74 813	40 356	46 894	3 200 917
Patients	per 1 000 people	113.1	129.9	190.0	102.3	148.8	145.2	104.1	192.0	135.5
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	931	557	880	486	217	108	27	32	3 238
Patient transport vehicles	no.	116	65	106	43	28	13	4	3	378
Operational support vehicles	no.	394	310	220	43	145	28	11	3	1 154
Special operations vehicles	no.	91	20	18	3	39	3	–	1	175
Administrative and other vehicles	no.	123	177	85	97	36	8	5	11	542
Total	no.	1 655	1 129	1 309	672	465	160	47	50	5 487
Total fleet road	m km	45.1	35.3	37.1	7.5	11.7	3.4	1.2	na	141.3
Air ambulance aircraft	no.	22	9	28	20	7	3	1	–	90
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.	–	345 815	236 923	104 671	60 596	12 452	8 243	–	768 700
Casualty room attendances	no.	–	–	562	–	–	–	–	–	562
Total incidents	no.	727 407	844 227	896 526	252 417	265 932	73 373	43 445	–	3 103 327
Incidents	per 1 000 people	97.4	145.8	191.1	99.0	158.6	142.8	113.1	–	133.1
Ambulance response locations										
With paid staff only	no.	223	168	237	30	40	12	8	4	722
With mixed paid and volunteer staff	no.	7	64	–	14	3	16	–	3	107

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
With volunteer staff only	no.	15	28	28	146	68	21	–	2	308
Total	no.	245	260	265	190	111	49	8	9	1 137
Response locations	per 100 000 people	3.3	4.5	5.6	7.4	6.6	9.5	2.1	3.7	4.9
First responder locations										
Ambulance	no.	7	58	26	751	8	5	–	–	855
Third party	no.	22	73	–	–	14	4	–	–	113
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	2 795 219
Treated not transported	no.	146 660	92 428	85 114	28 219	30 459	13 806	7 139	na	403 825
Total patients	no.	959 716	775 425	862 377	248 712	241 700	73 661	37 453	na	3 199 044
Patients	per 1 000 people	128.6	133.9	183.8	97.5	144.1	143.3	97.5	na	137.2
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	924	547	860	480	236	110	27	32	3 216
Patient transport vehicles	no.	117	58	105	35	21	13	4	3	356
Operational support vehicles	no.	298	313	203	35	93	28	11	12	993
Special operations vehicles	no.	93	18	17	3	44	3	–	1	179
Administrative and other vehicles	no.	136	184	80	96	36	10	5	11	558
Total	no.	1 568	1 120	1 265	649	430	164	47	59	5 302

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Total fleet road	m km	40.2	35.8	35.2	7.1	11.3	3.2	1.1	na	133.8
Air ambulance aircraft	no.	22	9	27	19	8	2	1	-	88
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	-	3 300 248
Incidents	per 1 000 people	135.2	143.7	188.7	99.5	158.0	137.6	108.9	-	144.1
Ambulance response locations										
With paid staff only	no.	224	166	242	30	42	12	7	4	727
With mixed paid and volunteer staff	no.	6	62	-	12	3	16	-	3	102
With volunteer staff only	no.	38	29	27	147	68	21	-	2	332
Total	no.	268	257	269	189	113	49	7	9	1 161
Response locations	per 100 000 people	3.6	4.5	5.8	7.6	6.8	9.6	1.8	3.8	5.1
First responder locations										
Ambulance	no.	16	58	29	456	8	5	-	-	572
Third party	no.	6	74	-	-	12	4	-	-	96
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
Responses	per 1 000 people	165.9	189.9	216.1	115.6	212.3	165.3	109.5	200.8	179.3

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
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.	141 310	79 061	87 971	23 777	32 057	12 620	7 001	10 485	394 282
Total patients	no.	957 572	738 625	824 071	242 524	233 724	70 734	36 865	47 451	3 151 566
Patients	per 1 000 people	130.3	130.0	178.7	98.1	140.6	138.0	97.1	200.3	137.6
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	930	534	815	466	225	108	27	32	3 137
Patient transport vehicles	no.	116	57	106	31	20	13	4	3	350
Operational support vehicles	no.	306	316	210	32	87	31	11	12	1 005
Special operations vehicles	no.	94	18	18	1	44	3	–	1	179
Administrative and other vehicles	no.	136	178	88	83	36	11	5	11	548
Total	no.	1 582	1 103	1 237	613	412	166	47	59	5 219
Total fleet road	m km	36.3	34.1	34.1	7.0	11.5	2.9	1.3	na	127.2
Air ambulance aircraft	no.	16	9	26	16	10	2	1	–	80
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	–	3 193 357
Incidents	per 1 000 people	134.3	142.6	184.6	95.9	155.4	133.7	105.5	–	142.0
Ambulance response locations										
With paid staff only	no.	223	159	239	30	42	11	7	4	715

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
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	332
Total	no.	267	230	266	189	114	49	7	9	1 131
Response locations	per 100 000 people	3.7	4.1	5.9	7.9	6.9	9.6	1.9	3.9	5.0
First responder locations										
Ambulance	no.	16	31	30	254	8	4	–	–	343
Third party	no.	6	68	–	–	7	5	–	–	86
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	–	13 339	8 321	10 187	1 074 181
Total responses	no.	1 183 795	1 016 791	931 333	265 571	265 722	80 139	39 908	44 441	3 827 700
Responses	per 1 000 people	163.3	182.4	206.4	111.2	161.5	156.6	107.6	191.3	170.2
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
Patients	per 1 000 people	128.5	128.8	173.3	96.4	147.7	131.2	89.3	191.3	135.6
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	914	527	816	448	226	108	25	31	3 095
Patient transport vehicles	no.	122	57	105	29	15	14	4	3	349
Operational support vehicles	no.	309	310	210	24	104	30	12	12	1 011
Special operations vehicles	no.	94	16	18	11	15	3	–	1	158
Administrative and other vehicles	no.	135	182	95	75	39	9	5	11	551

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Total	no.	1 574	1 092	1 244	587	399	164	46	58	5 164
Total fleet road	m km	35.9	29.5	33.9	7.2	10.5	2.8	1.1	1.0	121.9
Air ambulance aircraft	no.	15	9	26	16	10	2	1	–	79
2010-11										
Incidents										
Emergency incidents	no.	514 232	278 401	256 590	65 297	133 447	36 352	13 734	na	1 298 053
Urgent incidents	no.	147 869	165 564	302 871	50 819	57 577	21 333	15 771	na	761 804
Non-emergency incidents	no.	281 846	337 324	236 240	89 711	87 492	17 608	6 606	na	1 056 827
Casualty room attendances	no.	–	–	5 607	–	–	–	–	–	5 607
Total incidents	no.	943 947	781 289	801 308	205 827	278 516	75 293	36 111	–	3 122 291
Incidents	per 1 000 people	131.5	142.2	180.6	88.8	170.6	147.6	99.0	–	140.8
Ambulance response locations										
With paid staff only	no.	222	162	238	30	41	10	7	4	714
With mixed paid and volunteer staff	no.	6	42	–	12	3	18	–	3	84
With volunteer staff only	no.	38	28	27	150	68	21	–	2	334
Total	no.	266	232	265	192	112	49	7	9	1 132
Response locations	per 100 000 people	3.7	4.2	6.0	8.3	6.9	9.6	1.9	3.9	5.1
First responder locations										
Ambulance	no.	16	30	30	114	8	4	–	–	202
Third party	no.	6	68	–	–	7	5	–	–	86
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

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
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										
Ambulances and other vehicles										
Ambulance general purpose	no.	909	523	804	442	214	108	20	31	3 051
Patient transport vehicles	no.	116	53	110	26	18	13	3	3	342
Operational support vehicles	no.	318	302	221	23	102	25	5	12	1 008
Special operations vehicles	no.	91	15	16	11	15	3	–	1	152
Administrative and other vehicles	no.	135	188	110	66	40	9	8	11	567
Total	no.	1 569	1 081	1 261	568	389	158	36	58	5 120
Total fleet road	m km	35.1	29.0	31.2	6.8	10.5	2.7	0.9	0.9	117.1
Air ambulance aircraft	no.	15	9	25	16	10	2	1	–	78
2009-10										
Incidents										
Emergency incidents	no.	503 534	261 031	232 142	57 646	122 916	35 076	13 668	na	1 226 013
Urgent incidents	no.	155 192	158 969	284 165	49 724	58 324	22 577	15 911	na	744 862
Non-emergency incidents	no.	277 720	322 144	228 316	87 184	86 476	11 959	6 329	na	1 020 128
Casualty room attendances	no.	–	–	5 819	–	–	–	–	–	5 819
Total incidents	no.	936 446	742 144	750 442	194 554	267 716	69 612	35 908	–	2 996 822
Incidents	per 1 000 people	131.9	136.9	171.8	85.9	165.4	137.4	100.3	–	137.1

Ambulance response locations

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
With paid staff only	no.	222	162	237	27	44	11	7	4	714
With mixed paid and volunteer staff	no.	6	43	–	12	3	17	–	3	84
With volunteer staff only	no.	39	27	27	150	68	21	–	2	334
Total	no.	267	232	264	189	115	49	7	9	1 132
Response locations	per 100 000 people	3.8	4.3	6.0	8.3	7.1	9.7	2.0	4.0	5.2
First responder locations										
Ambulance	no.	13	30	27	87	5	4	–	–	166
Third party	no.	5	68	–	–	8	3	–	–	84
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										
Ambulances and other vehicles										
Ambulance general purpose	no.	887	528	788	448	207	108	20	31	3 017
Patient transport vehicles	no.	95	50	110	16	19	4	3	2	299
Operational support vehicles	no.	371	298	216	12	95	23	4	9	1 028
Special operations vehicles	no.	57	15	13	8	15	–	–	–	108

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Administrative and other vehicles	no.	122	176	110	63	49	7	6	14	547
Total	no.	1 532	1 067	1 237	547	385	142	33	56	4 999
Total fleet road	m km	33.4	29.6	30.3	6.4	10.4	2.7	0.9	0.8	114.5
Air ambulance aircraft	no.	22	9	28	16	10	2	1	–	88
2008-09										
Incidents										
Emergency incidents	no.	491 432	239 871	217 027	51 001	108 391	30 207	12 104	na	1 150 033
Urgent incidents	no.	181 031	152 903	285 266	46 167	62 057	23 156	13 656	na	764 236
Non-emergency incidents	no.	266 320	321 588	241 711	87 175	75 837	10 014	6 789	na	1 009 434
Casualty room attendances	no.	–	–	6 734	–	–	–	–	–	6 734
Total incidents	no.	938 783	714 362	750 738	184 343	246 285	63 377	32 549	–	2 930 437
Incidents	per 1 000 people	134.1	134.4	175.6	83.5	154.1	126.3	92.7	–	136.5
Ambulance response locations										
With paid staff only	no.	221	151	231	27	44	11	7	4	696
With mixed paid and volunteer staff	no.	6	49	–	12	2	14	–	3	86
With volunteer staff only	no.	36	24	28	145	66	23	–	2	324
Total	no.	263	224	259	184	112	48	7	9	1 106
Response locations	per 100 000 people	3.8	4.2	6.1	8.3	7.0	9.6	2.0	4.0	5.2
First responder locations										
Ambulance	no.	8	28	28	88	5	4	–	–	161
Third party	no.	13	68	–	–	6	3	–	–	90
Responses										
Emergency responses	no.	610 547	330 908	285 273	55 477	128 182	32 632	13 041	10 151	1 466 211
Urgent responses	no.	214 738	177 587	308 542	53 095	68 398	23 645	14 219	17 580	877 804
Non-emergency responses	no.	294 705	355 681	234 751	99 389	75 883	8 782	7 140	9 697	1 086 028

TABLE 11A.2

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Total responses	no.	1 119 990	864 176	828 566	207 961	272 463	65 059	34 400	37 428	3 430 043
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.	119 306	62 108	50 841	18 456	35 246	12 359	6 806	3 423	308 545
Total patients	no.	883 716	655 506	657 890	191 808	219 733	50 099	28 360	33 491	2 720 603
Patients	per 1 000 people	126.2	123.4	153.9	86.8	137.5	99.8	80.8	150.5	126.7
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	888	519	770	441	207	99	21	31	2 976
Patient transport vehicles	no.	93	47	114	16	19	3	3	2	297
Operational support vehicles	no.	357	260	204	13	91	22	9	9	965
Special operations vehicles	no.	20	19	1	8	11	2	1	–	62
Administrative and other vehicles	no.	118	168	99	64	46	7	6	14	522
Total	no.	1 476	1 013	1 188	542	374	133	40	56	4 822
Total fleet road	m km	30.4	30.8	29.6	6.0	10.4	2.4	0.9	0.8	111.4
Air ambulance aircraft	no.	15	9	28	13	10	2	1	–	78
2007-08										
Incidents										
Emergency incidents	no.	479 511	227 632	220 160	48 387	107 941	29 327	11 941	na	1 124 899
Urgent incidents	no.	196 316	161 772	283 749	40 544	58 961	21 937	12 783	na	776 062
Non-emergency incidents	no.	256 118	312 831	220 133	85 139	69 241	9 592	7 757	na	960 811
Casualty room attendances	no.	–	–	8 511	–	–	–	–	–	8 511
Total incidents	no.	931 945	702 235	732 553	174 070	236 143	60 856	32 481	–	2 870 283
Incidents	per 1 000 people	135.4	135.1	176.1	81.5	149.6	122.7	94.4	–	136.6

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Ambulance response locations										
With paid staff only	no.	217	148	231	25	42	10	7	2	682
With mixed paid and volunteer staff	no.	9	44	–	13	1	14	–	5	86
With volunteer staff only	no.	24	26	28	146	68	23	–	1	316
Total	no.	250	218	259	184	111	47	7	8	1 084
Response locations	per 100 000 people	3.6	4.2	6.2	8.6	7.0	9.5	2.0	3.7	5.2
First responder locations										
Ambulance	no.	5	29	28	na	5	3	–	–	70
Third party	no.	–	68	–	–	6	–	–	–	74
Responses										
Emergency responses	no.	604 731	329 986	310 985	51 012	119 799	31 516	12 753	8 097	1 468 879
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										
Ambulances and other vehicles										
Ambulance general purpose	no.	895	513	730	415	202	98	16	28	2 897
Patient transport vehicles	no.	95	46	112	16	19	2	2	2	294
Operational support vehicles	no.	340	237	200	10	78	22	9	9	905

Table 11A.2 **Ambulance incidents, responses, patients and transport (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (d)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Special operations vehicles	no.	21	11	1	–	4	2	1	–	40
Administrative and other vehicles	no.	120	173	96	64	44	7	4	12	520
Total	no.	1 471	980	1 139	505	347	131	32	51	4 656
Total fleet road	m km	30.1	25.6	28.0	5.9	10.5	2.3	0.8	0.8	104.1
Air ambulance aircraft	no.	14	9	29	12	10	2	1	6	83

(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) Aircraft total count is a mix of fixed wing and/or helicopter which are operated by State Ambulance Service and/or other service providers.

(c) The Estimated Resident Populations (ERPs) rates differ across years. For data up to 2015-16 the rates are derived using the ERPs based on the 2011 Census. For 2016-17 data the rates are derived using the ERPs based on the 2016 Census. The December 2016 ERP also includes Norfolk Island in the Australian total (in addition to the other territories).

(d) 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.

In 2016-17 there was a movement from Special Operations Vehicles to Operational Support Vehicles following a review of the use of marked up vehicles.

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

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

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: Data are based on VACIS data. 2016-17 data are incomplete as industrial action in 2016 affected the completion of patient electronic care records.

NT: From 2016-17, work practices within St John Ambulance enable more accurate reporting of Responses, Incidents and Transports.

Incident data are not available prior to 2014-15.

In 2013-14, patients data are not available due to industrial action.

Aust: Australian incidents data exclude NT as NT data are not available for years prior to 2014-15.

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.3 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>
Capital cities 90th percentile								
2016-17	20.8	17.3	16.2	14.6	17.0	22.5	14.3	23.3
2015-16	20.6	18.2	16.0	14.2	16.0	19.4	13.7	19.6
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	17.6	15.6	16.9
2009-10	18.3	15.7	14.5	15.0	14.3	16.6	15.8	17.2
2008-09	18.7	15.1	15.8	15.7	14.2	16.6	16.8	14.1
2007-08	17.8	15.5	15.3	15.6	14.1	16.0	16.3	22.0
Statewide 90th percentile								
2016-17	23.0	20.5	16.9	15.3	19.0	31.4	14.3	25.1
2015-16	22.9	21.5	17.1	14.9	18.0	26.3	13.7	17.6
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	23.2	15.6	23.9
2009-10	21.0	19.9	16.4	17.8	16.1	22.8	15.8	24.1
2008-09	20.8	19.0	17.2	17.6	16.0	22.8	16.8	19.6
2007-08	19.9	19.0	16.7	16.6	15.7	22.4	16.3	23.5
Capital cities 50th percentile								
2016-17	10.8	10.1	8.9	8.5	9.9	12.6	8.7	10.4
2015-16	10.8	10.5	8.7	8.3	9.5	11.9	8.5	8.9
2014-15	11.2	10.5	8.3	8.4	8.8	11.5	8.0	8.5

Table 11A.3 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>
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
2010-11	10.3	10.1	8.2	9.8	9.2	10.6	9.8	8.4
2009-10	10.0	9.5	8.1	9.4	9.3	10.2	10.0	8.1
2008-09	10.1	9.2	8.5	9.2	9.2	10.0	10.3	7.6
2007-08	9.7	9.4	8.4	9.2	9.3	9.6	9.2	12.5
Statewide 50th percentile								
2016-17	11.1	10.4	8.8	8.5	10.0	13.8	8.7	10.2
2015-16	11.0	10.9	8.6	8.4	9.6	12.9	8.5	7.5
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	11.4	9.8	10.3
2009-10	10.3	10.0	8.1	9.6	9.4	11.0	10.0	10.1
2008-09	10.3	10.0	8.4	9.5	9.4	10.9	10.3	9.5
2007-08	9.9	10.0	8.3	9.3	9.4	10.3	9.2	10.1
Capital city								
Population ('000)	5 765.8	4 689.3	3 036.7	2 016.9	1 259.3	342.4	391.2	143.6
Area (sq km)	12 368	9 991	15 826	6 418	3 258	1 695	2 358	3 164
Population per sq km	466.2	469.4	191.9	314.3	386.6	202.0	165.9	45.4

(a) 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.

Table 11A.3 **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>
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(b) Response times commence from the following time points: NSW, Queensland and WA from transfer to dispatch. Victoria, SA, Tasmania, NT and the ACT from first key stroke.

(c) Jurisdiction notes:

Vic: 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.

Tas: Increases in response times are a result of both higher demand and the implementation of a new CAD system resulting in changes to the way information is recorded and used for reporting.

NT: 2015-16 data have been revised in this Report.

Source: State and Territory governments (unpublished); ABS (2016) *Regional Population Growth, Australia*, Cat. no. 3218.0, Canberra (March release) (table 2A.12).

Table 11A.4 Triple zero (000) call answering time (a), (b)

<i>Unit</i>	<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										
2016-17	%	79.7	93.8	91.9	94.5	95.4	75.6	95.8	96.5	88.9
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
Number of calls received by the triple zero (000) emergency call service that require an ambulance service										
2016-17	'000	903.5	739.3	786.5	231.8	203.2	67.8	39.0	52.0	3 023.0
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: 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.

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.

Table 11A.4 **Triple zero (000) call answering time (a), (b)**

<i>Unit</i>	<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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Tas: Ambulance Tasmania relies on the Telstra Triple Zero call data to provide these data and has changed the way it interprets this data. This has resulted in a significant decrease in the reported Number of calls answered in less than or equal to 10 seconds.

Source: State and Territory governments (unpublished).

Table 11A.5 Patients who received care from the ambulance service and reported 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 reported a clinically meaningful pain reduction											
2016-17	%	85.2	88.8	88.3	85.3	73.3	84.6	91.5	62.6	86.2	..
2015-16	%	85.3	89.8	88.7	86.2	73.1	85.9	88.5	87.0	87.9	..
2014-15	%	86.4	86.3	88.7	82.3	64.6	88.3	93.4	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	91.2	89.2	80.4	73.3	84.3	na	na	..	83.7
Total number of pain management patients											
2016-17	no.	47 131	56 761	68 853	12 879	12 763	5 027	3 393	3 358	210 165	..
2015-16	no.	42 453	54 910	68 211	13 478	8 343	5 035	3 285	8 922	204 625	..
2014-15	no.	41 460	46 503	65 831	12 189	13 110	5 909	2 979	5 078	193 059	..
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	52 202	59 567	9 377	8 597	5 170	na	na	..	189 886

(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 in this Report. 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: From 2016-17, improved data extraction methods enable more accurate reporting of pain management.

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

na Not available. .. Not applicable.

Source: State and Territory governments (unpublished).

Table 11A.6 Patient experience of ambulance services (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</i>
2016-17										
Total number of patients surveyed	no.	1 300	1 300	1 300	1 300	1 300	1 300	1 300	1 300	10 400
Total number of usable responses	no.	406	472	380	277	359	431	330	164	2 819
Overall satisfaction										
Very satisfied or satisfied	%	97.0	97.0	98.0	99.0	98.0	97.0	97.0	97.0	97.0
95% confidence interval	±	4.9	4.9	5.0	5.9	5.2	4.7	5.4	7.6	1.8
Neither satisfied / dissatisfied	%	1.0	2.0	1.0	1.0	1.0	1.0	2.0	1.0	1.0
Dissatisfied / very dissatisfied	%	2.0	1.0	2.0	1.0	2.0	2.0	2.0	3.0	2.0
Phone answer time										
Much quicker or a little quicker than I thought it would be	%	64.0	66.0	65.0	65.0	68.0	60.0	62.0	64.0	65.0
A little slower or much slower than I thought it would be	%	5.0	5.0	4.0	3.0	3.0	4.0	2.0	4.0	4.0
About what I thought it would be	%	31.0	29.0	31.0	32.0	29.0	35.0	36.0	32.0	31.0
Ambulance arrival time										
Much quicker or a little quicker than I thought it would be	%	56.0	62.0	63.0	63.0	67.0	50.0	61.0	57.0	61.0
A little slower or much slower than I thought it would be	%	9.0	9.0	7.0	3.0	7.0	13.0	9.0	11.0	8.0
About what I thought it would be	%	34.0	29.0	30.0	34.0	26.0	36.0	30.0	33.0	31.0
Level of care provided by paramedics										
Very good or good	%	96.0	98.0	98.0	98.0	98.0	98.0	97.0	95.0	97.0
Poor or very poor	%	2.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	1.0
OK	%	1.0	2.0	2.0	1.0	1.0	1.0	2.0	3.0	2.0
Level of trust and confidence in paramedics and their ability to provide quality care and treatment										
Very high or high	%	91.0	91.0	93.0	94.0	92.0	93.0	92.0	89.0	92.0

Table 11A.6 **Patient experience of ambulance services (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</i>
Low or very low	%	2.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	1.0
Confident	%	7.0	8.0	6.0	5.0	7.0	6.0	6.0	9.0	7.0

(a) Data for all measures, except for overall satisfaction, are not comparable to previous years due to a change in survey methodology.

Source: Council of Ambulance Authorities *Patient Experience Survey 2017*.

TABLE 11A.7

Table 11A.7 Ambulance service organisations' 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 (a)</i>	<i>Aust</i>
2016-17										
Operational workforce, by age group										
Under 30 years of age	no.	621	1 116	1 105	207	276	76	42	34	3 477
30–39 years of age	no.	1 086	1 228	928	393	365	112	65	45	4 222
40–49 years of age	no.	1 173	859	1 081	341	387	106	88	43	4 078
50–59 years of age	no.	844	687	617	196	299	55	53	16	2 767
60 or over years of age	no.	160	265	180	38	70	21	6	2	742
Total operational workforce	no.	3 884	4 155	3 911	1 175	1 397	370	254	140	15 286
Operational workforce under 50 years	%	74.2	77.1	79.6	80.1	73.6	79.5	76.8	87.1	77.0
Total operational workforce	FTE	3 765	3 969	3 443	992	1 082	338	187	135	13 910
Operational workforce, attrition	FTE	114	69	79	40	21	10	7	20	358
Operational workforce, attrition	%	3.0	1.7	2.3	4.0	1.9	3.0	3.7	14.4	2.6
2015-16										
Operational workforce, by age group										
Under 30 years of age	no.	650	1 018	1 013	212	222	70	33	44	3 262
30–39 years of age	no.	972	1 017	881	370	335	84	56	68	3 783
40–49 years of age	no.	1 191	847	1 081	335	318	91	87	57	4 007
50–59 years of age	no.	817	685	605	169	259	59	47	27	2 668
60 or over years of age	no.	146	173	157	30	51	16	6	4	583
Total operational workforce	no.	3 776	3 740	3 737	1 116	1 185	320	229	200	14 303
Operational workforce under 50 years	%	74.5	77.1	79.6	82.2	73.8	76.5	76.9	84.5	77.3
Total operational workforce	FTE	3 635	3 547	3 327	968	1 000	330	192	200	13 199
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	3.6	13.5	3.3
2014-15										
Operational workforce, by age group										

TABLE 11A.7

Table 11A.7 **Ambulance service organisations' 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 (a)</i>	<i>Aust</i>
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	77.7
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
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	%	77.4	78.1	79.2	85.7	77.2	70.8	79.9	84.3	78.6
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

TABLE 11A.7

Table 11A.7 Ambulance service organisations' 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 (a)</i>	<i>Aust</i>
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	79.1
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
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	78.8
Total operational workforce	FTE	3 868	3 030	2 995	824	873	321	170	127	12 208
Operational workforce, attrition	FTE	246	133	80	54	23	15	7	–	557
Operational workforce, attrition	%	6.4	4.4	2.7	6.5	2.6	4.7	4.1	..	4.6
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

Table 11A.7 Ambulance service organisations' 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 (a)</i>	<i>Aust</i>
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	79.2
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
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	80.6
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

Table 11A.7 **Ambulance service organisations' 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 (a)</i>	<i>Aust</i>
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
2007-08										
Operational workforce, by age group										
Under 30 years of age	no.	528	421	411	87	192	50	12	44	1 745
30–39 years of age	no.	1 197	716	1 001	255	271	82	52	52	3 626
40–49 years of age	no.	1 075	748	839	194	262	71	55	46	3 290
50–59 years of age	no.	605	474	407	81	98	51	13	16	1 745
60 or over years of age	no.	87	59	84	18	21	10	2	4	285
Total operational workforce	no.	3 492	2 418	2 742	635	844	264	134	162	10 691
Operational workforce under 50 years	%	80.2	78.0	82.1	84.4	85.9	76.9	88.8	87.7	81.0
Total operational workforce	FTE	3 409	2 314	2 549	604	786	237	130	121	10 149
Operational workforce, attrition	FTE	178	107	107	46	25	17	14	6	501
Operational workforce, attrition	%	5.2	4.6	4.2	7.6	3.2	7.2	10.8	5.0	4.9

FTE – Full time equivalent.

(a) Jurisdiction notes:

NT: A high attrition rate can be attributed to a relatively small workforce. Graduates are recruited annually from across Australia. A proportion return to their home state on completion of their internship.

na Not available. – Nil or rounded to zero.

Source: State and Territory governments (unpublished).

TABLE 11A.8

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
2016-17										
Salaried personnel										
Ambulance operatives	%	83.4	79.4	87.9	63.9	76.5	81.7	75.6	73.8	80.9
Ambulance operatives	FTE	3 672	3 582	3 768	969	1 069	338	194	144	13 735
Patient transport officers	FTE	–	62	201	133	70	18	14	21	520
Students and base level ambulance officers	FTE	369	574	23	131	67	33	–	9	1 207
Qualified ambulance officers	FTE	2 921	2 827	3 093	610	772	253	146	87	10 707
Clinical other	FTE	54	19	–	3	47	2	–	–	124
Communications operatives	FTE	328	100	451	93	113	32	34	27	1 178
Operational support personnel	FTE	473	509	229	222	155	51	33	25	1 696
Corporate support personnel	FTE	260	418	291	325	174	25	30	26	1 549
Total salaried personnel	FTE	4 405	4 509	4 288	1 516	1 397	414	257	195	16 980
Per 100 000 people										
Students and base level ambulance officers	FTE	4.7	9.2	0.5	5.1	3.9	6.4	–	3.7	4.9
Qualified ambulance officers	FTE	37.5	45.3	63.3	23.7	44.9	48.7	35.9	35.3	43.9
Total	FTE	42.2	54.5	63.8	28.8	48.8	55.1	35.9	39.0	48.9
Volunteers										
Ambulance operatives	no.	69	798	139	3 257	1 347	425	–	71	6 106
Operational / corporate support	no.	41	–	1	198	229	–	–	–	469
Total volunteers	no.	110	798	140	3 455	1 576	425	–	71	6 575
Community first responders	no.	310	310	133	2 254	44	32	–	95	3 178
2015-16										
Salaried personnel										
Ambulance operatives	%	83.2	78.0	88.1	64.9	75.8	81.5	77.0	76.2	80.6
Ambulance operatives	FTE	3 525	3 208	3 656	945	982	320	193	154	12 981
Patient transport officers	FTE	1	58	184	124	57	17	10	17	468

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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	154	88	10 444
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	251	202	16 097
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	39.2	35.9	43.6
Total	FTE	41.2	51.0	62.8	28.2	45.4	52.6	39.2	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
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

TABLE 11A.8

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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	905	176	2 968	1 251	568	–	–	5 990
Operational / corporate support	no.	28	–	1	na	192	na	na	na	221
Total volunteers	no.	150	905	177	2 968	1 443	568	–	–	6 211
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
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										

TABLE 11A.8

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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

2011-12**Salaried personnel**

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</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										

TABLE 11A.8

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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
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

Table 11A.8 Ambulance service organisations' human resources (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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
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

FTE – Full time equivalent.

(a) The Estimated Resident Populations (ERPs) rates differ across years. For data up to 2015-16 the rates are derived using the ERPs based on the 2011 Census. For 2016-17 data the rates are derived using the ERPs based on the 2016 Census. The December 2016 ERP also includes Norfolk Island in the Australian total (in addition to the other territories).

Table 11A.8 **Ambulance service organisations' human resources (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
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(b) From 2007-08 operational support staff include community service operatives previously reported under corporate support staff.

(c) 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).

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.9 **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								
2016	1 087	2 179	2 960	767	356	109	262	..	7 721
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								
2016	315	602	662	175	109	51	51	..	1 965
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								
2016	140.7	359.1	611.0	293.1	208.4	210.0	661.4	..	320.0
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								
2016	40.8	99.2	136.7	66.9	63.8	98.2	128.7	..	81.4
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	89.2	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.

Table 11A.9 **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>
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(c) Population data used to derive rates are 30 June Estimated Resident Population (ERP) estimates.

(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.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
2016-17									
Labour costs - Salaries and payments in the nature of salaries (c)	578 400	635 247	481 386	159 366	209 703	49 997	31 985	25 451	2 171 535
Capital costs (d)									
Depreciation	20 312	31 644	35 300	15 422	10 657	2 680	1 903	1 495	119 413
User cost of capital - Other assets	1 933	1 925	2 282	950	482	155	131	23	7 881
Other costs (e)	266 813	262 801	152 242	68 488	75 521	17 653	14 238	6 721	864 476
Total (f)	867 458	931 617	671 210	244 225	296 363	70 485	48 257	33 690	3 163 305
Real recurrent expenditure per person	\$ 111.24	149.20	137.44	95.11	172.61	135.80	118.74	137.48	129.72
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	804	647	695	170	123	50	49	2	2 540
Interest on borrowings	—	—	—	—	61	—	—	—	61
2015-16									
Labour costs - Salaries and payments in the nature of salaries (c)	649 945	550 550	460 759	152 349	190 859	48 969	31 951	20 586	2 105 968
Capital costs (d)									
Depreciation	21 216	27 363	37 230	14 789	10 663	2 668	1 489	1 203	116 622
User cost of capital - Other assets	1 487	1 794	2 115	855	424	170	105	21	6 970
Other costs (e)	222 150	221 438	156 905	67 283	68 572	16 534	13 249	6 431	772 562
Total (f)	894 798	801 145	657 009	235 276	270 517	68 342	46 794	28 241	3 002 122
Real recurrent expenditure per person	\$ 116.65	133.60	136.63	90.36	158.87	132.09	119.07	115.73	125.40
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	801	576	717	208	113	48	47	2	2 512
Interest on borrowings	—	—	—	—	49	11	—	—	60

Table 11A.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
2014-15									
Labour costs - Salaries and payments in the nature of salaries (c)	623 519	483 820	442 315	142 100	173 557	47 144	30 182	19 751	1 962 388
Capital costs (d)									
Depreciation	18 781	26 955	34 151	14 914	9 568	2 810	1 343	1 424	109 945
User cost of capital - Other assets	1 319	1 623	2 123	747	386	163	76	19	6 455
Other costs (e)	250 285	223 951	138 811	65 757	68 422	16 241	13 892	6 271	783 629
Total (f)	893 905	736 348	617 400	223 517	251 933	66 358	45 493	27 464	2 862 418
Real recurrent expenditure per person	\$ 118.16	125.09	129.96	86.59	148.94	128.79	117.36	112.44	121.16
Other expenses									
Payroll tax (b)	—	—	—	—	—	—	—	—	—
User cost of capital - Land	821	516	699	213	116	48	49	2	2 463
Interest on borrowings	—	—	—	—	—	—	—	—	—
2013-14									
Labour costs - Salaries and payments in the nature of salaries (c)	560 492	428 416	413 111	135 034	175 118	46 734	29 376	18 853	1 807 134
Capital costs (d)									
Depreciation	18 501	31 178	37 668	14 755	9 427	3 001	1 223	1 777	117 530
User cost of capital - Other assets	1 062	1 556	2 226	706	383	168	67	22	6 191
Other costs (e)	273 163	221 493	136 659	67 131	65 618	17 414	14 725	6 271	802 474
Total (f)	853 217	682 644	589 665	217 626	250 545	67 317	45 391	26 924	2 733 330
Real recurrent expenditure per person	\$ 114.29	117.88	125.70	85.31	149.38	130.98	118.16	110.99	117.21
Other expenses									
Payroll tax	—	—	17 120	—	—	—	—	—	17 120
User cost of capital - Land	772	510	743	166	113	44	49	2	2 398
Interest on borrowings	—	—	—	—	145	—	—	—	145

Table 11A.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
2012-13									
Labour costs - Salaries and payments in the nature of salaries (c)	542 033	406 594	408 914	122 824	145 262	44 741	28 697	19 827	1 718 892
Capital costs (d)									
Depreciation	19 255	27 748	49 241	14 189	8 332	3 033	1 124	1 683	124 604
User cost of capital - Other assets	1 089	1 482	2 240	666	365	164	67	28	6 102
Other costs (e)	236 278	217 355	121 494	69 022	66 174	15 312	17 523	5 870	749 028
Total (f)	798 654	653 178	581 890	206 702	220 133	63 249	47 412	27 408	2 598 626
Real recurrent expenditure per person	\$ 108.68	115.00	126.20	83.59	132.44	123.43	124.91	115.71	113.45
Other expenses									
Payroll tax	–	–	17 152	–	–	533	–	–	17 684
User cost of capital - Land	785	394	755	156	111	49	49	2	2 300
Interest on borrowings	–	–	–	–	126	–	–	–	126
2011-12									
Labour costs - Salaries and payments in the nature of salaries (c)	547 852	408 586	413 117	105 561	202 441	41 022	25 907	18 510	1 762 997
Capital costs (d)									
Depreciation	21 235	31 270	42 612	10 813	9 167	3 305	933	1 585	120 921
User cost of capital - Other assets	1 131	1 342	2 347	558	377	187	49	28	6 019
Other costs (e)	222 884	205 967	130 815	63 087	59 657	15 863	13 063	4 903	716 240
Total (f)	793 101	647 166	588 892	180 020	271 642	60 378	39 951	25 027	2 606 177
Real recurrent expenditure per person	\$ 109.43	116.09	130.49	75.41	165.13	117.99	107.76	107.70	115.91
Other expenses									
Payroll tax	np	–	17 460	–	–	2 385	–	–	19 845
User cost of capital - Land	635	363	753	81	82	51	39	2	2 007
Interest on borrowings	–	–	–	–	135	–	–	–	135

Table 11A.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
2010-11									
Labour costs - Salaries and payments in the nature of salaries (c)	527 099	395 962	404 462	85 669	140 758	38 483	23 598	17 156	1 633 186
Capital costs (d)									
Depreciation	21 939	30 459	41 803	10 845	10 675	3 067	970	1 249	121 006
User cost of capital - Other assets	992	1 351	2 338	502	357	181	63	30	5 813
Other costs (e)	209 226	194 103	127 286	52 431	53 144	16 650	11 274	4 517	668 632
Total (f)	759 256	621 874	575 888	149 446	204 934	58 380	35 905	22 952	2 428 637
Real recurrent expenditure per person	\$ 105.75	113.16	129.80	64.44	125.54	114.42	98.42	99.66	109.53
Other expenses									
Payroll tax	–	–	16 638	–	–	2 114	–	–	18 752
User cost of capital - Land	495	363	737	68	93	51	37	2	1 847
Interest on borrowings	–	–	1	–	129	–	–	–	130
2009-10									
Labour costs - Salaries and payments in the nature of salaries (c)	511 312	389 675	381 413	74 217	141 323	32 783	26 602	15 335	1 572 660
Capital costs (d)									
Depreciation	23 691	30 793	43 288	12 243	11 286	2 614	841	1 071	125 828
User cost of capital - Other assets	1 001	1 435	2 495	484	341	165	65	23	6 011
Other costs (e)	226 649	199 361	119 791	53 364	49 558	13 257	11 988	4 554	678 522
Total (f)	762 652	621 265	546 987	140 309	202 508	48 819	39 497	20 984	2 383 021
Real recurrent expenditure per person	\$ 107.39	114.64	125.24	61.98	125.11	96.39	110.37	92.12	108.98
Other expenses									
Payroll tax	–	–	15 740	–	–	1 971	–	–	17 711
User cost of capital - Land	493	375	830	72	98	56	38	2	1 964
Interest on borrowings	–	–	11	–	–	–	–	–	11

Table 11A.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
2008-09									
Labour costs - Salaries and payments in the nature of salaries (c)	495 119	368 016	346 793	70 350	191 217	31 665	17 826	14 034	1 535 018
Capital costs (d)									
Depreciation	23 775	25 396	40 721	12 257	11 946	2 143	949	1 043	118 230
User cost of capital - Other assets	1 138	1 665	2 507	479	331	142	64	24	6 350
Other costs (e)	219 622	199 390	133 628	47 695	48 837	13 841	10 796	5 062	678 871
Total (f)	739 653	594 468	523 648	130 781	252 331	47 790	29 636	20 163	2 338 469
Real recurrent expenditure per person	\$ 105.64	111.88	122.48	59.21	157.92	95.24	84.41	90.61	108.89
Other expenses									
Payroll tax	–	–	14 257	–	–	1 830	–	–	16 087
User cost of capital - Land	456	391	851	71	100	54	39	2	1 964
Interest on borrowings	–	–	57	–	–	–	–	–	57
2007-08									
Labour costs - Salaries and payments in the nature of salaries (c)	444 096	362 007	323 518	63 606	119 659	28 757	16 055	15 803	1 373 502
Capital costs (d)									
Depreciation	27 550	24 091	33 501	11 108	10 666	2 205	587	930	110 639
User cost of capital - Other assets	1 148	1 483	2 258	484	361	102	67	84	5 987
Other costs (e)	201 938	177 638	110 341	49 829	48 369	12 699	10 202	4 984	615 999
Total (f)	674 732	565 219	469 618	125 028	179 055	43 763	26 910	21 801	2 106 127
Real recurrent expenditure per person	\$ 98.02	108.71	112.89	58.56	113.43	88.26	78.19	100.64	100.21
Other expenses									
Payroll tax	–	–	13 600	–	–	1 811	–	–	15 411
User cost of capital - Land	465	394	619	73	99	16	33	2	1 702
Interest on borrowings	–	–	164	–	–	–	–	–	164

Table 11A.10 **Ambulance services expenditure (\$'000) (2016-17 dollars) (a), (b)**

	NSW	Vic (g)	Qld	WA (g)	SA (g)	Tas (g)	ACT (g)	NT (g)	Aust
(a)	Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17 = 100) (table 2A.49).								
(b)	The Estimated Resident Populations (ERPs) rates differ across years. For data up to 2015-16 the rates are derived using the ERPs based on the 2011 Census. For 2016-17 data the rates are derived using the ERPs based on the 2016 Census. The December 2016 ERP also includes Norfolk Island in the Australian total (in addition to the other territories).								
(c)	Payroll tax is excluded from labour costs.								
(d)	The user cost of capital is partly dependent on depreciation and asset revaluation methods employed.								
(e)	Other costs include the running costs, contract fees, provision for losses and other recurrent costs.								
(f)	Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.								
(g)	Jurisdiction notes:								
	NSW: In 2015-16 NSW Ambulance had once off charges relating to workers compensation hindsight and the former paramedic insurance scheme. Also, non-emergency patient transport services in the Greater Metro area were transferred to a centralised Health entity from February 2016.								
	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 2017, <i>Australian National Accounts: National Income, Expenditure and Product</i> , June 2017, Cat. no. 5206.0 (table 2A.49).								

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

<i>Unit</i>	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>	<i>Total (g)</i>	
Paramedic witnessed adult cardiac arrests											
Survival rate											
2016-17	%	51.8	58.2	55.1	33.6	39.4	45.5	55.6	16.7	50.4	..
2015-16	%	48.7	50.0	50.4	25.7	45.2	27.0	45.8	40.0	44.6	..
2014-15	%	53.4	49.8	45.0	30.2	39.5	na	63.0	55.6	..	46.2
2013-14	%	45.4	54.7	46.1	33.7	31.4	na	36.7	37.5	..	46.6
2012-13	%	na	56.5	51.3	46.6	31.3	na	34.6	12.5	..	49.6
2011-12	%	na	58.2	44.1	43.3	38.4	27.3	63.2	16.7	..	48.0
2010-11	%	na	55.0	40.3	35.6	52.0	30.8	30.0	na	..	45.4
2009-10	%	na	51.1	35.7	30.8	40.5	46.7	37.5	na	..	41.8
2008-09	%	26.7	46.9	33.8	32.8	43.3	52.9	33.3	na	..	36.6
2007-08	%	33.7	45.3	33.1	28.6	47.7	31.3	50.0	64.7	37.6	..
Total paramedic witnessed adult cardiac arrests											
2016-17	no.	226	282	234	134	104	33	27	6	1 046	..
2015-16	no.	187	260	246	136	84	63	24	5	1 005	..
2014-15	no.	116	283	238	96	81	na	27	9	..	850
2013-14	no.	174	285	230	86	35	na	30	8	..	848
2012-13	no.	na	278	267	58	83	na	26	8	..	720
2011-12	no.	na	244	340	67	73	11	19	6	..	760
2010-11	no.	na	222	355	59	98	13	10	na	..	757
2009-10	no.	na	235	291	39	74	30	8	na	..	677
2008-09	no.	262	260	278	58	104	17	12	na	..	991
2007-08	no.	246	212	299	49	65	16	8	17	912	..
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
Survival rate											
2016-17	%	37.2	26.1	29.4	17.8	26.0	20.8	40.3	18.5	29.0	..

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

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>	<i>Total (g)</i>
2015-16	%	31.9	27.7	29.6	19.4	24.0	25.0	24.7	21.6	27.5	..
2014-15	%	31.1	30.6	25.0	24.5	23.4	29.1	36.9	26.1	28.5	..
2013-14	%	29.7	29.8	26.1	23.2	18.8	33.8	29.6	28.6	28.1	..
2012-13	%	na	31.4	24.5	27.0	24.4	30.7	21.7	28.3	..	27.8
2011-12	%	na	33.8	24.0	22.9	21.9	33.5	21.8	19.5	..	26.9
2010-11	%	na	33.2	21.1	14.3	25.3	31.8	25.0	na	..	24.5
2009-10	%	na	35.0	22.5	11.6	23.4	27.6	34.0	17.4	..	26.2
2008-09	%	18.5	35.2	23.7	13.5	23.6	32.1	33.3	16.7	24.6	..
2007-08	%	19.5	29.0	18.6	9.0	25.3	34.9	26.6	21.6	21.5	..
Total adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
2016-17	no.	2 430	1 815	1 022	983	603	298	67	54	7 272	..
2015-16	no.	2 118	1 723	1 127	1 121	538	256	93	74	7 050	..
2014-15	no.	2 077	1 753	1 113	783	525	330	65	69	6 715	..
2013-14	no.	2 292	1 662	1 054	780	287	302	81	84	6 542	..
2012-13	no.	na	1 585	1 097	756	586	323	69	138	..	4 554
2011-12	no.	na	1 512	1 634	545	649	167	55	123	..	4 685
2010-11	no.	na	1 399	1 646	434	648	88	52	145	..	4 412
2009-10	no.	na	1 402	1 552	329	565	170	53	86	..	4 157
2008-09	no.	1 821	1 509	1 533	355	631	131	69	72	6 121	..
2007-08	no.	2 438	1 372	1 577	389	620	83	64	111	6 654	..
Adult VF/VT cardiac arrests (excluding paramedic witnessed)											
Survival rate											
2016-17	%	45.1	54.2	47.5	30.6	50.3	55.9	66.7	31.3	47.3	..
2015-16	%	40.2	53.2	50.3	43.3	47.6	39.5	51.6	35.0	46.5	..
2014-15	%	38.1	51.8	44.2	48.4	42.4	37.5	48.1	70.6	44.4	..
2013-14	%	37.7	55.8	45.1	38.2	32.1	45.7	56.3	66.7	45.1	..

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

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>	<i>Total (g)</i>
2012-13	%	na	50.8	41.2	41.7	46.7	44.1	58.8	63.0	..	46.8
2011-12	%	na	53.7	37.5	34.1	44.9	57.5	31.6	33.3	..	45.4
2010-11	%	na	50.6	35.7	31.8	41.1	48.1	60.0	na	..	42.8
2009-10	%	na	54.5	36.2	23.4	44.8	46.7	44.4	na	..	44.2
2008-09	%	32.9	51.7	41.6	26.3	47.1	52.1	44.0	na	..	42.5
2007-08	%	37.6	45.5	33.0	16.5	42.9	37.9	38.5	32.3	37.7	..
Total adult VF/VT cardiac arrests (excluding paramedic witnessed)											
2016-17	no.	859	583	373	209	161	59	27	16	2 287	..
2015-16	no.	728	611	396	208	143	76	31	20	2 213	..
2014-15	no.	727	641	369	161	151	144	27	17	2 237	..
2013-14	no.	697	593	350	178	81	140	32	24	2 095	..
2012-13	no.	na	596	379	156	167	143	17	46	..	1 504
2011-12	no.	na	643	445	132	167	40	19	39	..	1 485
2010-11	no.	na	591	423	148	185	27	10	na	..	1 384
2009-10	no.	na	536	436	107	143	45	18	na	..	1 285
2008-09	no.	453	574	430	114	172	48	25	na	..	1 816
2007-08	no.	487	527	436	133	161	29	26	31	1 830	..

(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).

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

<i>Unit</i>	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>	<i>Total (g)</i>
(b)	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.									
(c)	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.									
(d)	The measure 'Adult cardiac arrests where resuscitation attempted' provides an overall indicator of outcome without specific consideration to other factors known to influence survival.									
(e)	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.									
(f)	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.									
(g)	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:	Data for all years have been revised from the previous Report.									
	Excludes patients with unknown rhythm on arrival at hospital.									
	Adult VF/VT cardiac arrests' include cases presenting with an initial rhythm of VF/VT on EMS arrival or were defibrillated prior to the arrival of EMS. In previous submissions for pre June 2014 data, "Adult VF/VT cardiac arrests" only included those cases where the initial rhythm on arrival of EMS was VF/VT.									
Qld:	Data are for the calendar year (2015-16 data pertain to the 2015 calendar year).									

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

<i>Unit</i>	<i>NSW (g)</i>	<i>Vic (g)</i>	<i>Qld (g)</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>	<i>Total (g)</i>
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.										
WA: 2015-16 data have been revised.										
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.										
2015-16 data have been revised.										
Tas: Paramedic witnessed adult cardiac arrest data were not collected from 2012-13 to 2014-15.										
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.										
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. .. Not applicable.										
<i>Source:</i> State and Territory governments (unpublished).										