
11 Ambulance services

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Data tables

Data tables are identified in references throughout this section by an '11A' prefix (for example, table 11A.1) and are available from the website www.pc.gov.au/research/ongoing/report-on-government-services.

This section 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 <https://www.pc.gov.au/research/ongoing/report-on-government-services>.

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 has expanded over the last decade to include the assessment and management of patients with minor illnesses and injuries to avoid transport to hospital.

On 1 December 2018, paramedicine became a nationally regulated profession with paramedics joining the National Registration and Accreditation Scheme (Paramedics Australasia, 2018). From this date, paramedics must be registered with the Paramedicine Board of Australia and meet the Board's registration standards in order to practise in Australia (Paramedicine Board of Australia, 2018).

Funding

Total expenditure on ambulance services was \$3.9 billion in 2018-19 (table 11A.10), which was funded from a mix of revenue sources. Total revenue of ambulance service organisations was \$3.8 billion in 2018-19, representing an annual average growth rate of 5.6 per cent since 2014-15 (table 11.1).

Table 11.1 Revenue of ambulance service organisations (2018-19 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>
2018-19	1 082.0	1 144.3	810.7	303.9	314.7	87.8	59.7	36.5	3 839.4
2017-18	1 041.6	1 067.9	768.8	298.2	311.0	77.2	51.7	35.1	3 651.4
2016-17	969.0	988.6	707.1	282.0	294.6	66.5	46.5	33.9	3 388.1
2015-16	921.4	846.5	678.1	272.2	273.0	60.0	45.3	29.8	3 126.8
2014-15	885.9	770.3	629.7	265.8	250.6	60.6	45.7	28.9	2 937.4

^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 2018-19, State and Territory government grants and indirect government funding formed the greatest source of ambulance service organisations funding (73.2 per cent of total funding), followed by transport fees (from public hospitals, private citizens and insurance (21.3 per cent of total funding) and subscriptions and other income (5.5 per cent) (table 11A.1).

Size and scope

Human resources

Nationally in 2018-19, for ambulance services reported in this section there were:

- 18 445 FTE salaried personnel (81.5 per cent were ambulance operatives)
- 6681 volunteer personnel (89.9 per cent were ambulance operatives)
- 3144 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).

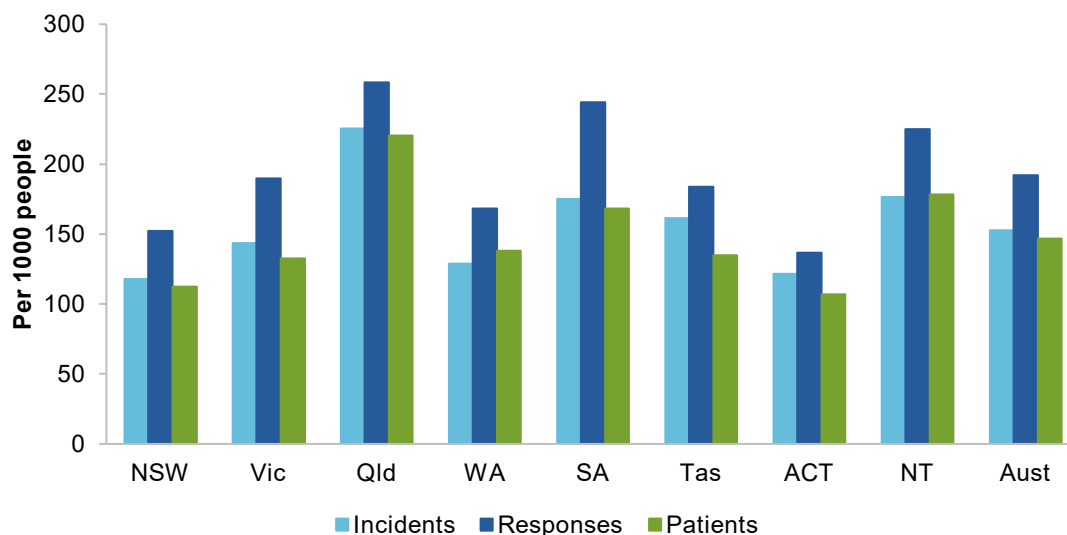
Demand for ambulance services

Nationally in 2018-19, there were:

- 3.8 million incidents reported to ambulance service organisations¹ (152.9 incidents per 1000 people)
- 4.8 million responses where an ambulance was sent to an incident (192.3 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
- 1185 response locations (3712 first responder locations with an ambulance) and 3829 ambulance general transport and patient transport vehicles
- 3.7 million patients assessed, treated or transported by ambulance service organisations (146.8 patients per 1000 people) (figure 11.1)
- 96 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, 2018-19^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 2018-19, 37.5 per cent of the 3.8 million incidents ambulance service organisations attended were prioritised as emergency incidents, followed by 35.6 per cent prioritised as urgent and 26.9 per cent prioritised as non-emergency (table 11A.2). There were 209 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

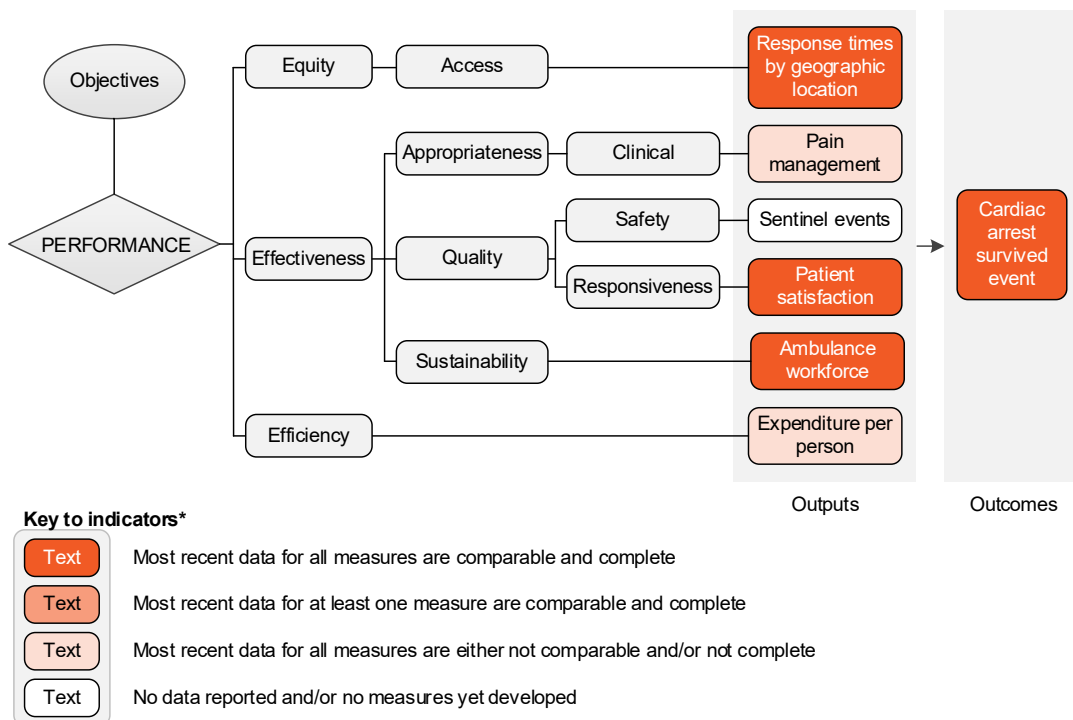
Ambulance services aim to promote health and reduce the adverse effects of emergency events on the community. Governments' involvement in ambulance services is aimed at providing emergency medical care, pre-hospital and out-of-hospital care, and transport services that are:

- 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).

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 section

The performance indicator framework shows which data are complete and comparable in the 2020 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Section 1 discusses data comparability, data

completeness and information on data quality from a Report-wide perspective. In addition to sub-section 11.1, the Report's statistical context section contains data that may assist in interpreting the performance indicators presented in this section (section 2). Sections 1 and 2 are available from the website at www.pc.gov.au/research/ongoing/report-on-government-services.

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.

11.3 Key performance indicator results

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

The comparability of performance indicator results are shaded in indicator interpretation boxes, figures and section and data tables as follows:



Data are comparable (subject to caveats) across jurisdictions and over time.

Data are either not comparable (subject to caveats) within jurisdictions over time or are not comparable across jurisdictions or both.

The completeness of performance indicator results are shaded in indicator interpretation boxes, figures and section and data tables as follows:



Data are complete (subject to caveats) for the current reporting period. All required data are available for all jurisdictions

Data are incomplete for the current reporting period. At least some data were not available.

Outputs

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

Equity

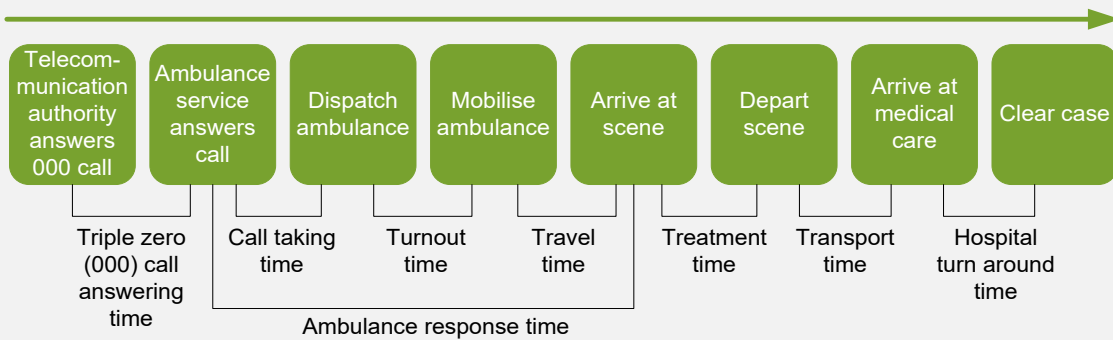
Equity indicators measure how well a service is meeting the needs of particular groups that have special needs or difficulties in accessing government services. Data on ambulance services provided to special needs groups are not available. However, indicators presented do provide information on whether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



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 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 (subject to caveats) for the current reporting period. All required 2018-19 data are available for all jurisdictions.

In 2018-19, the time within which 90 per cent of first responding ambulance resources arrived at the scene of an emergency in code 1 situations:

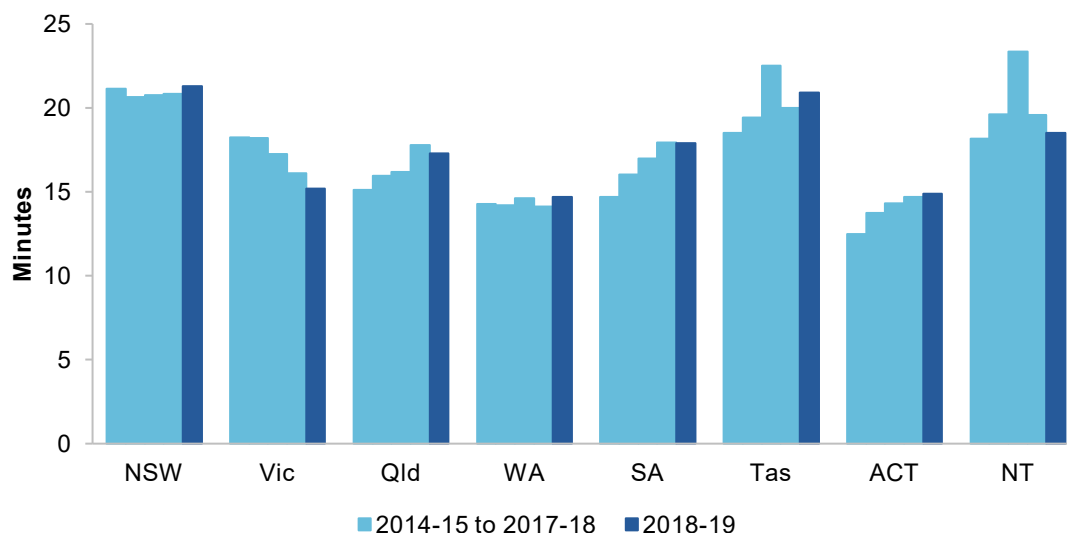
- in *capital cities* ranged from 14.7 minutes (WA) to 21.3 minutes (NSW)
- *state-wide* ranged from 14.9 minutes (ACT) to 29.2 minutes (Tas) (figure 11.3).

Figure 11.3 **Ambulance response times, 90th percentile^a**

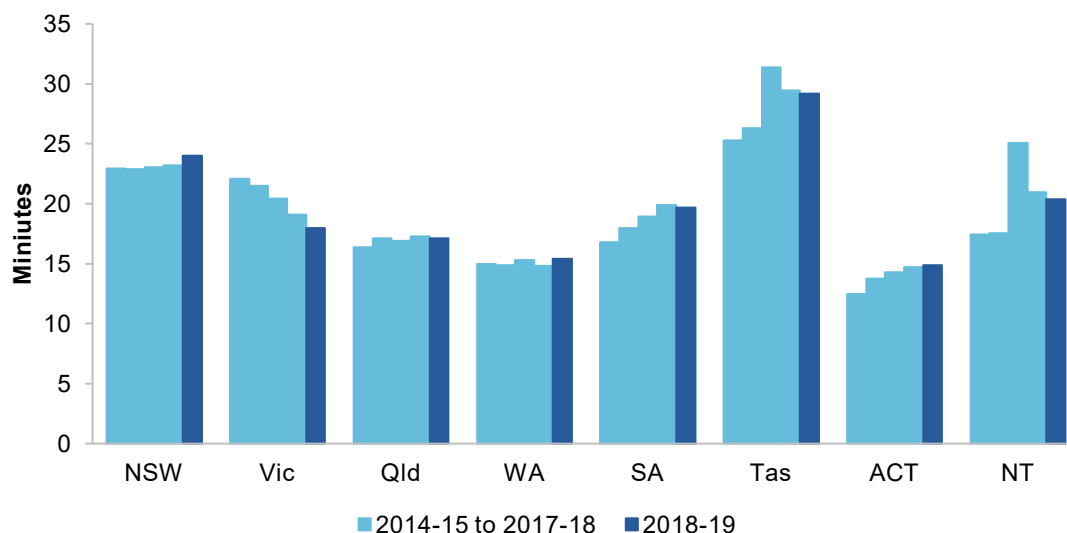
 Data are comparable (subject to caveats) across jurisdictions.

 Data are complete (subject to caveats) for the current reporting period.

(a) **Capital cities**



(b) **Statewide**



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

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

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 reduction in pain severity. 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.

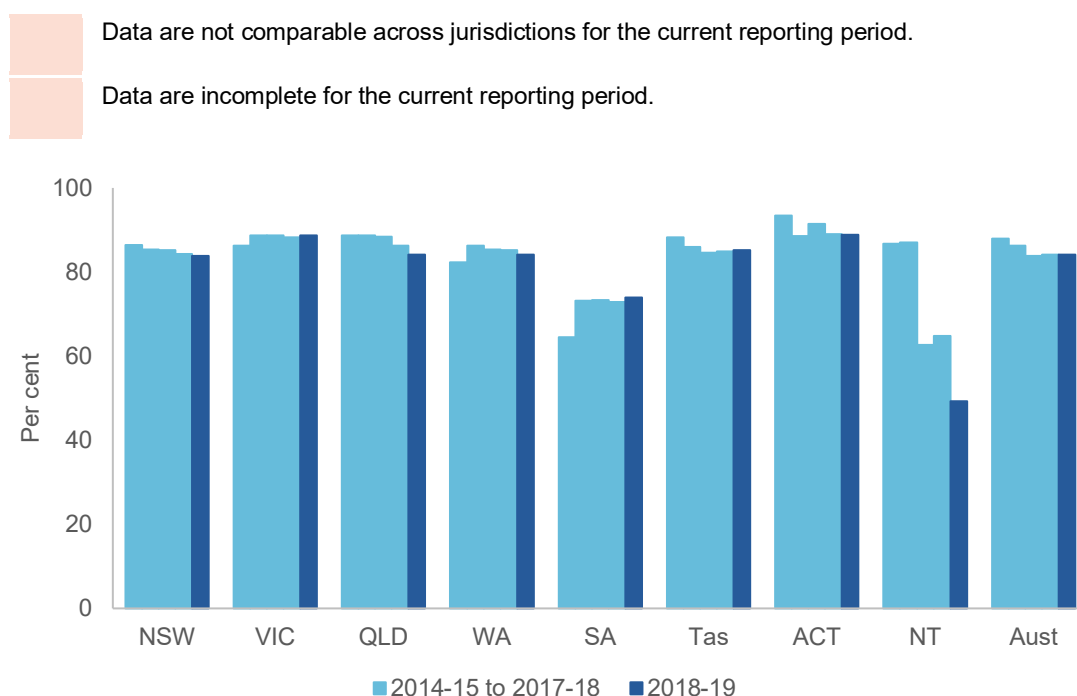
A higher or increasing percentage of patients who report a clinically meaningful reduction in pain severity at the end of ambulance service treatment suggests appropriate care meeting patient needs.

Data reported for this measure are:

- not comparable across jurisdictions for the current reporting period.
- incomplete for the current reporting period. All 2018-19 data were not available for South Australia.

Nationally in 2018-19 (including part-year data for SA), the proportion of patients who reported clinically meaningful pain reduction at the end of ambulance service treatment was 84.2 per cent. For most jurisdictions the proportion was above 80 per cent (figure 11.4 and table 11A.5).

Figure 11.4 Patients who report a clinically meaningful pain reduction^{a, b}



^a See box 11.3 and table 11A.5 for detailed definitions, footnotes and caveats. ^b Full year data for SA for 2018-19 were not available in time for inclusion in this Report. Data only cover the period July 2018 to February 2019.

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. The Council of Ambulance Authorities is in the process of developing and trialling a national data collection.

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 for these measures are:

- comparable (subject to caveats) across jurisdictions from 2016-17 onwards.
- complete (subject to caveats) for the current reporting period. All required 2018-19 data are available for all jurisdictions.

Nationally in 2018-19, the majority of respondents (98.0 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^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>
Data are comparable (subject to caveats) across jurisdictions.									
Data are complete (subject to caveats) for the current reporting period.									
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									
2018-19	65	67	61	70	68	64	60	58	65
2017-18	62	64	62	69	66	65	62	59	64
2016-17	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									
2018-19	58	65	52	66	63	56	58	56	60
2017-18	59	65	57	68	64	60	64	55	61
2016-17	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									
2018-19	98	97	96	99	99	98	97	94	97
2017-18	98	98	98	98	98	97	97	95	98
2016-17	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									
2018-19	94	93	90	94	95	94	93	91	93
2017-18	94	92	93	94	93	94	94	89	93
2016-17	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									
2018-19	98	97	96	99	100	98	97	95	98
Confidence interval	± 2.7	± 2.5	± 3.3	± 3.4	± 3.1	± 2.6	± 3.0	± 4.6	± 1.1
2017-18	98	98	98	98	98	98	97	92	98
Confidence interval	± 5.0	± 4.2	± 5.1	± 6.2	± 6.1	± 4.6	± 5.0	± 7.8	± 1.9
2016-17	97	97	98	99	98	97	97	97	97
Confidence interval	± 4.9	± 4.9	± 5.0	± 5.9	± 5.2	± 4.7	± 5.4	± 7.6	± 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 2019; 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.

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:

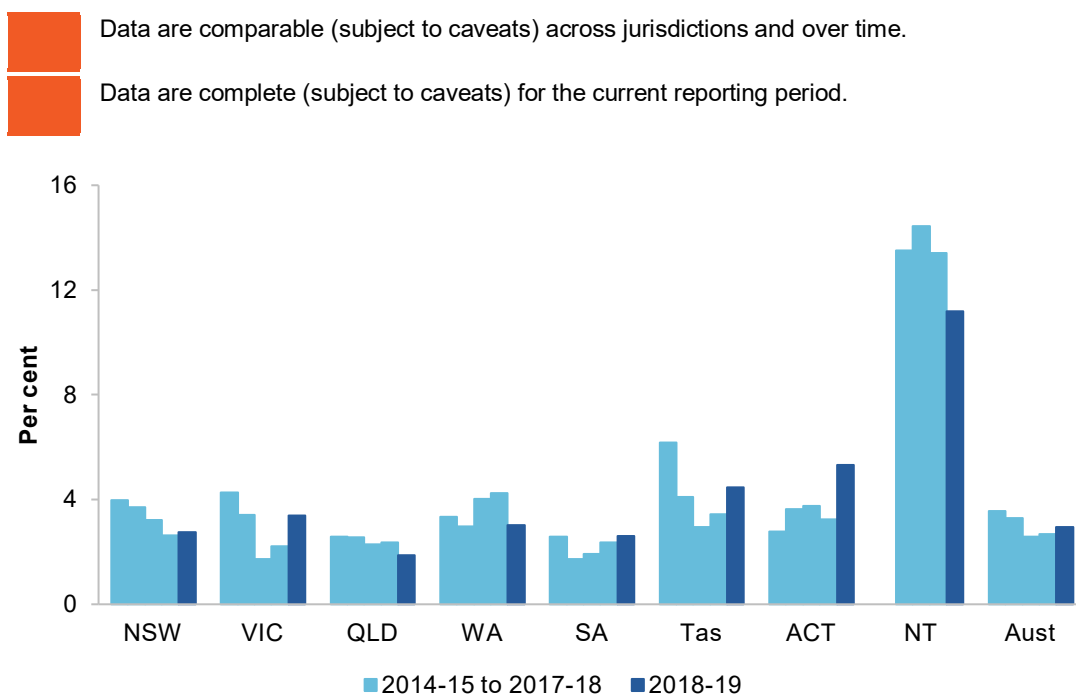
- comparable (subject to caveats) across jurisdictions and over time
- complete (subject to caveats) for the current reporting period. All required 2018-19 data are available for all jurisdictions.

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 2018-19, the attrition rate was 2.9 per cent, a decrease from 3.6 per cent in 2014-15 but up from 2.6 per cent in 2016-17 (figure 11.5). In 2018-19, 76.7 per cent of the ambulance workforce was aged under 50 years, continuing the annual decrease from 79.1 per cent in 2012-13 (table 11A.7).

Figure 11.5 **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.

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.

(continued next page)

Box 11.7 (continued)

- 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.

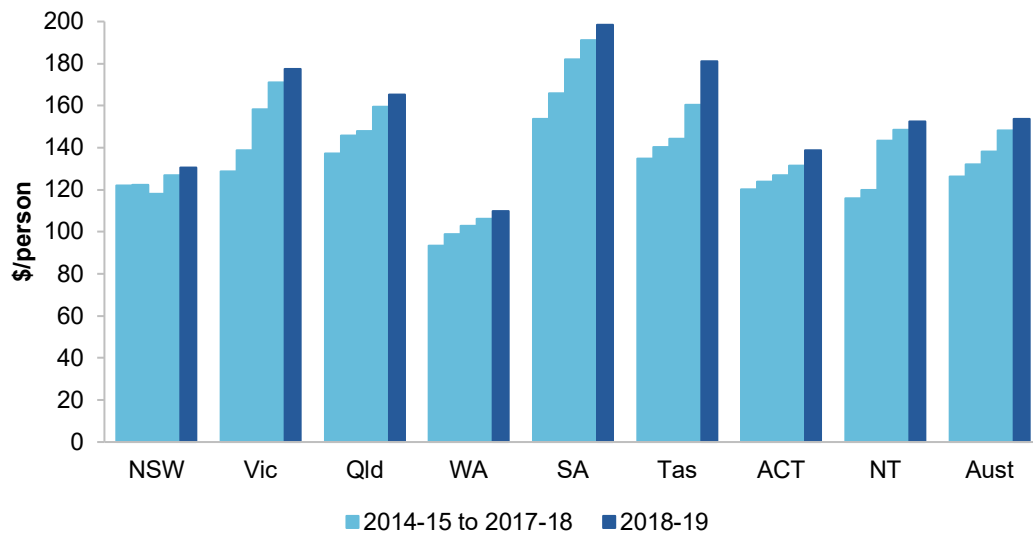
Data reported for this measure are:

- not comparable across jurisdictions, but are comparable (subject to caveats) within jurisdictions over time
- complete (subject to caveats) for the current reporting period. All required 2018-19 data are available for all jurisdictions.

Nationally, total expenditure on ambulance service organisations was \$153.61 per person in 2018-19, an increase of 3.7 per cent from the previous year (table 11A.10 and figure 11.6). Data are available back to 2009-10 in table 11A.10.

Figure 11.6 Expenditure per person (2018-19 dollars)^a

Data are not comparable across jurisdictions, but are comparable (subject to caveats) within jurisdictions over time.
 Data are complete for the current reporting period.



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

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

Outcomes

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

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 measures are:

- comparable (subject to caveats) across jurisdictions from 2018-19 onwards and over time for all jurisdictions except NSW (NSW changed in 2018-19 bringing it in line with national counting rules but creating a break with its historical reporting)
- complete (subject to caveats) for the current reporting period. All required 2018-19 data are available for all jurisdictions.

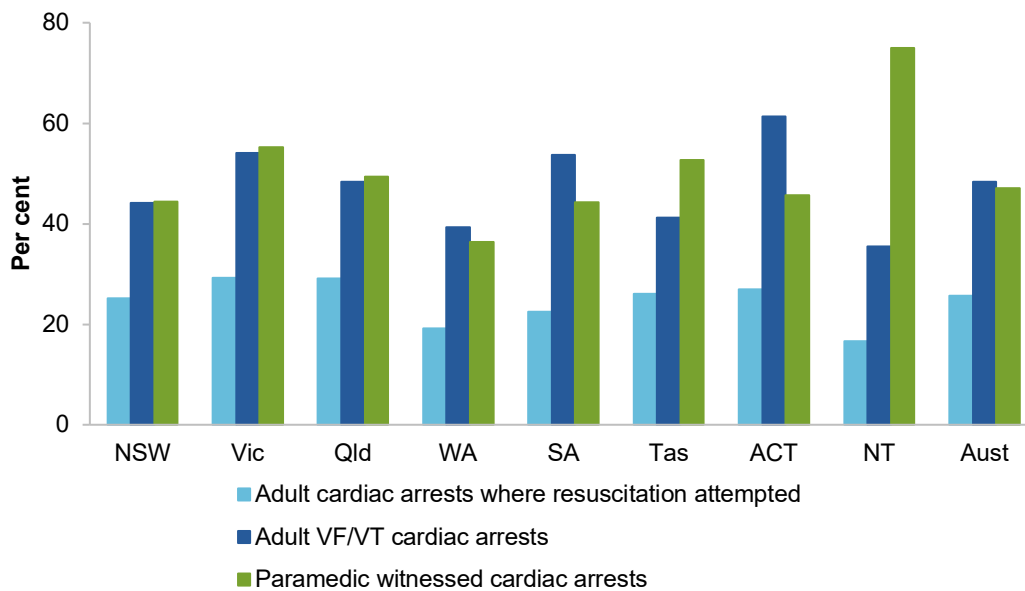
Nationally in 2018-19, the survival rate for patients in VF or VT cardiac arrest are higher than for other adult cardiac arrests (figure 11.7 and table 11A.11). VF or VT are electrical rhythms of the heart but are not associated with effective beating of the heart to produce a pulse. Patients who suffer 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 (figure 11.7). Cardiac arrests that are treated immediately by the paramedic have a better likelihood of survival due to immediate and rapid intervention.

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 11.7 Cardiac arrest survived event rate, 2018-19^a

Data are comparable (subject to caveats) across jurisdictions for the current reporting period.
 Data are complete for the current reporting period.



^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

Estimated resident population (ERP)	The official Australian Bureau of Statistics estimate of the Australian population. The ERP is derived from the 5-yearly Census counts, and is updated quarterly between censuses. It is based on the usual residence of the person.
Expenditure	Includes: <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). Excludes interest on borrowings.
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	Human resources refers to any person delivering a service, or managing the delivery of this service, including: <ul style="list-style-type: none">• salaried ambulance personnel, remunerated volunteer and non-remunerated volunteer ambulance personnel• support personnel (any paid person or volunteer directly supporting operational providers, including administrative, technical and communications personnel).
Revenue	Revenue received directly or indirectly by ambulance service organisations on an accrual accounting basis, including:
Government grant funding	Grant funding, as established in legislation, from the Australian, State/Territory and Local governments.
Levies	Revenue from levies, as established in enabling legislation, raised on insurance companies and property owners.
User/transport charges	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

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11A Ambulance services — Data tables contents

Definitions for the indicators and descriptors in these data tables are in the section. Unsourced information was obtained from the Australian, State and Territory governments, with the assistance of the Council of Ambulance Authorities. Information on the comparability and completeness of the data for the performance indicators and measures is in the section and on the indicator results tab.

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 data tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of the Report on Government Services.

This file is available on the Review web page (<https://www.pc.gov.au/research/ongoing/report-on-government-services>).

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TABLE 11A.1

Table 11A.1 Major sources of ambulance service organisations revenue (2018-19 dollars) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (c)	Tas	ACT (c)	NT	Aust
2018-19										
Revenue sources										
Government grants/contributions	\$m	831.4	830.9	671.8	150.7	164.7	76.0	52.8	32.6	2 810.9
Transport fees	\$m	228.7	213.6	121.6	122.1	110.5	9.6	6.8	3.1	816.1
Subscriptions and other income	\$m	21.8	99.8	17.2	31.2	39.5	2.2	–	0.8	212.5
Total	\$m	1 082.0	1 144.3	810.7	303.9	314.7	87.8	59.7	36.5	3 839.4
<i>Real recurrent revenue</i>	\$m	1 082.0	1 144.3	810.7	303.9	314.7	87.8	59.7	36.5	3 839.4
Real recurrent revenue per person (d)	\$	134.47	175.33	160.44	116.60	180.57	165.14	140.79	148.49	152.48
2017-18										
Revenue sources										
Government grants/contributions	\$m	818.8	766.0	631.7	145.2	168.1	65.6	45.0	30.6	2 670.9
Transport fees	\$m	218.0	204.9	120.7	120.4	103.5	10.1	6.7	3.5	787.8
Subscriptions and other income	\$m	4.8	97.0	16.5	32.7	39.4	1.5	–	1.0	192.8
Total	\$m	1 041.6	1 067.9	768.8	298.2	311.0	77.2	51.7	35.1	3 651.4
<i>Real recurrent revenue</i>	\$m	1 041.6	1 067.9	768.8	298.2	311.0	77.2	51.7	35.1	3 651.4
Real recurrent revenue per person (d)	\$	131.60	167.22	154.84	115.37	179.98	147.05	124.25	142.26	147.41
2016-17										
Revenue sources										
Government grants/contributions	\$m	748.3	700.2	566.9	141.2	154.7	55.4	39.5	29.5	2 435.8
Transport fees	\$m	215.3	191.5	123.8	112.6	104.9	8.9	6.8	3.4	767.1
Subscriptions and other income	\$m	5.4	96.9	16.4	28.2	35.0	2.2	0.2	0.9	185.3
Total	\$m	969.0	988.6	707.1	282.0	294.6	66.5	46.5	33.9	3 388.1
<i>Real recurrent revenue</i>	\$m	969.0	988.6	707.1	282.0	294.6	66.5	46.5	33.9	3 388.1
Real recurrent revenue per person (d)	\$	124.26	158.32	144.79	109.81	171.60	128.06	114.37	138.25	138.94
2015-16										
Revenue sources										
Government grants/contributions	\$m	691.2	581.0	538.2	133.2	133.6	48.3	39.1	26.1	2 190.8

TABLE 11A.1

Table 11A.1 Major sources of ambulance service organisations revenue (2018-19 dollars) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (c)	Tas	ACT (c)	NT	Aust
Transport fees	\$m	222.2	179.3	123.7	109.9	100.4	9.7	6.2	2.9	754.3
Subscriptions and other income	\$m	8.1	86.1	16.1	29.6	39.0	1.9	–	0.8	181.7
Total	\$m	921.4	846.5	678.1	272.7	273.0	60.0	45.3	29.8	3 126.8
<i>Real recurrent revenue</i>	\$m	921.4	846.5	678.1	272.7	273.0	60.0	45.3	29.8	3 126.8
Real recurrent revenue per person (d)	\$	120.11	138.92	141.12	107.03	160.04	116.27	113.49	122.29	130.37
2014-15										
Revenue sources										
Government grants/contributions	\$m	624.4	503.1	498.4	127.7	134.5	50.7	38.9	24.7	2 002.4
Transport fees	\$m	235.8	180.5	120.8	106.2	83.5	9.8	5.8	3.0	745.4
Subscriptions and other income	\$m	25.7	86.7	10.5	32.0	32.7	–	0.9	1.2	189.7
Total	\$m	885.9	770.3	629.7	265.8	250.6	60.6	45.7	28.9	2 937.4
<i>Real recurrent revenue</i>	\$m	885.9	770.3	629.7	265.8	250.6	60.6	45.7	28.9	2 937.4
Real recurrent revenue per person (d)	\$	117.15	129.29	132.65	105.12	148.01	117.85	116.46	119.07	124.25
2013-14										
Revenue sources										
Government grants/contributions	\$m	602.1	453.9	489.5	120.7	134.7	53.4	35.9	23.1	1 913.2
Transport fees	\$m	243.3	176.5	122.9	97.2	83.5	7.5	6.5	3.0	740.3
Subscriptions and other income	\$m	9.1	75.8	11.1	40.2	34.4	2.9	0.6	1.2	175.1
Total	\$m	854.5	706.2	623.4	258.0	252.5	63.7	43.0	27.2	2 828.6
<i>Real recurrent revenue</i>	\$m	854.5	706.2	623.4	258.0	252.5	63.7	43.0	27.2	2 828.6
Real recurrent revenue per person (d)	\$	114.62	121.08	133.06	103.11	150.49	124.24	111.41	112.44	121.41
2012-13										
Revenue sources										
Government grants/contributions	\$m	593.8	509.5	485.6	110.4	145.5	57.5	34.1	24.5	1 960.8
Transport fees	\$m	223.3	132.5	119.4	93.2	79.8	7.0	5.3	2.8	663.4
Subscriptions and other income	\$m	21.5	99.6	17.1	43.1	36.9	3.2	0.5	0.6	222.3
Total	\$m	838.6	741.6	622.1	246.6	262.2	67.7	39.9	27.9	2 846.6

TABLE 11A.1

Table 11A.1 Major sources of ambulance service organisations revenue (2018-19 dollars) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (c)	Tas	ACT (c)	NT	Aust
<i>Real recurrent revenue</i>	\$m	838.6	741.6	622.1	246.6	262.2	67.7	39.9	27.9	2 846.6
Real recurrent revenue per person (d)	\$	114.04	129.88	134.91	100.36	157.67	132.24	105.11	116.79	124.15
2011-12										
Revenue sources										
Government grants/contributions	\$m	558.7	428.9	494.4	98.1	121.7	55.0	34.2	21.9	1 812.8
Transport fees	\$m	217.2	125.7	118.5	89.1	71.8	6.8	5.2	2.9	637.0
Subscriptions and other income	\$m	12.7	117.6	17.8	43.6	35.1	2.9	0.2	1.1	231.0
Total	\$m	788.6	672.1	630.7	230.8	228.6	64.6	39.5	26.0	2 680.9
<i>Real recurrent revenue</i>	\$m	788.6	672.1	630.7	230.8	228.6	64.6	39.5	26.0	2 680.9
Real recurrent revenue per person (d)	\$	108.64	120.19	139.58	96.72	138.78	126.30	106.19	111.41	119.03
2010-11										
Revenue sources										
Government grants/contributions	\$m	545.1	392.5	481.9	73.8	114.8	55.8	25.8	21.4	1 711.1
Transport fees	\$m	214.0	123.9	113.6	82.6	77.7	5.2	5.9	2.5	625.4
Subscriptions and other income	\$m	9.5	139.8	22.2	40.8	32.0	0.7	0.2	1.1	246.3
Total	\$m	768.6	656.2	617.6	197.2	224.6	61.7	31.9	25.0	2 582.8
<i>Real recurrent revenue</i>	\$m	768.6	656.2	617.6	197.2	224.6	61.7	31.9	25.0	2 582.8
Real recurrent revenue per person (d)	\$	107.05	119.40	139.20	85.05	137.57	120.91	87.47	108.72	116.49
2009-10										
Revenue sources										
Government grants/contributions	\$m	546.2	395.1	447.3	50.3	115.0	54.1	21.9	18.4	1 648.3
Transport fees	\$m	216.1	123.1	117.0	70.1	69.0	5.2	5.1	2.7	608.4
Subscriptions and other income	\$m	11.1	122.9	17.5	40.2	29.6	1.0	0.5	1.2	224.1
Total	\$m	773.4	641.0	581.9	160.7	213.6	60.3	27.5	22.3	2 480.8
<i>Real recurrent revenue</i>	\$m	773.4	641.0	581.9	160.7	213.6	60.3	27.5	22.3	2 480.8
Real recurrent revenue per person (d)	\$	108.90	118.29	133.23	70.98	131.98	119.12	76.96	98.03	113.46

Table 11A.1 **Major sources of ambulance service organisations revenue (2018-19 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>	
(a)	Time series financial data are adjusted to 2018-19 dollars (i.e. 2018-19=100) using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (table 2A.49).										
(b)	Totals may not add due to rounding.										
(c)	Jurisdiction notes:										
	NSW: There is a subscription scheme in operation but funds are deposited in the consolidated revenue of the NSW Treasury.										
	SA: 2017-18 data have been revised.										
	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.										
(d)	Revenue per person is derived using the 31 December Estimated Residential Population (ERP) of the relevant financial year. From December 2016, the ERP also includes Norfolk Island in the Australian total (in addition to the other territories) (see table 2A.2).										
	– Nil or rounded to zero.										

Source: State and Territory governments (unpublished); ABS 2019 (unpublished), Australian Demographic Statistics, Cat. no. 3101.0; ABS 2019 Australian National Accounts: National Income, Expenditure and Product, Cat.no. 5206.0.

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
2018-19										
Incidents										
Emergency incidents	no.	415 932	300 391	400 971	110 735	148 070	35 615	17 088	14 331	1 443 133
Urgent incidents	no.	456 505	231 367	446 995	66 998	108 406	19 894	23 778	16 784	1 370 727
Non-emergency incidents	no.	78 248	406 394	290 219	158 260	49 108	30 379	10 599	12 334	1 035 541
Casualty room attendances	no.	209	209
Total incidents	no.	950 685	938 152	1 138 394	335 993	305 584	85 888	51 465	43 449	3 849 610
Incidents per 1 000 people (c)		118.2	143.7	225.3	128.9	175.3	161.6	121.4	176.7	152.9
Ambulance response locations										
With paid staff only	no.	239	176	244	30	47	14	9	8	767
With mixed paid and volunteer staff	no.	5	80	–	15	3	17	–	–	120
With volunteer staff only	no.	12	22	28	144	73	19	–	–	298
Total	no.	256	278	272	189	123	50	9	8	1 185
Response locations per 100 000 people (c)		3.2	4.3	5.4	7.3	7.1	9.4	2.1	3.3	4.7
First responder locations										
Ambulance	no.	8	49	24	3 616	10	5	–	–	3 712
Third party	no.	30	72	–	2 308	13	4	–	–	2 427
Responses										
Emergency responses	no.	550 501	455 206	511 792	136 943	212 614	45 763	19 885	20 916	1 953 620
Urgent responses	no.	580 396	299 172	493 778	94 455	146 873	21 425	27 025	20 443	1 683 567
Non-emergency responses	no.	93 163	482 863	299 602	207 023	65 960	30 440	11 065	13 913	1 204 029
Total responses	no.	1 224 060	1 237 241	1 305 172	438 421	425 447	97 628	57 975	55 272	4 841 216
Responses per 1 000 people (c)		152.1	189.6	258.3	168.2	244.1	183.7	136.8	224.8	192.3
Patients										
Transported	no.	743 602	776 141	982 240	325 244	269 405	57 190	37 930	36 510	3 228 262

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Treated not transported	no.	160 676	90 364	130 817	34 039	23 748	14 566	7 386	7 330	468 926
Total patients	no.	904 278	866 505	1 113 057	359 283	293 153	71 756	45 316	43 840	3 697 188
Patients per 1 000 people (c)		112.4	132.8	220.3	137.8	168.2	135.0	106.9	178.3	146.8
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	969	687	964	469	254	108	30	41	3 522
Patient transport vehicles	no.	21	64	80	100	19	12	5	6	307
Operational support vehicles	no.	370	379	251	46	101	37	8	13	1 205
Special operations vehicles	no.	53	22	38	4	45	3	3	8	176
Administrative and other vehicles	no.	122	165	122	107	46	6	2	6	576
Total	no.	1 535	1 317	1 455	726	465	166	48	74	5 786
Total fleet road	m km	41.7	39.5	44.5	9.1	13.7	3.7	1.5	1.5	155.1
Air ambulance aircraft (d)	no.	20	11	26	27	8	3	1	–	96
2017-18										
Incidents										
Emergency incidents	no.	397 286	287 331	378 311	103 096	141 198	34 653	16 799	15 499	1 374 173
Urgent incidents	no.	430 955	230 681	424 815	63 965	101 690	18 945	27 317	17 837	1 316 205
Non-emergency incidents	no.	85 933	371 071	278 025	147 204	51 680	30 199	9 984	14 920	989 016
Casualty room attendances	no.	202	202
Total incidents	no.	914 174	889 083	1 081 353	314 265	294 568	83 797	54 100	48 256	3 679 596
Incidents per 1 000 people (c)		115.5	139.2	217.8	121.6	170.5	159.7	130.1	195.6	148.5
Ambulance response locations										
With paid staff only	no.	233	173	243	30	44	13	8	8	752
With mixed paid and volunteer staff	no.	5	74	–	15	3	17	–	–	114
With volunteer staff only	no.	12	25	28	144	74	19	–	–	302

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Total	no.	250	272	271	189	121	49	8	8	1 168
Response locations per 100 000 people (c)		3.2	4.3	5.5	7.3	7.0	9.3	1.9	3.2	4.7
First responder locations										
Ambulance	no.	8	52	24	2 128	10	5	–	–	2 227
Third party	no.	30	72	–	5 080	13	4	–	–	5 199
Responses										
Emergency responses	no.	521 391	426 971	480 046	127 164	197 978	44 895	19 625	22 375	1 840 445
Urgent responses	no.	535 352	294 349	469 024	86 696	135 685	20 775	24 875	21 817	1 588 573
Non-emergency responses	no.	101 871	429 753	286 723	182 600	69 978	31 461	10 479	16 656	1 129 521
Total responses	no.	1 158 614	1 151 073	1 235 793	396 460	403 641	97 131	54 979	60 848	4 558 539
Responses per 1 000 people (c)		146.4	180.3	248.9	153.4	233.6	185.1	132.2	246.6	184.0
Patients										
Transported	no.	698 914	724 536	928 401	296 756	255 922	60 444	34 138	40 226	3 039 337
Treated not transported	no.	167 774	97 975	118 344	32 381	23 505	16 190	6 907	7 358	470 434
Total patients	no.	866 688	822 511	1 046 745	329 137	279 427	76 634	41 045	47 584	3 509 771
Patients per 1 000 people (c)		109.5	128.8	210.8	127.3	161.7	146.1	98.7	192.9	141.7
Transport										
Ambulances and other vehicles										
Ambulance general purpose	no.	929	655	961	476	258	108	25	32	3 444
Patient transport vehicles	no.	21	63	81	73	24	12	5	4	283
Operational support vehicles	no.	345	332	250	42	98	34	9	9	1 119
Special operations vehicles	no.	54	22	38	5	42	3	–	9	173
Administrative and other vehicles	no.	127	165	122	96	33	7	2	6	558
Total	no.	1 476	1 237	1 452	692	455	164	41	60	5 577
Total fleet road	m km	41.7	35.9	41.2	8.3	13.2	3.7	1.3	1.3	146.6

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Air ambulance aircraft (d)	no.	20	10	26	24	8	3	1	–	92
2016-17										
Incidents										
Emergency incidents	no.	378 870	279 332	357 363	98 885	138 420	34 354	16 068	16 282	1 319 574
Urgent incidents	no.	395 267	218 507	409 933	64 572	91 416	34 438	26 030	17 478	1 257 641
Non-emergency incidents	no.	115 333	352 125	272 537	131 585	59 389	12 140	10 143	9 163	962 415
Casualty room attendances	no.	239	239
Total incidents	no.	889 470	849 964	1 040 072	295 042	289 225	80 932	52 241	42 923	3 539 869
Incidents per 1 000 people (c)		114.1	136.1	213.0	114.9	168.5	155.9	128.5	175.2	145.2
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	25	28	144	73	19	–	–	302
Total	no.	244	268	267	189	119	49	8	8	1 152
Response locations per 100 000 people (c)		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	408 946	453 942	121 508	194 008	43 064	18 297	17 069	1 754 211
Urgent responses	no.	488 422	277 643	451 464	88 271	124 045	37 316	23 454	19 159	1 509 774
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	1 092 327	1 185 900	373 579	398 342	92 364	51 894	52 724	4 369 231
Responses per 1 000 people (c)		143.9	174.9	242.8	145.5	232.0	177.9	127.7	215.2	179.2

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Patients										
Transported	no.	670 120	678 895	884 808	272 347	243 332	56 540	33 016	38 256	2 877 314
Treated not transported	no.	172 827	95 962	103 658	31 672	24 655	14 570	6 823	5 928	456 095
Total patients	no.	842 947	774 857	988 466	304 019	267 987	71 110	39 839	44 184	3 333 409
Patients per 1 000 people (c)		108.1	124.1	202.4	118.4	156.1	137.0	98.0	180.3	136.7
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 (d)	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 (c)		115.8	137.1	205.2	109.6	164.4	149.2	125.2	170	143.3
Ambulance response locations										
With paid staff only	no.	225	162	237	30	41	13	8	8	724

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
With mixed paid and volunteer staff	no.	5	72	–	15	3	17	–	–	112
With volunteer staff only	no.	13	27	29	146	71	20	–	–	306
Total	no.	243	261	266	191	115	50	8	8	1 142
Response locations per 100 000 people (c)		3.2	4.3	5.5	7.5	6.7	9.7	2.0	3.3	4.8
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 (c)		145.4	178.8	235.7	137.2	225.7	174.9	124.7	201.8	177.7
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 (c)		109.5	123.6	196.4	112.1	151.4	149.9	91.2	195.2	135.2
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

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
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
Air ambulance aircraft (d)	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 (c)		118.2	139.9	199.4	103.9	161.9	144.1	119.8	157	142.5
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 (c)		3.2	4.4	5.6	7.8	6.6	9.7	2.0	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

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Responses per 1 000 people (c)		149.1	185.9	231.1	124.0	223.2	169.4	118.5	156.4	177.4
Patients										
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 (c)		113.2	128.4	190.1	104.4	148.7	145.5	103.0	193.2	135.4
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 (d)	no.	22	9	28	21	8	3	1	–	92
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 (c)		97.6	144.7	191.3	100.9	158.5	143.0	112.5	–	133.2

Ambulance response locations

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
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
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 (c)		3.3	4.5	5.7	7.6	6.6	9.6	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 (c)		165.6	190.0	223.6	117.5	217.8	171.0	111.8	184.8	181.4
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 (c)		128.7	132.9	184.1	99.4	144.0	143.6	96.9	na	137.3
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

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
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
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 (d)	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 (c)		135.1	142.9	188.7	100.1	157.9	137.8	108.9	–	143.9
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 (c)		3.6	4.5	5.8	7.7	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

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
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 (c)		165.8	188.9	216.1	116.3	212.1	165.5	109.4	199.3	179.1
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 (c)		130.2	129.4	178.7	98.7	140.5	138.2	97.1	198.8	137.5
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 (d)	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 (c)		134.1	142.1	184.4	95.9	155.2	133.7	105.1	–	141.8

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Ambulance response locations										
With paid staff only	no.	223	159	239	30	42	11	7	4	715
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 (c)		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	62 531	13 339	8 321	10 187	1 136 712
Total responses	no.	1 183 795	1 016 791	931 333	265 571	328 253	80 139	39 908	44 441	3 890 231
Responses per 1 000 people (c)		163.1	181.8	206.1	111.3	199.3	156.6	107.3	190.8	172.7
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 (c)		128.3	128.4	173.1	96.5	147.6	131.2	88.9	190.8	135.4
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

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

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

TABLE 11A.2

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Non-emergency responses	no.	312 750	376 928	231 396	104 038	88 501	16 345	7 098	9 083	1 146 139
Total responses	no.	1 149 820	988 027	893 966	234 918	323 092	80 213	35 868	40 623	3 746 527
Responses per 1 000 people (c)		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 (c)		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 (d)	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

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Incidents per 1 000 people (c)		131.9	136.9	171.8	85.9	165.4	137.4	100.3	–	137.1
Ambulance response locations										
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 (c)		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 (c)		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 (c)		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

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

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (b)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT (b)</i>	<i>NT (b)</i>	<i>Aust</i>
Operational support vehicles	no.	371	298	216	12	95	23	4	9	1 028
Special operations vehicles	no.	57	15	13	8	15	–	–	–	108
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 (d)	no.	22	9	28	16	10	2	1	–	88

(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) 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: 2018-19 and 2016-17 data reported for patients are less than the actual number of patients due to industrial action taking place during the year which involved a ban on the completion of electronic patient care records.

2017-18: : the methodology used to calculate the number of Emergency, Urgent, and Non-emergency incident categories changed from previous years due to the introduction of a new Computer Aided Dispatch system.

ACT: 2018-19: Ambulance Not Required (ESA "COMMS Jobs") Jobs excluded from 2018-19 onwards, as they do not meet the definition of "Urgent".

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.

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

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

(c) Rates are derived using the 31 December Estimated Residential Population (ERP) of the relevant financial year. From December 2016, the ERP also includes Norfolk Island in the Australian total (in addition to the other territories) (see table 2A.2).

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

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

Source: State and Territory governments (unpublished); ABS 2019 (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0.

TABLE 11A.3

Table 11A.3 **Ambulance code 1 response times (minutes) (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>
Capital cities 90th percentile								
2018-19	21.3	15.2	17.3	14.7	17.9	20.9	14.9	18.5
2017-18	20.8	16.1	17.8	14.1	18.0	20.0	14.7	19.6
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
State-wide 90th percentile								
2018-19	24.0	18.0	17.1	15.4	19.7	29.2	14.9	20.4
2017-18	23.2	19.1	17.3	14.8	19.9	29.4	14.7	21.0
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
Capital cities 50th percentile								
2018-19	11.0	9.2	9.3	8.5	10.3	11.7	9.1	9.2
2017-18	11.0	9.5	9.6	8.3	10.3	11.5	9.1	9.8
2016-17	10.8	10.1	8.9	8.5	9.9	14.2	8.7	10.4
2015-16	10.8	10.5	8.7	8.3	9.5	11.9	8.5	8.9

Table 11A.3 Ambulance code 1 response times (minutes) (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>
2014-15	11.2	10.5	8.3	8.4	8.8	11.5	8.0	8.5
2013-14	10.6	10.8	8.2	8.4	8.6	11.1	8.2	8.3
2012-13	10.9	10.9	8.2	8.7	9.2	10.8	8.7	8.4
2011-12	10.7	10.6	8.5	9.3	9.7	11.0	9.3	8.6
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
State-wide 50th percentile								
2018-19	11.4	9.5	8.9	8.5	10.4	12.9	9.1	9.0
2017-18	11.2	9.8	9.0	8.4	10.4	12.8	9.1	9.2
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
Capital city								
Population (000), 30 June 2017	6 023.9	5 037.2	3 213.6	2 031.0	1 277.6	..	420.3	..
Area (sq km)	12 368	9 993	15 842	6 416	3 260	..	2 358	..
Population per sq km	487.0	504.1	202.9	316.5	391.9	..	178.2	..

Data are comparable (subject to caveats) across jurisdictions and over time.

Data are complete (subject to caveats) for the current reporting period.

(a) Differences across jurisdictions in the geography, personnel mix, and system type for capturing data, affect state-wide response times data. Factors that can impact on state wide response time performance include:

- the dispersion of the population (particularly rural/urban population proportions), topography, road/transport infrastructure and traffic densities

Table 11A.3 **Ambulance code 1 response times (minutes) (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>
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• crewing configurations, response systems and processes, and travel distances — for example, some jurisdictions include responses from volunteer stations (often in rural areas) where turnout times are generally longer because volunteers are on call as distinct from being on duty.

• land area, and population size and density — for example, data calculated on a state wide basis for some jurisdictions represent responses to urban, rural and remote areas, while others include urban centres only.

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

(c) 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.

(d) Jurisdiction notes:

Vic: 2017-18 data have been revised in this Report.

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

.. Not applicable.

Source: State and Territory governments (unpublished); ABS 2019 Australian Statistical Geography Standard (ASGS): Volume 1 - Main Structure and Greater Capital City Statistical Areas, July 2016, Cat. no. 1270.0.55.001; ABS 2019 *Regional Population Growth, Australia, 2017-18*, Cat. no. 3218.0.

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										
2018-19	%	79.6	93.7	91.5	89.5	93.7	76.9	97.0	97.7	88.4
2017-18	%	81.5	93.9	92.1	94.3	92.6	78.7	96.5	97.7	89.4
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 emergency call service that require an ambulance service										
2018-19	'000	963.3	788.2	865.5	274.7	232.4	71.3	42.5	52.7	3 290.8
2017-18	'000	952.8	760.4	825.5	238.6	218.0	69.4	40.8	57.9	3 163.4
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	2 891.6
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.

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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Qld: The Queensland Ambulance Service (QAS) 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 upgrade completion of the state-wide Automated Call Distribution system and internal reporting systems, the data source for this measure will change from Telstra to QAS from 2019-20.

Tas: Ambulance Tasmania sources this data from the Telstra Triple Zero service. Data include the time Telstra stay on the line during call transfer to ensure that the caller is transferred successfully.

Source: State and Territory governments (unpublished).

Table 11A.5 Clinically meaningful pain reduction (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (b)</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (b)</i>	<i>Aust</i>	<i>Total (b)</i>
Proportion of patients who reported a clinically meaningful pain reduction											
2018-19	%	83.8	88.7	84.2	84.2	73.9	85.3	88.9	49.2	..	84.2
2017-18	%	84.4	88.2	86.3	85.2	72.9	84.9	89.0	64.8	84.2	..
2016-17	%	85.2	88.8	88.3	85.3	73.3	84.6	91.5	62.6	83.9	..
2015-16	%	85.3	88.8	88.7	86.2	73.1	85.9	88.5	87.0	86.2	..
2014-15	%	86.4	86.3	88.7	82.3	64.6	88.3	93.4	86.7	87.9	..
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											
2018-19	no.	70 163	68 433	71 743	13 459	13 899	5 134	4 526	4 288	..	251 645
2017-18	no.	54 535	64 389	73 202	12 547	18 857	5 411	3 723	3 615	240 344	..
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

Data are not comparable across jurisdictions for the current reporting period.

Data are incomplete for the current reporting period.

(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 of pain intensity and recorded an initial pain score of 7 or above on the Numeric Rating Scale of 1-10. Patients who refuse pain medication for whatever reason are excluded.

(b) Jurisdiction notes:

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

SA: Full year data for 2018-19 were not available in time for inclusion in this Report. Data only cover the period July 2018 to February 2019.

2017-18 data have been revised.

Table 11A.5 **Clinically meaningful pain reduction (a)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (b)</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (b)</i>	<i>Aust</i>	<i>Total (b)</i>
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Data are extracted from a paper based patient record. A new version of the patient record was implemented in 2017-18 and a concurrently used patient record specific to extended care paramedics is also used. There has been an increase in compliance with recording pain scores, reflected in the increase in total number of pain management patients over time.

NT: From 2016-17, improved data extraction methods enable more accurate reporting of pain management.

Total: Total excludes SA (part) in 2018-19, the ACT in 2012-13 and the NT in 2013-14 and 2012-13.

na Not available. .. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 11A.6

Table 11A.6 Patient experience of ambulance services (a), (b)

	<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>
2018-19										
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.	393	530	268	279	302	399	316	124	2 611
Overall satisfaction										
Very satisfied or satisfied	%	98.0	97.0	96.0	99.0	100.0	98.0	97.0	95.0	98.0
95% confidence interval	±	2.7	2.5	3.3	3.4	3.1	2.6	3.0	4.6	1.1
Neither satisfied / dissatisfied	%	1.0	2.0	2.0	–	–	1.0	2.0	2.0	1.0
Dissatisfied / very dissatisfied	%	1.0	1.0	2.0	1.0	–	1.0	1.0	3.0	1.0
Phone answer time										
Much quicker or a little quicker than I thought it would be	%	65.0	67.0	61.0	70.0	68.0	64.0	60.0	58.0	65.0
A little slower or much slower than I thought it would be	%	6.0	5.0	7.0	1.0	2.0	6.0	3.0	5.0	5.0
About what I thought it would be	%	29.0	27.0	32.0	29.0	30.0	29.0	37.0	37.0	29.0
Ambulance arrival time										
Much quicker or a little quicker than I thought it would be	%	58.0	65.0	52.0	66.0	63.0	56.0	58.0	56.0	60.0
A little slower or much slower than I thought it would be	%	13.0	10.0	20.0	4.0	6.0	13.0	9.0	15.0	12.0
About what I thought it would be	%	29.0	25.0	27.0	30.0	31.0	31.0	33.0	29.0	21.0
Level of care provided by paramedics										
Very good or good	%	98.0	97.0	96.0	99.0	99.0	98.0	97.0	94.0	97.0
Poor or very poor	%	–	–	2.0	–	–	–	2.0	2.0	1.0
OK	%	2.0	2.0	3.0	1.0	1.0	2.0	1.0	3.0	2.0
Level of trust and confidence in paramedics and their ability to provide quality care and treatment										
Very high or high	%	94.0	93.0	90.0	94.0	95.0	94.0	93.0	91.0	93.0

Table 11A.6 Patient experience of ambulance services (a), (b)

	<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	%	1.0	1.0	2.0	–	–	–	1.0	3.0	1.0
Confident	%	5.0	7.0	8.0	5.0	5.0	6.0	6.0	6.0	6.0
2017-18										
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.	389	537	368	251	255	441	385	157	2 528
Overall satisfaction										
Very satisfied or satisfied	%	98.0	98.0	98.0	98.0	98.0	98.0	97.0	92.0	98.0
95% confidence interval	±	5.0	4.2	5.1	6.2	6.1	4.6	5.0	7.8	1.9
Neither satisfied / dissatisfied	%	1.0	1.0	1.0	1.0	1.0	1.0	1.0	5.0	1.0
Dissatisfied / very dissatisfied	%	1.0	1.0	1.0	1.0	–	1.0	2.0	3.0	1.0
Phone answer time										
Much quicker or a little quicker than I thought it would be	%	62.0	64.0	62.0	69.0	66.0	65.0	62.0	59.0	64.0
A little slower or much slower than I thought it would be	%	5.0	4.0	4.0	1.0	4.0	4.0	4.0	8.0	4.0
About what I thought it would be	%	33.0	32.0	33.0	29.0	30.0	31.0	34.0	33.0	33.0
Ambulance arrival time										
Much quicker or a little quicker than I thought it would be	%	59.0	65.0	57.0	68.0	64.0	60.0	64.0	55.0	61.0
A little slower or much slower than I thought it would be	%	11.0	7.0	9.0	7.0	7.0	10.0	9.0	19.0	9.0
About what I thought it would be	%	30.0	28.0	33.0	25.0	29.0	30.0	27.0	27.0	30.0
Level of care provided by paramedics										
Very good or good	%	98.0	98.0	98.0	98.0	98.0	97.0	97.0	95.0	98.0
Poor or very poor	%	1.0	–	1.0	–	–	1.0	2.0	2.0	1.0
OK	%	1.0	2.0	1.0	2.0	2.0	2.0	1.0	3.0	2.0

TABLE 11A.6

Table 11A.6 Patient experience of ambulance services (a), (b)

	<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>
Level of trust and confidence in paramedics and their ability to provide quality care and treatment										
Very high or high	%	94.0	92.0	93.0	94.0	93.0	94.0	94.0	89.0	93.0
Low or very low	%	1.0	–	1.0	1.0	–	1.0	2.0	4.0	1.0
Confident	%	5.0	8.0	6.0	5.0	7.0	5.0	5.0	7.0	6.0
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

Table 11A.6 **Patient experience of ambulance services (a), (b)**

	<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>
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
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

Data are comparable (subject to caveats) across jurisdictions from 2016-17 onwards due to break in series with earlier data which is available in 2017 and earlier Reports.

Data are complete (subject to caveats) for the current reporting period.

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

(b) Proportions may not sum to 100 due to rounding.

– Nil or rounded to zero.

Source: Council of Ambulance Authorities Patient Experience Survey 2019.

TABLE 11A.7

Table 11A.7 **Ambulance service organisations operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust</i>
2018-19										
Operational workforce, by age group										
Under 30 years of age	no.	834	1 280	1 213	218	287	108	58	37	4 035
30–39 years of age	no.	1 194	1 396	1 032	436	385	134	78	56	4 711
40–49 years of age	no.	1 191	824	1 035	351	343	103	82	53	3 982
50–59 years of age	no.	912	761	731	227	278	74	59	26	3 068
60 or over years of age	no.	210	213	211	55	76	21	14	8	808
Total operational workforce	no.	4 341	4 474	4 222	1 287	1 369	440	291	180	16 604
Operational workforce under 50 years	%	74.2	78.2	77.7	78.1	74.1	78.4	74.9	81.1	76.7
Total operational workforce	FTE	4 066	4 215	3 744	1 055	1 248	401	227	167	15 125
Operational workforce, attrition	FTE	112	143	70	32	33	18	14	20	442
Operational workforce, attrition	%	2.8	3.4	1.9	3.0	2.6	4.5	6.2	12.0	2.9
2017-18										
Operational workforce, by age group										
Under 30 years of age	no.	703	1 315	1 253	248	295	91	55	39	3 999
30–39 years of age	no.	1 146	1 351	995	444	377	124	63	51	4 551
40–49 years of age	no.	1 188	889	1 060	412	362	114	81	45	4 151
50–59 years of age	no.	871	771	659	281	305	71	55	23	3 036
60 or over years of age	no.	209	203	194	74	55	23	8	4	770
Total operational workforce	no.	4 117	4 529	4 161	1 459	1 394	423	262	162	16 507
Operational workforce under 50 years	%	73.8	78.5	79.5	75.7	74.2	77.8	75.9	83.3	76.9
Total operational workforce	FTE	3 838	4 215	3 661	1 010	1 171	378	214	149	14 636
Operational workforce, attrition	FTE	101	94	87	43	28	13	7	20	392
Operational workforce, attrition	%	2.6	2.2	2.4	4.2	2.4	3.4	3.3	13.4	2.7
2016-17										
Operational workforce, by age group										
Under 30 years of age	no.	621	1 202	1 105	207	276	76	42	34	3 563

Table 11A.7 **Ambulance service organisations operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust</i>
30–39 years of age	no.	1 086	1 173	928	393	365	112	65	45	4 167
40–49 years of age	no.	1 173	869	1 081	341	387	106	88	43	4 088
50–59 years of age	no.	844	679	617	196	299	55	53	16	2 759
60 or over years of age	no.	160	232	180	38	70	21	6	2	709
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	78.1	79.6	80.1	73.6	79.5	76.8	87.1	77.3
Total operational workforce	FTE	3 538	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	%	3.2	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	3 538	3 547	3 327	968	1 000	330	192	200	13 102
Operational workforce, attrition	FTE	131	121	85	29	17	14	7	27	431
Operational workforce, attrition	%	3.7	3.4	2.6	3.0	1.7	4.1	3.6	13.5	3.3
2014-15										
Operational workforce, by age group										
Under 30 years of age	no.	589	1 033	922	216	229	62	30	20	3 101
30–39 years of age	no.	1 078	895	892	389	321	92	53	46	3 766
40–49 years of age	no.	1 174	837	1 091	383	320	85	76	42	4 008
50–59 years of age	no.	777	667	578	206	237	70	34	15	2 584

Table 11A.7 **Ambulance service organisations operational workforce, by age group and attrition**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</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.	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
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

TABLE 11A.7

Table 11A.7 **Ambulance service organisations operational workforce, by age group and attrition**

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

Table 11A.7 **Ambulance service organisations operational workforce, by age group and attrition**

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

Data are comparable (subject to caveats) across jurisdictions and over time.

Data are complete (subject to caveats) for the current reporting period.

FTE – Full time equivalent.

(a) 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 February 2016, NSW Ambulance moved to a new payroll system. Up to 2014-15, the FTE was based on contracted hours. From 2015-16, the FTE is calculated based on hours paid in the final payroll of each financial year. Data for 2015-16 and 2016-17 published in earlier Reports have been revised.

Vic: 2017-18 data have been revised.

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. ... Not applicable.

Source: State and Territory governments (unpublished).

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2018-19										
Salaried personnel										
Ambulance operatives	%	84.2	79.9	88.2	62.4	79.6	81.8	83.8	74.9	81.5
Ambulance operatives	FTE	3 975	3 854	4 068	1 042	1 276	401	240	180	15 037
Patient transport officers	FTE	–	51	211	162	61	17	19	20	541
Students and base level ambulance officers	FTE	523	312	43	165	97	47	37	26	1 249
Qualified ambulance officers	FTE	3 036	3 351	3 372	620	929	278	141	94	11 822
Clinical other	FTE	67	24	–	2	62	8	–	–	164
Communications operatives	FTE	349	116	442	93	128	51	43	40	1 261
Operational support personnel	FTE	478	522	240	219	151	64	35	35	1 744
Corporate support personnel	FTE	268	447	302	410	176	25	12	25	1 665
Total salaried personnel	FTE	4 721	4 823	4 610	1 671	1 603	491	286	240	18 445
Per 100 000 people (b)										
Students and base level ambulance officers	FTE	6.5	4.8	0.9	6.3	5.6	8.8	8.7	10.6	5.0
Qualified ambulance officers	FTE	37.7	51.3	66.7	23.8	53.3	52.4	33.3	38.2	46.9
Total	FTE	44.2	56.1	67.6	30.1	58.9	61.2	42.0	48.8	51.9
Volunteers										
Ambulance operatives	no.	58	858	135	3 226	1 275	456	–	–	6 008
Operational / corporate support	no.	46	–	1	400	226	–	–	–	673
Total volunteers	no.	104	858	136	3 626	1 501	456	–	–	6 681
Community first responders	no.	283	343	144	2 304	41	29	–	–	3 144
2017-18										
Salaried personnel										
Ambulance operatives	%	83.4	79.6	88.3	62.3	77.2	81.7	82.3	72.1	81.0
Ambulance operatives	FTE	3 758	3 818	3 996	991	1 166	378	227	160	14 494
Patient transport officers	FTE	–	59	241	152	59	19	11	21	561
Students and base level ambulance officers	FTE	499	411	44	170	72	55	27	14	1 291

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Qualified ambulance officers	FTE	2 848	3 199	3 250	572	866	262	149	92	11 239
Clinical other	FTE	57	27	–	2	57	8	–	–	150
Communications operatives	FTE	354	123	461	95	113	34	40	33	1 252
Operational support personnel	FTE	472	557	231	225	165	52	30	34	1 766
Corporate support personnel	FTE	277	424	300	374	180	33	19	28	1 635
Total salaried personnel	FTE	4 507	4 799	4 527	1 590	1 511	462	276	222	17 895
Per 100 000 people (b)										
Students and base level ambulance officers	FTE	6.3	6.4	0.9	6.6	4.2	10.5	6.5	5.7	5.2
Qualified ambulance officers	FTE	36.0	50.1	65.5	22.1	50.1	50.0	35.9	37.3	45.4
Total	FTE	42.3	56.5	66.3	28.7	54.3	60.5	42.4	43.0	50.6
Volunteers										
Ambulance operatives	no.	63	879	129	3 263	1 351	438	–	–	6 123
Operational / corporate support	no.	41	–	1	269	220	–	–	–	531
Total volunteers	no.	104	879	130	3 532	1 571	438	–	–	6 654
Community first responders	no.	245	329	138	2 312	55	29	–	–	3 108
2016-17										
Salaried personnel										
Ambulance operatives	%	83.1	79.4	87.9	63.9	76.5	81.7	75.6	73.8	80.8
Ambulance operatives	FTE	3 567	3 582	3 768	969	1 069	338	194	144	13 630
Patient transport officers	FTE	–	62	201	133	70	18	14	21	520
Students and base level ambulance officers	FTE	364	574	23	131	67	33	–	9	1 201
Qualified ambulance officers	FTE	2 831	2 827	3 093	610	772	253	146	87	10 617
Clinical other	FTE	55	19	–	3	47	2	–	–	125
Communications operatives	FTE	317	100	451	93	113	32	34	27	1 167
Operational support personnel	FTE	465	509	229	222	155	51	33	25	1 688
Corporate support personnel	FTE	260	418	291	325	174	25	30	26	1 549
Total salaried personnel	FTE	4 292	4 509	4 288	1 516	1 397	414	257	195	16 867

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Per 100 000 people (b)										
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	36.3	45.3	63.3	23.7	44.9	48.7	35.9	35.3	43.5
Total	FTE	41.0	54.5	63.8	28.8	48.8	55.1	35.9	39.0	48.5
Volunteers										
Ambulance operatives	no.	63	798	139	3 257	1 347	425	–	71	6 100
Operational / corporate support	no.	41	–	1	198	229	–	–	–	469
Total volunteers	no.	104	798	140	3 455	1 576	425	–	71	6 569
Community first responders	no.	245	310	133	2 254	44	32	–	95	3 113
2015-16										
Salaried personnel										
Ambulance operatives	%	82.9	78.0	88.1	64.9	75.8	81.5	77.0	76.2	80.6
Ambulance operatives	FTE	3 432	3 208	3 656	945	982	320	193	154	12 888
Patient transport officers	FTE	1	58	184	124	57	17	10	17	468
Students and base level ambulance officers	FTE	258	352	12	131	35	23	–	–	811
Qualified ambulance officers	FTE	2 818	2 704	3 006	602	738	249	154	88	10 359
Clinical other	FTE	53	13	–	1	48	1	–	–	117
Communications operatives	FTE	302	81	454	87	103	29	29	49	1 134
Operational support personnel	FTE	447	522	226	205	155	48	31	16	1 649
Corporate support personnel	FTE	259	385	269	305	158	25	27	32	1 460
Total salaried personnel	FTE	4 138	4 114	4 151	1 455	1 295	392	251	202	15 997
Per 100 000 people (b)										
Students and base level ambulance officers	FTE	3.4	5.8	0.2	5.1	2.1	4.5	–	–	3.4
Qualified ambulance officers	FTE	36.7	44.4	62.6	23.6	43.3	48.3	38.7	35.8	43.2
Total	FTE	40.1	50.1	62.8	28.8	45.3	52.8	38.7	35.8	46.6
Volunteers										
Ambulance operatives	no.	122	723	138	3 178	1 300	513	–	38	6 012

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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
Total salaried personnel	FTE	4 481	4 030	4 029	1 392	1 276	367	240	161	15 976
Per 100 000 people (b)										
Students and base level ambulance officers	FTE	5.2	6.4	0.4	4.9	2.1	3.3	–	10.3	4.2
Qualified ambulance officers	FTE	36.9	43.1	61.1	24.6	42.9	44.5	35.6	27.6	42.5
Total	FTE	42.2	49.4	61.6	29.4	45.0	47.8	35.6	37.9	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

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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 (b)										
Students and base level ambulance officers	FTE	6.3	6.8	2.2	7.2	3.2	6.6	2.6	9.5	5.5
Qualified ambulance officers	FTE	36.4	43.3	57.4	22.1	42.6	43.0	37.9	27.2	41.3
Total	FTE	42.7	50.2	59.7	29.3	45.8	49.7	40.5	36.7	46.8
Volunteers										
Ambulance operatives	no.	109	674	122	3 050	1 283	511	–	–	5 749
Operational / corporate support	no.	35	–	–	–	188	–	–	–	223
Total volunteers	no.	144	674	122	3 050	1 471	511	–	–	5 972
Community first responders	no.	241	422	201	1 502	45	45	–	–	2 456
2012-13										
Salaried personnel										
Ambulance operatives	%	85.6	80.2	86.3	68.8	75.3	77.5	77.9	76.2	81.8
Ambulance operatives	FTE	3 715	2 940	3 346	877	960	285	190	131	12 444
Patient transport officers	FTE	226	59	179	83	57	19	11	7	642
Students and base level ambulance officers	FTE	518	345	234	220	53	31	28	46	1 475
Qualified ambulance officers	FTE	2 599	2 453	2 504	481	724	207	129	56	9 152
Clinical other	FTE	53	16	1	1	35	2	–	–	107
Communications operatives	FTE	318	67	428	92	92	27	22	22	1 068
Operational support personnel	FTE	383	340	229	182	163	49	32	20	1 399

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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 (b)										
Students and base level ambulance officers	FTE	7.0	6.0	5.1	9.0	3.2	6.1	7.4	19.3	6.4
Qualified ambulance officers	FTE	35.4	43.0	54.3	19.6	43.5	40.3	33.9	23.5	39.9
Total	FTE	42.4	49.0	59.4	28.5	46.7	46.4	41.3	42.7	46.3
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										
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 (b)										
Students and base level ambulance officers	FTE	7.0	5.1	7.8	8.1	4.5	6.4	7.0	23.6	6.8
Qualified ambulance officers	FTE	35.8	43.3	51.5	18.5	39.7	38.5	29.3	21.9	39.1
Total	FTE	42.9	48.4	59.3	26.6	44.2	45.0	36.3	45.5	45.9
Volunteers										

Table 11A.8 **Ambulance service organisations human resources**

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

Table 11A.8 **Ambulance service organisations human resources**

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

FTE – Full time equivalent.

(a) 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 February 2016, NSW Ambulance moved to a new payroll system. Up to 2014-15, the FTE was based on contracted hours. From 2015-16, the FTE is calculated based on hours paid in the final payroll of each financial year. Data for 2015-16 and 2016-17 published in earlier Reports have been revised.

Vic: Graduates (316) were reallocated to Qualified Ambulance Officers due to completing their studies. This accounts for the decrease in student numbers from 2017-18.

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

WA: 2017-18: the increase in volunteer numbers and volunteer and first responder locations is due to the development of a new First Responder App. Data include first responders registered in the St John WA First Responder App who are not already employees or volunteers.

Table 11A.8 **Ambulance service organisations human resources**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA (a)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(b)	Rates are derived using the 31 December Estimated Residential Population (ERP) of the relevant financial year. From December 2016, the ERP also includes Norfolk Island in the Australian total (in addition to the other territories) (see table 2A.2).									

na Not available. – Nil or rounded to zero.

Source : State and Territory governments (unpublished); ABS 2019 (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0.

Table 11A.9 Enrolments in accredited paramedic training courses (a), (b)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT (c)	Aust
Enrolments									
Total student enrolments	Number								
2018	1 117	2 049	2 810	855	299	150	185	..	7 465
2017	1 062	2 080	2 950	773	350	106	190	..	7 511
2016	1 087	2 179	2 960	767	356	109	262	..	7 720
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								
2018	373	1 007	769	284	103	101	55	..	2 692
2017	316	917	884	174	108	45	41	..	2 485
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 (d)									
Total student enrolments	per million people in the population								
2018	139.8	317.2	560.6	329.4	172.2	284.0	439.5	..	298.7
2017	135.1	328.9	598.6	299.6	203.1	203.5	463.1	..	305.3
2016	140.6	353.0	610.9	300.1	207.8	210.6	650.0	..	319.1
2015	121.1	378.9	488.7	178.3	254.0	205.8	709.9	..	286.0
2014	107.1	378.1	419.3	302.3	206.9	175.2	411.5	..	271.4
2013	99.4	353.9	386.0	269.8	249.5	195.2	281.8	..	253.8
Students enrolled in final year	per million people in the population								
2018	46.7	155.9	153.4	109.4	59.3	191.3	130.7	..	107.7
2017	40.2	145.0	179.4	67.4	62.7	86.4	99.9	..	101.0
2016	40.7	97.5	136.6	68.5	63.6	98.5	126.5	..	81.2
2015	20.2	97.1	90.2	60.6	101.7	–	96.0	..	64.5
2014	17.8	70.1	64.0	106.8	58.7	–	92.6	..	53.4
2013	28.4	24.9	77.8	30.2	89.1	85.9	–	..	42.5

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

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

(c) Jurisdiction notes:

NT: There are no higher education providers in the NT that offer the course accredited by the Paramedic Education Programs Accreditation Scheme. Intern paramedics are employed from universities external to the NT.

(d) Rates are derived using the 30 June Estimated Residential Population (ERP) of the relevant calendar year. From July 2016, the ERP also includes Norfolk Island in the Australian total (in addition to the other territories) (see table 2A.1).

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

Source: State and Territory governments (unpublished); ABS 2019 (unpublished), *Australian Demographic Statistics*, Cat. no. 3101.0.

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
2018-19									
Labour costs - Salaries and payments in the nature of salaries (b)	665 327	751 836	600 838	174 169	237 994	68 387	39 424	27 508	2 565 483
Capital costs (c)									
Depreciation	29 547	42 880	38 234	18 804	12 539	2 255	3 023	1 525	148 807
User cost of capital - Other assets	31 785	26 606	29 623	13 041	8 856	1 847	2 746	284	114 788
Other costs (d)	323 263	336 583	166 998	79 994	86 452	23 817	13 558	8 200	1 038 865
Total (e)	1 049 922	1 157 905	835 693	286 008	345 841	96 306	58 751	37 517	3 867 943
Real recurrent expenditure per person (f)	\$ 130.49	177.42	165.39	109.74	198.45	181.19	138.63	152.60	153.61
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	11 685	9 566	9 452	2 264	1 359	852	908	25	36 111
Interest on borrowings	—	—	—	—	108	—	—	—	108
2017-18									
Labour costs - Salaries and payments in the nature of salaries (b)	637 075	695 120	557 784	169 929	229 463	59 348	36 739	26 808	2 412 267
Capital costs (c)									
Depreciation	23 764	39 619	40 130	17 062	13 158	3 039	3 077	1 721	141 570
User cost of capital - Other assets	28 713	26 034	30 181	12 760	9 599	1 954	2 611	314	112 166
Other costs (d)	314 463	332 031	164 169	74 853	78 078	19 867	12 235	7 787	1 003 484
Total (e)	1 004 015	1 092 804	792 265	274 604	330 299	84 208	54 663	36 629	3 669 487
Real recurrent expenditure per person (f)	\$ 126.85	171.13	159.57	106.24	191.14	160.50	131.43	148.46	148.14
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	11 068	8 989	9 149	2 162	1 360	799	571	26	34 124
Interest on borrowings	na	na	na	na	102	—	na	na	102
2016-17									
Labour costs - Salaries and payments in the nature of salaries (b)	598 758	629 664	487 764	164 975	217 084	51 757	33 111	26 347	2 209 459

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
Capital costs (c)									
Depreciation	21 027	32 758	36 596	15 965	11 032	2 774	1 970	1 548	123 670
User cost of capital - Other assets	25 012	24 910	29 535	12 293	6 234	2 005	1 694	294	101 977
Other costs (d)	276 204	299 991	168 112	70 898	78 116	18 274	14 739	6 958	933 292
Total (e)	921 000	987 323	722 007	264 131	312 466	74 811	51 514	35 146	3 368 398
Real recurrent expenditure per person (f)	\$ 118.11	158.12	147.84	102.86	181.99	144.13	126.76	143.42	138.13
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	10 404	8 375	8 988	2 200	1 597	641	636	26	32 867
Interest on borrowings	—	—	—	—	63	—	—	—	63
2015-16									
Labour costs - Salaries and payments in the nature of salaries (b)	668 263	566 066	473 745	156 642	196 238	50 349	32 852	21 166	2 165 322
Capital costs (c)									
Depreciation	21 814	28 135	38 280	15 205	10 963	2 743	1 531	1 237	119 909
User cost of capital - Other assets	19 105	23 055	27 181	10 995	5 446	2 189	1 349	264	89 584
Other costs (d)	228 411	227 678	161 327	69 179	70 504	17 000	13 622	6 613	794 335
Total (e)	937 594	844 935	700 533	252 022	283 151	72 281	49 354	29 280	3 169 150
Real recurrent expenditure per person (f)	\$ 122.22	138.67	145.79	98.92	165.98	140.16	123.73	119.95	132.13
Other expenses									
Payroll tax	—	—	—	—	—	—	—	—	—
User cost of capital - Land	10 293	7 397	9 209	2 668	1 456	622	610	26	32 282
Interest on borrowings	—	—	—	—	50	11	—	—	62
2014-15									
Labour costs - Salaries and payments in the nature of salaries (b)	633 406	491 491	449 329	144 353	176 309	47 891	30 661	20 064	1 993 504
Capital costs (c)									
Depreciation	19 079	27 382	34 692	15 150	9 720	2 854	1 365	1 446	111 689
User cost of capital - Other assets	16 752	20 607	26 958	9 482	4 900	2 072	960	238	81 969

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
Other costs (d)	254 254	227 502	141 012	66 799	69 507	16 499	14 112	6 370	796 055
Total (e)	923 491	766 982	651 991	235 785	260 436	69 316	47 098	28 118	2 983 216
Real recurrent expenditure per person (f)	\$ 122.12	128.74	137.34	93.25	153.82	134.85	120.15	115.83	126.19
Other expenses									
<i>Payroll tax</i>	–	–	–	–	–	–	–	–	–
<i>User cost of capital - Land</i>	10 422	6 547	8 879	2 702	1 475	606	618	25	31 275
<i>Interest on borrowings</i>	–	–	–	–	–	–	–	–	–
2013-14									
Labour costs - Salaries and payments in the nature of salaries (b)	568 293	434 379	418 861	136 913	177 556	47 384	29 785	19 116	1 832 287
Capital costs (c)									
Depreciation	18 758	31 612	38 193	14 960	9 558	3 043	1 240	1 802	119 166
User cost of capital - Other assets	13 462	19 724	28 218	8 951	4 848	2 134	849	284	78 470
Other costs (d)	276 965	224 576	138 561	68 065	66 531	17 657	14 930	6 359	813 644
Total (e)	877 478	710 291	623 833	228 890	258 493	70 217	46 804	27 560	2 843 566
Real recurrent expenditure per person (f)	\$ 117.70	121.78	133.14	91.48	154.04	136.87	121.15	113.74	122.05
Other expenses									
<i>Payroll tax</i>	–	–	17 359	–	–	–	–	–	17 359
<i>User cost of capital - Land</i>	9 788	6 460	9 413	2 107	1 426	555	619	27	30 396
<i>Interest on borrowings</i>	–	–	–	–	147	–	–	–	147
2012-13									
Labour costs - Salaries and payments in the nature of salaries (b)	551 470	413 672	416 034	124 962	147 791	45 520	29 197	20 172	1 748 818
Capital costs (c)									
Depreciation	19 590	28 231	50 098	14 436	8 477	3 085	1 144	1 713	126 773
User cost of capital - Other assets	13 845	18 849	28 493	8 474	4 639	2 082	856	360	77 599
Other costs (d)	240 392	221 139	123 609	70 224	67 326	15 578	17 828	5 972	762 069
Total (e)	825 296	681 892	618 234	218 096	228 234	66 266	49 025	28 216	2 715 259
Real recurrent expenditure per person (f)	\$ 112.24	119.43	134.07	88.75	137.24	129.47	129.08	118.19	118.43

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
Other expenses									
<i>Payroll tax</i>	–	–	17 450	–	–	542	–	–	17 992
<i>User cost of capital - Land</i>	9 984	5 009	9 602	1 979	1 406	620	629	26	29 255
<i>Interest on borrowings</i>	–	–	–	–	128	–	–	–	128
2011-12									
Labour costs - Salaries and payments in the nature of salaries (b)	556 309	414 893	419 494	107 191	205 566	41 656	26 307	18 796	1 790 210
Capital costs (c)									
Depreciation	21 562	31 753	43 270	10 980	9 309	3 356	947	1 610	122 788
User cost of capital - Other assets	14 352	17 034	29 793	7 086	4 785	2 373	619	353	76 395
Other costs (d)	226 324	209 147	132 835	64 061	60 578	16 108	13 265	4 979	727 295
Total (e)	818 547	672 826	625 392	189 318	280 237	63 493	41 137	25 738	2 716 688
Real recurrent expenditure per person (f)	\$ 112.77	120.32	138.40	79.35	170.13	124.07	110.56	110.48	120.62
Other expenses									
<i>Payroll tax</i>	np	–	17 730	–	–	2 422	–	–	20 152
<i>User cost of capital - Land</i>	8 066	4 608	9 561	1 031	1 040	642	500	23	25 472
<i>Interest on borrowings</i>	–	–	–	–	137	–	–	–	137
2010-11									
Labour costs - Salaries and payments in the nature of salaries (b)	540 291	405 872	414 585	87 813	144 281	39 446	24 189	17 586	1 674 063
Capital costs (c)									
Depreciation	22 488	31 221	42 850	11 116	10 942	3 143	994	1 280	124 034
User cost of capital - Other assets	12 705	17 304	29 954	6 437	4 575	2 314	808	383	74 481
Other costs (d)	214 463	198 961	130 471	53 743	54 474	17 067	11 556	4 630	685 366
Total (e)	789 947	653 358	617 859	159 109	214 272	61 970	37 548	23 879	2 557 944
Real recurrent expenditure per person (f)	\$ 110.02	118.89	139.26	68.61	131.26	121.46	102.92	103.69	115.37
Other expenses									
<i>Payroll tax</i>	–	–	17 055	–	–	2 167	–	–	19 221
<i>User cost of capital - Land</i>	6 344	4 655	9 448	875	1 193	658	469	24	23 665

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
<i>Interest on borrowings</i>	–	–	1	–	132	–	–	–	133
2009-10									
Labour costs - Salaries and payments in the nature of salaries (b)	519 187	395 677	387 288	75 360	143 500	33 288	27 012	15 571	1 596 884
Capital costs (c)									
Depreciation	24 056	31 268	43 955	12 432	11 460	2 654	854	1 088	127 766
User cost of capital - Other assets	12 707	18 219	31 663	6 149	4 329	2 099	831	295	76 291
Other costs (d)	230 140	202 432	121 636	54 186	50 321	13 461	12 173	4 624	688 973
Total (e)	786 090	647 596	584 542	148 127	209 609	51 502	40 870	21 578	2 489 914
Real recurrent expenditure per person (f)	\$ 110.69	119.50	133.84	65.43	129.50	101.69	114.21	94.73	113.87
Other expenses									
<i>Payroll tax</i>	–	–	15 982	–	–	2 001	–	–	17 983
<i>User cost of capital - Land</i>	6 258	4 764	10 536	912	1 242	707	488	25	24 933
<i>Interest on borrowings</i>	–	–	11	–	–	–	–	–	11

Data are not comparable across jurisdictions, but are comparable (subject to caveats) within jurisdictions over time.

Data are complete (subject to caveats) for the current reporting period.

- (a) Time series financial data are adjusted to 2018-19 dollars (i.e. 2018-19=100) using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (table 2A.49).
- (b) Payroll tax is excluded from labour costs.
- (c) The user cost of capital is partly dependent on depreciation and asset revaluation methods employed.
- (d) Other costs include the running costs, contract fees, provision for losses and other recurrent costs.
- (e) Total expenditure excludes the user cost of capital for land, interest on borrowings and payroll tax.
- (f) Real recurrent expenditure per person is derived using the 31 December Estimated Residential Population (ERP) of the relevant financial year. From December 2016, the ERP also includes Norfolk Island in the Australian total (in addition to the other territories) (see table 2A.2).
- (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.

Table 11A.10 **Ambulance services expenditure (\$'000) (2018-19 dollars) (a)**

	NSW (g)	Vic (g)	Qld	WA (g)	SA (g)	Tas	ACT (g)	NT (g)	Aust
SA:	2017-18 data have been revised.								
	2017-18: a number of new ambulance stations have been commissioned resulting in a significant increase in depreciation charges.								
	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.								
ACT:	Operating costs include direct costs for the ACT Ambulance Service. Indirect costs from supporting organisations 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.								
	na Not available. np Not published. – Nil or rounded to zero.								
Source:	State and Territory governments (unpublished); ABS 2019 (unpublished), Australian Demographic Statistics, Cat. no. 3101.0; ABS 2019 Australian National Accounts: National Income, Expenditure and Product, Cat.no. 5206.0.								

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>
Paramedic witnessed adult cardiac arrests											
Survival rate											
2018-19	%	44.4	55.2	49.4	36.4	44.3	52.6	45.7	75.0	47.1	..
2017-18	%	43.5	53.5	55.6	37.5	40.3	60.9	53.8	60.0	48.1	..
2016-17	%	51.8	58.4	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	17.0	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	%	79.0	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	1.0	..	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
Total paramedic witnessed adult cardiac arrests											
2018-19	no.	419	319	235	162	131	19	46	4	1 335	..
2017-18	no.	402	353	250	160	119	23	52	5	1 364	..
2016-17	no.	226	279	234	134	104	33	27	6	1 043	..
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
Adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
Survival rate											
2018-19	%	25.1	29.2	29.1	19.2	22.5	26.1	27.0	16.7	25.7	..

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>
2017-18	%	25.5	26.8	28.8	20.5	21.8	32.2	35.2	10.9	25.5	..
2016-17	%	37.2	26.8	29.4	17.8	26.0	20.8	40.3	18.5	29.2	..
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	%	681.0	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	24.0	..	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	..
Total adult cardiac arrests where resuscitation attempted (excluding paramedic witnessed)											
2018-19	no.	2 144	1 920	1 157	950	827	142	89	72	7 301	..
2017-18	no.	2 153	1 835	1 092	881	794	152	88	46	7 041	..
2016-17	no.	2 430	1 763	1 022	983	603	298	67	54	7 220	..
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	..
Adult VF/VT cardiac arrests (excluding paramedic witnessed)											
Survival rate											
2018-19	%	44.2	54.0	48.3	39.3	53.7	41.3	61.3	35.5	48.1	..
2017-18	%	42.2	54.0	43.0	40.4	43.6	45.3	64.5	23.5	45.7	..
2016-17	%	45.1	54.9	47.5	30.6	50.3	55.9	66.7	31.3	47.4	..
2015-16	%	40.2	53.2	50.3	43.3	47.6	39.5	51.6	35.0	46.5	..

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>
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
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	13.0	..	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
Total adult VF/VT cardiac arrests (excluding paramedic witnessed)											
2018-19	no.	620	655	414	247	190	63	31	31	2 251	..
2017-18	no.	676	591	374	223	204	64	31	17	2 180	..
2016-17	no.	859	576	373	209	161	59	27	16	2 280	..
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	..

Data are comparable (subject to caveats) across jurisdictions from 2018-19 onwards and over time for all jurisdictions except NSW. (NSW changed in 2018-19 bringing it in line with national counting rules but creating a break with its historical reporting).

Data are complete (subject to caveats) for the current reporting period.

- (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.

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>
iii) Adult VF/VT cardiac arrests — where: (1) a person was in out-of-hospital cardiac arrest (which was not witnessed by a paramedic); and (2) the arrest rhythm on the first ECG assessment was either Ventricular Fibrillation or Ventricular Tachycardia (VF/VT) (irregular and/or fast heartbeat).										
(b) 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: From 2017-18, data are extracted from the NSW out of hospital cardiac arrest registry (OHCAR). Prior years use data from the electronic Medical Record (eMR). OHCAR data are more accurate than eMR data but the change in extraction source and method means data from the OHCAR are not directly comparable to previous years.										
Vic: Data for 2017-18 have been revised. 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, ie, 2018-19 data pertain to the 2018 calendar year. Patients with 'Do not attempt resuscitation orders' are excluded from the cardiac arrest data collection from 1 July 2013 as this information was not coded prior to this date.										
WA: 2015-16 data have been revised.										

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>
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.									
Total:	Total for the jurisdictions where data are available									
	na Not available. .. Not applicable.									

Source: State and Territory governments (unpublished).