



THE COUNCIL OF  
**AMBULANCE  
AUTHORITIES**

# 2025 CAA Patient Experience Survey



*September 2025*

# Contents

|                                   |           |
|-----------------------------------|-----------|
| <b>Executive Summary</b>          | <b>3</b>  |
| <b>1 Research Context</b>         | <b>6</b>  |
| 1.1 Background and objectives     | 6         |
| 1.2 Research Methodology          | 7         |
| 1.3 Response Rates                | 8         |
| 1.4 How to interpret report       | 9         |
| <b>2 Overall Satisfaction</b>     | <b>10</b> |
| <b>3 Patient Experience</b>       | <b>14</b> |
| 3.1 Calling the ambulance service | 15        |
| 3.2 Waiting for the ambulance     | 19        |
| 3.3 Provision of care             | 23        |
| <b>Appendix</b>                   | <b>31</b> |

# Executive Summary

## Overall Satisfaction

**More than 95% of respondents from Australia and New Zealand (97%), and 100% in Papua New Guinea reported being satisfied with their most recent experience with the local ambulance service.**

- The overall satisfaction level among respondents for the ambulance services remained highly positive across all regions. A large majority of Australian respondents (81%), New Zealand respondents (88%), and Papua New Guinean respondents (59%) expressed being 'very satisfied.' Additionally, a notable portion of Australian respondents (16%), New Zealand respondents (8%), and Papua New Guinean respondents (41%) reported being 'satisfied' with their recent experience.
- Two out of the eight Australian services reported a NET satisfaction increase in 2025 compared to 2024.
- A comparative review of New Zealand services indicated a 1% rise in NET satisfaction.
- The NET satisfaction results from Papua New Guinea showed a significant increase of 7%, bringing the 2025 satisfaction rate to 100%.
- Overall, satisfaction rates across all services ranged between 96% and 100%.

## Survey Respondent Characteristics and Trends

**A review of surveys from 2024 to 2025 highlights differences in the types of participants across Australia, New Zealand, and Papua New Guinea.**

- In Australia, the profile of respondents remained stable between 2024 and 2025. Around 22% of surveys were submitted by relatives or caregivers on behalf of patients, with no significant year-to-year variation.
- In Papua New Guinea, the surveys were predominantly completed by carers or family members. The proportion increased from 73% in 2024 to 97% in 2025, leaving only 3% completed by patients themselves following transport.
- In New Zealand, an opposite pattern emerged, with caregiver-completed surveys decreasing from 18% in 2024 to just 3% in 2025. The majority of surveys in 2025 were therefore completed directly by patients.

## Usage Frequency in the Last 12 Months

**Survey responses revealed varied ambulance use across Australia and Papua New Guinea.**

- In Australia, 43% of the respondents indicated they had used the ambulance service once in the past year, while 49% reported using it between two and five times. A smaller group (9%) mentioned using the service more than five times within the same period.

- In Papua New Guinea, 62% of respondents had used the ambulance service once in the last 12 months, and 32% had used it between two and five times, and 6% reported using it more than 5 times within the same period.
- This question was not included in the New Zealand survey.

## Gender and Age

### **Female participation in 2025 survey was higher in Australia, New Zealand, and Papua New Guinea.**

- Female representation accounted for 52% in Australia and 55% in New Zealand.
- Papua New Guinea saw 59% of respondents being female, compared to 41% male.
- Most respondents across Australia and New Zealand, were aged over 50, with 90% in Australia and 83% in New Zealand. In Papua New Guinea 79% of respondents were under 50 years old.

## Calls to the ambulance service

### **In Australia, 64% of respondents said they were connected to call takers faster than expected. Most valued the support provided, with 94% in Australia, 98% in Papua New Guinea, and 94% in New Zealand reporting that call takers were helpful and reassuring.**

- In 2025, Australia experienced a rise in positive interactions with ambulance call takers. Only 1% of respondents found the call takers unhelpful, and 5% felt they experienced longer wait times than anticipated.
- In New Zealand results showed only 2% of respondents expressing dissatisfaction with the helpfulness of call takers.
- In Papua New Guinea, 1% of respondents reported dissatisfaction with the helpfulness of call takers, while 2% noted that the connection times were longer than expected.

## Waiting for an ambulance

### **In 2025, 60% of Australian respondents, 61% of New Zealand respondents, and 62% of Papua New Guinean respondents reported that the ambulance arrived sooner than expected.**

- Across Australia, the percentage of respondents reporting shorter-than-expected wait times ranged from 43% to 63%, with seven services exceeding 50%.
- In New Zealand, there was a 1% incline in NET quicker response compared to the previous year.
- Papua New Guinea also experienced a significant rise in positive feedback on ambulance wait times, with 62% of respondents in 2025 reporting faster-than-expected arrivals, up from 32% in 2024.

## Provision of care

**Patient satisfaction with the care provided in Australia was exceptional, with 98% of respondents rating their experience as either 'good' or 'very good.'**

- Satisfaction levels across all Australian states and territories remained high in 2025, ranging from 96% to 99%, reflecting consistently excellent care.
- In Papua New Guinea, 99% of respondents reported a positive experience in 2025, marking a 15% incline from the 84% recorded in 2024.
- In Australia, only a small proportion of respondents (1%) rated their care from paramedics as 'poor' or 'very poor,' while in Papua New Guinea, this figure was 0%.

**Most respondents expressed strong trust in their ambulance staff, with 89% in Australia and 92% in Papua New Guinea.**

- Across Australian states, confidence levels were almost consistent, with NET confidence scores ranging from 90% to 96%, indicating uniform trust in ambulance personnel.
- In Papua New Guinea, confidence in the service staff increased by 23%, rising from 69% in 2024 to 92% in 2025.

**In Australia, 96% of respondents reported that they received a 'very clear' or 'clear' explanation of their condition and the reasons behind their treatment.**

- The proportion of Australian respondents who received these clear explanations stayed at 96% similar to the previous year.
- In both New Zealand (Wellington Free Ambulance) and Papua New Guinea, the vast majority of respondents (96%) reported receiving clear explanations of their condition and treatment plan. This represents a 1% increase from 2024 in New Zealand and a substantial 11% rise in Papua New Guinea.

**High satisfaction with patient comfort was reported across Australia (94%), New Zealand (97%), and Papua New Guinea (96%).**

- In Australia, comfort levels during ambulance journeys ranged between 91% and 98% across the states and territories.
- In New Zealand, 97% of respondents using Wellington Free Ambulance felt 'very comfortable' or 'comfortable' during their journey.
- In Papua New Guinea, 96% of respondents rated their comfort as 'very comfortable' or 'comfortable,' reflecting a 28% incline from the 68% recorded in 2024.

# 1 Research Context

## 1.1 Background and objectives

The Council of Ambulance Authorities (CAA) represents the eleven statutory ambulance services across Australia, New Zealand, and Papua New Guinea. Acting as a unified voice, the CAA is committed to meeting the changing needs of the community by promoting patient-centred practices within the ambulance sector.

Since 2002 in Australia, 2007 in New Zealand, and 2020 in Papua New Guinea, the CAA has conducted the Patient Experience Survey. This survey is instrumental in assessing patient experiences, providing valuable insight into the quality of ambulance services based on feedback from recent users. Collecting this feedback allows the CAA and its member organisations to better understand patient care and treatment experiences, helping identify areas for improving service delivery.

The survey offers a thorough evaluation, asking patients or their caregivers to rate various aspects of ambulance services and treatment. Key areas assessed include the quality of telephone assistance, response time, treatment received, staff competence, journey comfort, and overall satisfaction.

The survey methodology varies by region: in Australia, it is conducted by mail; in New Zealand, through SMS; and in Papua New Guinea, via telephone. The survey targets a sample of respondents who have undergone emergency or urgent transport by the respective ambulance services. Each jurisdiction's ambulance service is responsible for data collection, ensuring a detailed and region-specific understanding of patient experiences.

## 1.2 Research Methodology

To conduct the “Patient Experience Survey”, the CAA developed a standardised set of core questions. Australian services were instructed to maintain the integrity of these questions, only modifying locally relevant terminology, such as replacing 'ambulance officer' with 'paramedic.' The full questionnaire is available in the appendix of this report.

Ambulance services were also given the flexibility to add any additional questions they felt were necessary at the end of the survey. Furthermore, they were responsible for finalising the survey's format, including the incorporation of logos or other graphic elements as needed.

To ensure a representative sample, each service was tasked with randomly selecting 3,000 patients (unless otherwise directed), focusing on patients classified under Code 1 and Code 2 categories. Definitions of these codes are provided below for reference.

|                     |   |
|---------------------|---|
| Emergency incidents | Count the number of <b>Code 1 incidents</b> , defined as emergency events requiring one or more immediate ambulance responses under lights and sirens where the incident is potentially life threatening. |
| Urgent incidents    | Count the number of <b>Code 2 incidents</b> , defined as urgent incidents requiring an immediate response by one or more ambulances without warning devices, with arrival desirable within 30 minutes.    |

The survey was executed and disseminated across all services within Australia in 2025. Consistent with the protocol followed in 2024, participants were presented with two options for survey completion: either through the conventional hardcopy questionnaire included in the survey pack or via an accessible online survey link. In New Zealand, sampled patients were invited via SMS to participate in the survey online using their mobile devices. Hato Hone St John sends survey requests via text, including a link to the survey platform hosted by Yabble.

In Papua New Guinea, the survey was conducted through telephone interviews in the patient's native language, with subsequent translation of the results into English for analytical purposes. Fieldwork periods varied among the services, with all responses from Australia and Papua New Guinea being gathered between May and June 2025. In contrast, New Zealand employed an ongoing data collection method, with surveys conducted continuously throughout the year. For the sake of ensuring a robust sample size, this report incorporates multiple months of New Zealand survey data.

The responsibility for data entry into a designated spreadsheet template was entrusted to the respective services, under the supervision of the CAA, who will perform the analysis and reporting. Responses that failed to specify whether they were from a 'patient' or a 'relative/carer of the patient' were excluded from the survey dataset and were thus not considered in the calculation of response rates.

## 1.3 Response Rates

Table 1. Response Rate 2019-2025

|                              | 2019          | 2020          | 2021          | 2022          | 2023          | 2024          | 2025          |                 |                       |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------------|
|                              | Response Rate | Response Rate | Response Rate | Response Rate | Response Rate | Response Rate | Response Rate | Total responses | Margin of error (+/-) |
| New South Wales              | 30%           | 28%           | 22%           | 21%           | 24%           | 24%           | 21%           | 635             | 2%                    |
| Victoria                     | 41%           | 26%           | 26%           | 25%           | 23%           | 21%           | 21%           | 634             | 2%                    |
| Queensland                   | 21%           | 29%           | 24%           | 24%           | 22%           | 22%           | 24%           | 725             | 2%                    |
| Western Australia            | 21%           | 19%           | 17%           | 19%           | 20%           | 20%           | 7%            | 211             | 3%                    |
| South Australia              | 23%           | 29%           | 18%           | 19%           | 18%           | 17%           | 22%           | 669             | 2%                    |
| Tasmania                     | 31%           | 41%           | 33%           | 30%           | 24%           | 33%           | 32%           | 967             | 1%                    |
| Australian Capital Territory | 24%           | 29%           | 28%           | 16%           | 10%           | 17%           | 24%           | 705             | 2%                    |
| Northern Territory           | 9%            | 13%           | 14%           | 10%           | 9%            | 9%            | 7%            | 109             | 4%                    |
| <b>Australia Overall</b>     | <b>25%</b>    | <b>27%</b>    | <b>23%</b>    | <b>21%</b>    | <b>19%</b>    | <b>20%</b>    | <b>21%</b>    | <b>4,655</b>    | <b>1%</b>             |
| Hato Hone St John            | 15%           | 17%           | 16%           | -             | 26%           | 24%           | 15%           | 1,847           | 1%                    |
| Wellington                   | -             | -             | -             | -             | 11%           | 17%           | 20%           | 799             | 2%                    |
| <b>New Zealand Overall</b>   | <b>15%</b>    | <b>17%</b>    | <b>16%</b>    | <b>-</b>      | <b>19%</b>    | <b>21%</b>    | <b>17%</b>    | <b>2,646</b>    | <b>0%</b>             |
| <b>Papua New Guinea</b>      | <b>-</b>      | <b>-</b>      | <b>-</b>      | <b>-</b>      | <b>19%</b>    | <b>83%</b>    | <b>19%</b>    | <b>535</b>      | <b>2%</b>             |

\* Australian response rates assume effective mail-out size n=3,000. The exceptions include St John Northern Territory with an effective mail-out size n=1,500. Wellington Free Ambulance with an effective mail-out size n=4000, Hato Hone St John sends out 1000 SMS invitations a month (Annually = 12,000 SMS invitations), and St John Papua New Guinea with an effective mail-out size n=2767. Margin of error data based on incidence data provided by CAA.

The 2025 survey response rates ranged from 7% to 32%. In Australia and New Zealand, the rates were 21% and 17%, showing a 1% increase and 4% decrease, respectively, from the 2024 rates. Papua New Guinea experienced a decrease in response rate (64%), compared to 2024.

Table 1. includes a margin of error (MoE), representing the range within which the true population mean is expected to lie with 95% confidence. For example, if a service has an MoE of 2%, we can be confident that the true value, if the entire population were surveyed, would fall within 2% of the reported figure. These MoE values are calculated by carefully considering the sample size for the Road and Air Patient incident data.



## 1.4 How to interpret report

The following report outlines the detailed findings from the 2025 Patient Experience Survey. Any surveys where it was unclear whether the respondent was the patient transported, or a relative/caregiver (Q1) were removed from the analysis. For accuracy, percentages were calculated after excluding responses such as “Don’t know,” “Can’t recall,” “Not applicable,” or any missing answers, wherever relevant.

A comparison between the 2025 results and the 2024 data has been undertaken across multiple questions. In particular, the results for “Overall Satisfaction” (Q10) highlight the ‘NET Satisfied’ score achieved by each service since 2015. Consistent with earlier reports, ‘NET Positive’ and ‘NET Negative’ measures (for example, Q2’s NET quicker and NET slower) are reported in the same way as ‘NET Satisfied’ and ‘NET Dissatisfied’ have been presented in previous survey waves.

To ensure the figures reflect the patient populations of each state and territory, the combined results for Australia and New Zealand have been weighted using the most recent Road and Air Patient incident statistics. This weighting adjusts each service’s results up or down to match the actual proportion of patients they served. This approach is consistent with earlier reports, although demographic statistics remain unweighted.

All figures in this report have been rounded to the nearest whole number using a consistent rule: if the first decimal digit is below 5, the value is rounded down; if it is 5 or higher, it is rounded up. As a result, totals for some proportions may not sum exactly to 100%.

Each question is illustrated through tables and charts showing the 2025 outcomes. These visuals present results for each service individually, as well as the aggregated figures for Australia, New Zealand, and Papua New Guinea. While statistically significant differences within countries (for example, between Australian states or New Zealand services) are not directly marked on the charts, they are discussed in the commentary. In addition, state-level results have been compared with the Australian national average, with any notable differences clearly addressed in the analysis.

## 2 Overall Satisfaction

As in previous survey waves, overall satisfaction ratings across all services continued to indicate exceptionally positive outcomes. In 2025, 97% of respondents in Australia and New Zealand, and 100% in Papua New Guinea reported being either “very satisfied” or “satisfied” with their overall experience.

In Australia, satisfaction levels remained consistently strong, with the net satisfaction rate almost unchanged from 2024. Only 2% of respondents in Australia and New Zealand, and none in Papua New Guinea, described themselves as “very dissatisfied” or “dissatisfied,” underscoring the high levels of contentment among service users across all regions.

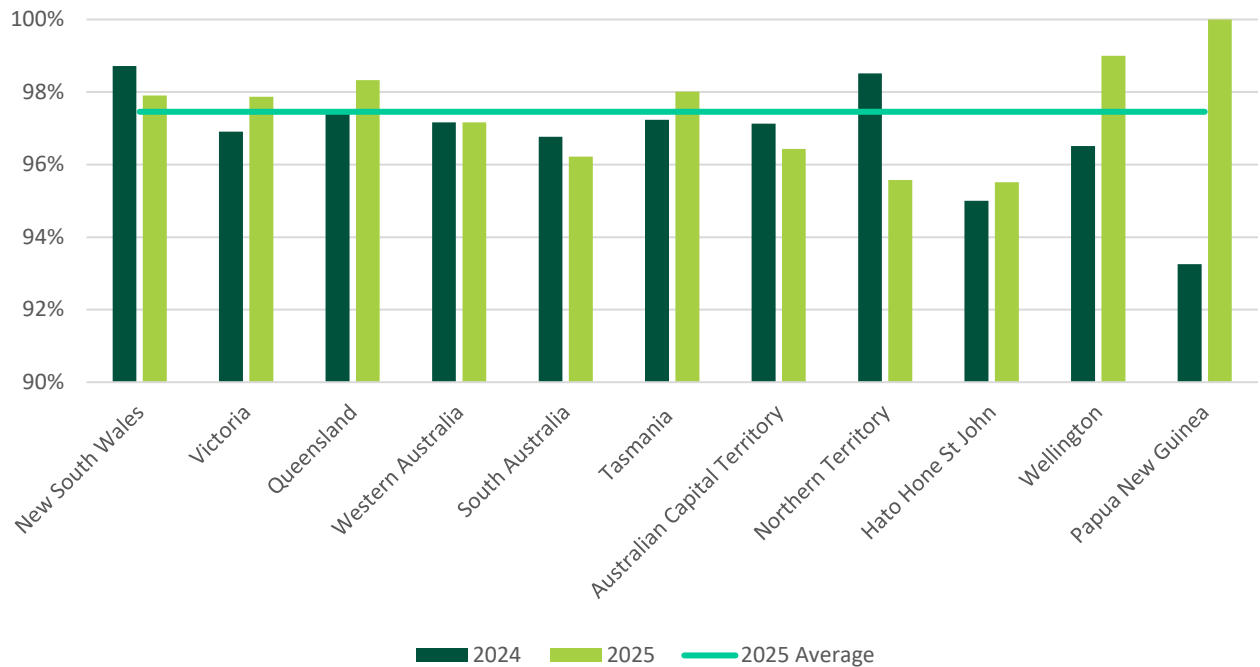
Although some services experienced minor shifts in satisfaction scores between 2024 and 2025, the overall net satisfaction rate held steady in 2025. Remarkably, Papua New Guinea recorded a significant increase, rising from 93% in 2024 to a perfect 100% in 2025.

Table 2. Overall satisfaction (Q10) – All Services (2025)

|                              | Very Satisfied | Satisfied  | Neither satisfied, nor dissatisfied | Dissatisfied | Very dissatisfied | NET SATISFIED | NET DISSATISFIED |
|------------------------------|----------------|------------|-------------------------------------|--------------|-------------------|---------------|------------------|
| New South Wales              | 80%            | 17%        | 1%                                  | 1%           | 1%                | 98%           | 1%               |
| Victoria                     | 81%            | 17%        | 1%                                  | 0%           | 0%                | 98%           | 1%               |
| Queensland                   | 81%            | 17%        | 1%                                  | 1%           | 0%                | 98%           | 1%               |
| Western Australia            | 82%            | 16%        | 1%                                  | 2%           | 0%                | 97%           | 2%               |
| South Australia              | 81%            | 16%        | 1%                                  | 1%           | 2%                | 96%           | 3%               |
| Tasmania                     | 84%            | 14%        | 1%                                  | 1%           | 0%                | 98%           | 1%               |
| Australian Capital Territory | 80%            | 16%        | 2%                                  | 1%           | 1%                | 96%           | 2%               |
| Northern Territory           | 75%            | 20%        | 0%                                  | 3%           | 2%                | 96%           | 4%               |
| <b>Australia Overall</b>     | <b>81%</b>     | <b>16%</b> | <b>1%</b>                           | <b>1%</b>    | <b>1%</b>         | <b>97%</b>    | <b>2%</b>        |
| Hato Hone St John            | 86%            | 10%        | 2%                                  | 1%           | 1%                | 96%           | 2%               |
| Wellington                   | 93%            | 6%         | 1%                                  | 0%           | 0%                | 99%           | 0%               |
| <b>New Zealand Overall</b>   | <b>88%</b>     | <b>8%</b>  | <b>2%</b>                           | <b>1%</b>    | <b>1%</b>         | <b>97%</b>    | <b>2%</b>        |
| <b>Papua New Guinea</b>      | <b>59%</b>     | <b>41%</b> | <b>0%</b>                           | <b>0%</b>    | <b>0%</b>         | <b>100%</b>   | <b>0%</b>        |

Base Australia n=4,590; New Zealand n=2,299; Papua New Guinea n=534 (excludes 'missing', 'don't know/can't say').

Figure 2. Overall satisfaction (Q10) – All Services (2024 vs 2025)



Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia 2024 n=4,687, 2025 n=4,590; New Zealand 2024 n=972, 2025 n=2,299; Papua New Guinea 2024 n= 533, 2025 n=534; excludes 'missing, 'don't know/can't say').

*“The paramedics were very caring and made me feel at ease even though I was frightened. They were extremely professional yet treated me as a person and not just any other patient.” – Patient, NSW*

*“Very polite and reassuring. No wasted time, clear explanations, very kind and cheerful, super-efficient!” – Patient, ACT*

## Overall Satisfaction 2017 – 2025

Table 3. Overall satisfaction 2017 – 2025 (Q10) – Time series

|                              | 2017       | 2018       | 2019       | 2020       | 2021       | 2022       | 2023       | 2024       | 2025        |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| New South Wales              | 97%        | 98%        | 98%        | 97%        | 96%        | 97%        | 97%        | 99%        | 98%         |
| Victoria                     | 97%        | 98%        | 97%        | 99%        | 97%        | 97%        | 98%        | 97%        | 98%         |
| Queensland                   | 98%        | 98%        | 96%        | 98%        | 96%        | 95%        | 97%        | 98%        | 98%         |
| Western Australia            | 99%        | 98%        | 99%        | 97%        | 97%        | 95%        | 98%        | 97%        | 97%         |
| South Australia              | 98%        | 98%        | 100%       | 99%        | 96%        | 96%        | 97%        | 97%        | 96%         |
| Tasmania                     | 97%        | 98%        | 98%        | 98%        | 97%        | 97%        | 97%        | 97%        | 98%         |
| Australian Capital Territory | 97%        | 97%        | 97%        | 98%        | 98%        | 96%        | 96%        | 97%        | 96%         |
| Northern Territory           | 97%        | 92%        | 95%        | 97%        | 99%        | 96%        | 99%        | 99%        | 96%         |
| <b>Australia Overall</b>     | <b>97%</b> | <b>98%</b> | <b>98%</b> | <b>98%</b> | <b>96%</b> | <b>96%</b> | <b>97%</b> | <b>97%</b> | <b>97%</b>  |
| Hato Hone St John            | 97%        | 98%        | 97%        | 97%        | 96%        | 97%        | 98%        | 95%        | 96%         |
| Wellington                   | 97%        | 96%        | 96%        | 98%        | 97%        | 98%        | 97%        | 97%        | 99%         |
| <b>New Zealand Overall</b>   | <b>97%</b> | <b>98%</b> | <b>98%</b> | <b>98%</b> | <b>95%</b> | <b>97%</b> | <b>98%</b> | <b>96%</b> | <b>97%</b>  |
| <b>Papua New Guinea</b>      | -          | -          | -          | <b>94%</b> | <b>94%</b> | <b>97%</b> | <b>97%</b> | <b>93%</b> | <b>100%</b> |

Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia n=4,590; New Zealand n=2,299; Papua New Guinea n=534 (excludes 'missing', 'don't know/can't say').

The net satisfaction rate among Australian respondents was 97%, unchanged from the previous year. In New Zealand, net satisfaction rose by one percentage point, while Papua New Guinea recorded a notable seven-point increase, rising from 93% to a perfect 100%.

### 3 Patient Experience

In Australia, 64% of respondents reported that they were connected to an Ambulance Service call taker more quickly than expected, with 43% describing the connection as “much quicker” than anticipated. A small proportion (5%) experienced a “NET slower” than expected connection, while 30% indicated that the time taken matched their expectations. Among Australian states, Victoria (69%) and Tasmania (68%) recorded the highest “NET quicker” responses, regarding connection time.

In Papua New Guinea, 96% of participants felt the connection to the Ambulance Service call taker was faster than expected, 2% said it was as expected, and another 2% perceived it as slower than anticipated.

This question was not included in the New Zealand survey.

## 3.1 Calling the ambulance service

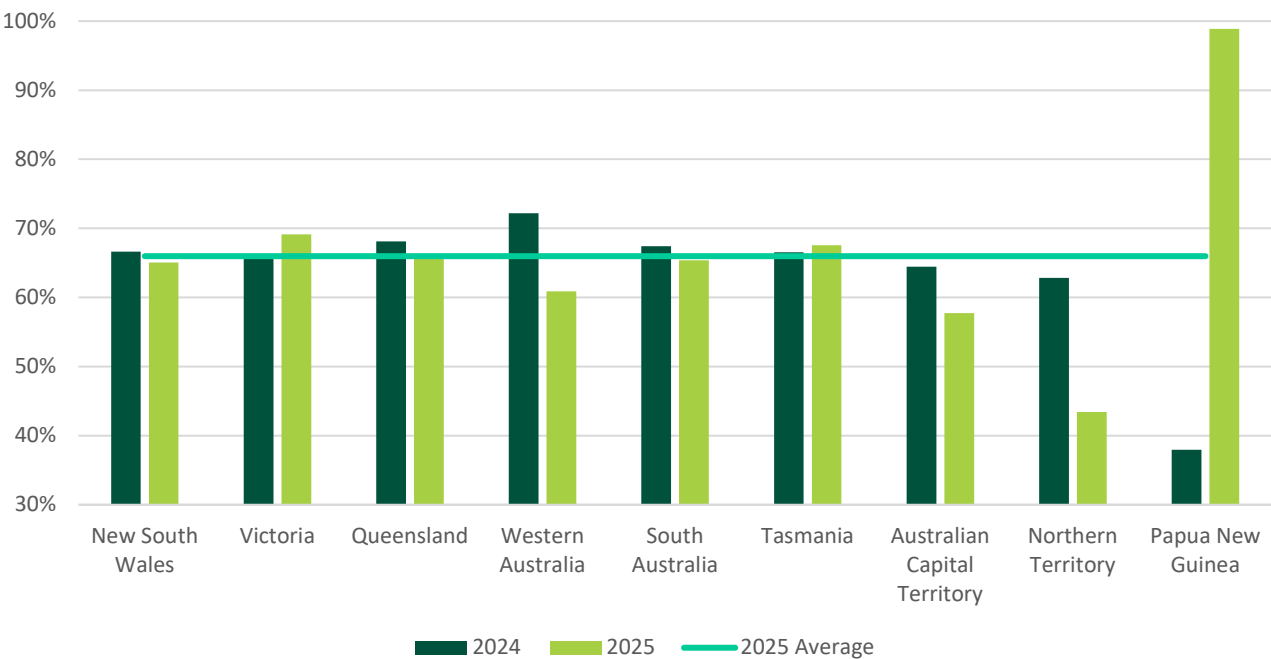
### Time taken to be connected

Table 4. Time taken to be connected (Q2) – Australia and Papua New Guinea 2025

|                              | Much quicker than I thought it would be | A little quicker than I thought it would be | About what I thought it would be | A little slower than I thought it would be | Much slower than I thought it would be | NET QUICKER | NET SLOWER |
|------------------------------|---|---|----------------------------------|--|--|-------------|------------|
| New South Wales              | 43%                                     | 23%   | 29%                              | 4%   | 2%                                     | 65%         | 6%         |
| Victoria                     | 47%                                     | 23%   | 26%                              | 3%   | 2%                                     | 69%         | 5%         |
| Queensland                   | 44%                                     | 22%   | 30%                              | 2%   | 0%                                     | 66%         | 4%         |
| Western Australia            | 43%                                     | 18%   | 33%                              | 5%   | 1%                                     | 61%         | 6%         |
| South Australia              | 43%                                     | 22%   | 31%                              | 2%   | 2%                                     | 65%         | 4%         |
| Tasmania                     | 47%                                     | 21%   | 28%                              | 3%   | 2%                                     | 68%         | 5%         |
| Australian Capital Territory | 38%                                     | 20%   | 35%                              | 4%   | 3%                                     | 58%         | 7%         |
| Northern Territory           | 30%                                     | 13%   | 46%                              | 3%   | 7%                                     | 43%         | 10%        |
| <b>Australia Overall</b>     | <b>43%</b>                              | <b>21%</b>                                  | <b>30%</b>                       | <b>3%</b>                                  | <b>2%</b>                              | <b>64%</b>  | <b>5%</b>  |
| <b>Papua New Guinea</b>      | <b>66%</b>                              | <b>30%</b>                                  | <b>2%</b>                        | <b>2%</b>                                  | <b>0%</b>                              | <b>96%</b>  | <b>2%</b>  |

2. Which of the following would best describe how you felt about the length of time you waited to be connected to the ambulance service call taker? (Base Australia n=4,029; Papua New Guinea n=534 (excludes 'missing', 'don't know/can't say').

Figure 3. Time taken to be connected – Australia and Papua New Guinea (Q2) – 2024 vs 2025



2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? (Base Australia n=4,072; Papua New Guinea n=542; excludes ‘missing’, ‘don’t know/can’t say’).

For connection time, Australia’s overall NET positive result stood at 64%, with only 5% of respondents indicating the wait to speak with a call taker was slower than expected. In 2025, Victoria and Tasmania recorded increases in NET quicker connection times of 3% and 1%, respectively, compared with 2024.

In Papua New Guinea, a significant improvement was recorded, with the NET quicker measure jumping 61 percentage points, from 38% in 2024 to 99% in 2025, indicating a reduction in perceived wait times.

This question was not included in the New Zealand survey.

*“Quicker arrival than I expected. Beautiful people. Very good explanations. Made me feel very much at ease. Concerned about how I was travelling in the ambulance.” – Patient, Tas*

*“Truly appreciate their professionalism, kindness, good humour during stressful times, usually late evening / overnight with sudden onset issues. Also 000 call takers were excellent, we are very grateful.” – Patient, VIC*

*“A sense of wellbeing, until I spoke to the ambulance call taker, I was not aware that I had a heart attack. Once the ambulance arrived, I felt it was all under control. I felt safe.” – Patient, NT*



## Assistance provided by call taker

Table 5. Assistance provided by call taker (Q3) – All Services 2025

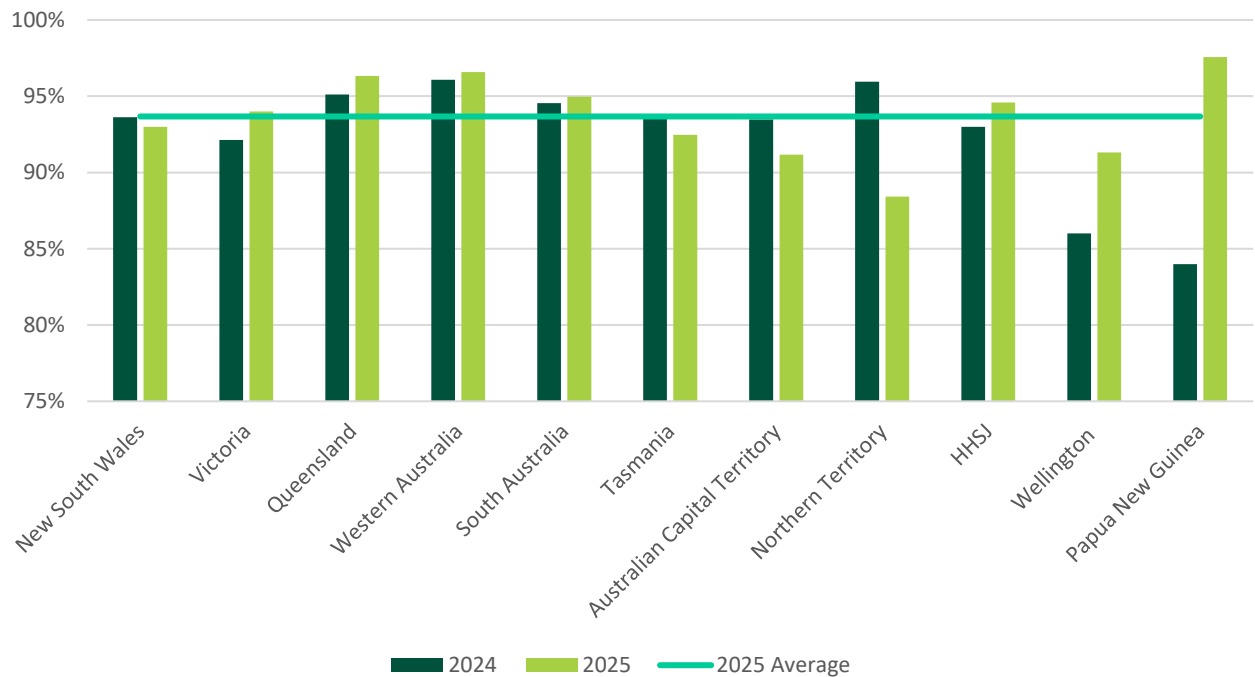
|                              | Very helpful and reassuring | Helpful and reassuring | OK        | Not helpful and not reassuring | Very unhelpful and not at all reassuring | NET Helpful | NET Unhelpful |
|------------------------------|-----------------------------|------------------------|-----------|--------------------------------|--|-------------|---------------|
| New South Wales              | 65%                         | 28%                    | 6%        | 1%                             | 1%                                       | 93%         | 1%            |
| Victoria                     | 67%                         | 27%                    | 5%        | 1%                             | 1%                                       | 94%         | 1%            |
| Queensland                   | 73%                         | 24%                    | 3%        | 0%                             | 0%                                       | 96%         | 0%            |
| Western Australia            | 73%                         | 23%                    | 3%        | 0%                             | 0%                                       | 97%         | 0%            |
| South Australia              | 70%                         | 25%                    | 4%        | 0%                             | 0%                                       | 95%         | 1%            |
| Tasmania                     | 65%                         | 28%                    | 7%        | 1%                             | 0%                                       | 92%         | 1%            |
| Australian Capital Territory | 60%                         | 31%                    | 8%        | 1%                             | 0%                                       | 91%         | 1%            |
| Northern Territory           | 49%                         | 39%                    | 8%        | 0%                             | 3%                                       | 88%         | 3%            |
| <b>Australia Overall</b>     | <b>67%</b>                  | <b>27%</b>             | <b>6%</b> | <b>0%</b>                      | <b>0%</b>                                | <b>94%</b>  | <b>1%</b>     |
| Hato Hone St John            | 75%                         | 19%                    | 4%        | 1%                             | 1%                                       | 95%         | 2%            |
| Wellington                   | 83%                         | 9%                     | 6%        | 1%                             | 2%                                       | 91%         | 2%            |
| <b>New Zealand Overall</b>   | <b>77%</b>                  | <b>16%</b>             | <b>4%</b> | <b>1%</b>                      | <b>1%</b>                                | <b>94%</b>  | <b>2%</b>     |
| <b>Papua New Guinea</b>      | <b>56%</b>                  | <b>41%</b>             | <b>2%</b> | <b>1%</b>                      | <b>0%</b>                                | <b>98%</b>  | <b>1%</b>     |

3. Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler you were speaking with? (Base Australia n=3,930; New Zealand n=2,304; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

The majority of respondents in Australia (94%), New Zealand (94%), and Papua New Guinea (84%) described the assistance provided by the call taker as either “very helpful and reassuring” or “helpful and reassuring.”

In Australia, as well as in New Zealand and Papua New Guinea, only a small proportion, between 1% and 2%, expressed any dissatisfaction with the assistance received.

Figure 4. Assistance provided by call taker – All Services (Q3) – 2024 vs 2025



3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? (Base Australia 2024 n=3,933, 2025 n= 3,930; New Zealand 2024 n=946, 2025 n=2,304; Papua New Guinea 2024 n=544, 2025 n=534; excludes ‘missing’, ‘don’t know/can’t say’).

Australia followed a similar pattern in 2025, with net positive ratings holding steady at 94%, matching the previous year. This consistency was largely driven by high ratings in Western Australia (97%), Queensland (96%), South Australia (95%), and Victoria (94%), where most respondents described the call taker as “very helpful” or “helpful.” For the eighth year in a row, only 1% of Australians reported call takers as “unhelpful,” while 6% rated their helpfulness and reassurance as “okay” in 2025.

In New Zealand, the proportion of respondents who rated the call taker as “very helpful” or “helpful” increased by four percentage points, rising from 90% in 2024 to 94% in 2025. Papua New Guinea recorded an even greater improvement, with ratings climbing by 14 percentage points, from 84% in 2024 to 98% in 2025.

*“They were really professional and helpful in everything. They kept me calm, had me laughing to help me from stressing out or have any panic attacks. So helpful!” – Patient, QLD*

*“They were very knowledgeable and calm. They responded well to my needs, and they were also very personable.” – Patient, ACT*

*“Caring and confident person/s on phone as well as ambos that arrived. Made me feel that I was safe and in good hands!” – Patient, SA*

## 3.2 Waiting for the ambulance

### Time taken for ambulance to arrive

Table 6. Time taken for ambulance to arrive (Q4) – All Services 2025

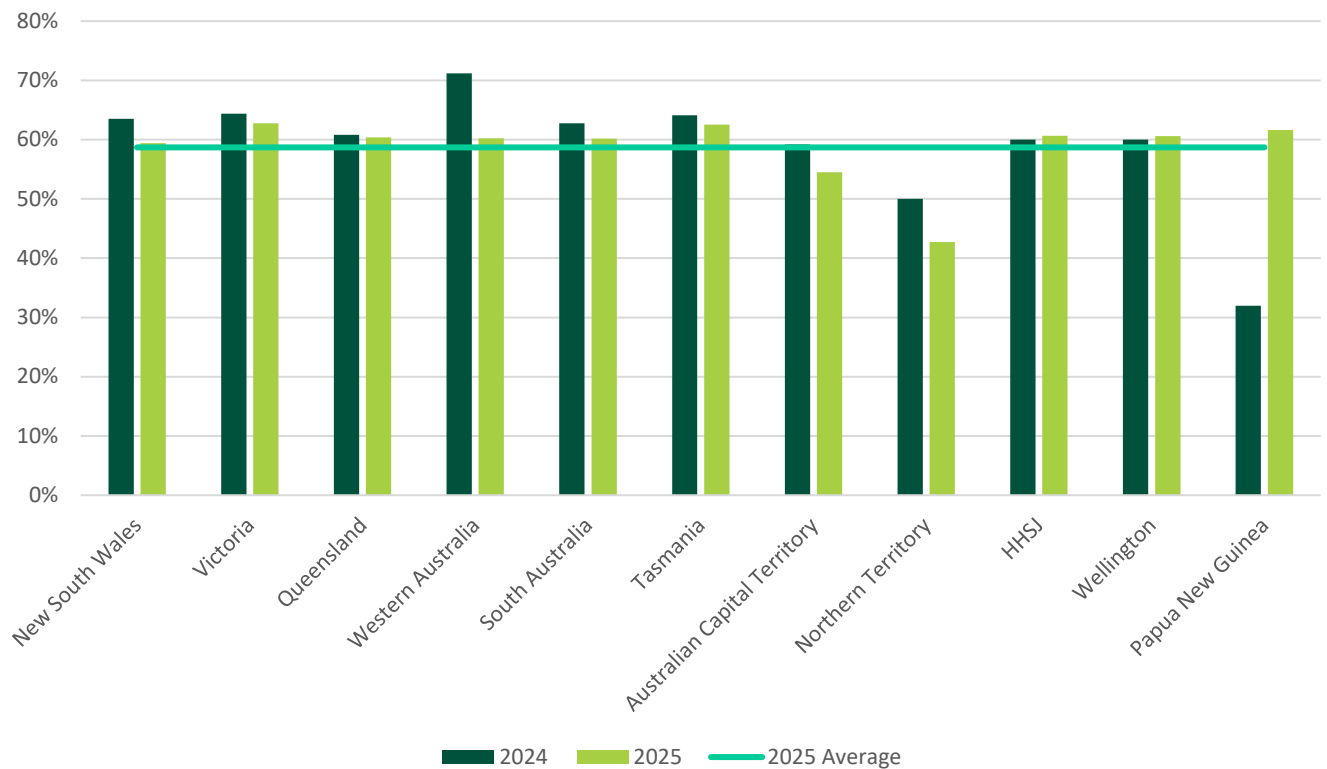
|                              | Much quicker than I thought it would be | A little quicker than I thought it would be | About what I thought it would be | A little slower than I thought it would be | Much slower than I thought it would be | NET Quicker | NET Slower |
|------------------------------|---|---|----------------------------------|--|--|-------------|------------|
| New South Wales              | 32%                                     | 27%   | 30%                              | 8%   | 3%                                     | 59%         | 11%        |
| Victoria                     | 40%                                     | 23%   | 27%                              | 6%   | 4%                                     | 63%         | 10%        |
| Queensland                   | 37%                                     | 23%   | 27%                              | 8%   | 5%                                     | 60%         | 13%        |
| Western Australia            | 38%                                     | 22%   | 29%                              | 6%   | 4%                                     | 60%         | 10%        |
| South Australia              | 37%                                     | 23%   | 30%                              | 6%   | 4%                                     | 60%         | 10%        |
| Tasmania                     | 43%                                     | 20%   | 26%                              | 6%   | 5%                                     | 63%         | 11%        |
| Australian Capital Territory | 35%                                     | 20%   | 30%                              | 9%   | 6%                                     | 55%         | 15%        |
| Northern Territory           | 23%                                     | 19%   | 34%                              | 12%  | 12%                                    | 43%         | 23%        |
| <b>Australia Overall</b>     | <b>37%</b>                              | <b>22%</b>                                  | <b>28%</b>                       | <b>7%</b>                                  | <b>5%</b>                              | <b>60%</b>  | <b>12%</b> |
| Hato Hone St John            | 44%                                     | 17%   | 25%                              | 8%   | 7%                                     | 61%         | 15%        |
| Wellington                   | 35%                                     | 26%   | 29%                              | 7%   | 4%                                     | 61%         | 10%        |
| <b>New Zealand Overall</b>   | <b>41%</b>                              | <b>20%</b>                                  | <b>26%</b>                       | <b>7%</b>                                  | <b>6%</b>                              | <b>61%</b>  | <b>13%</b> |
| <b>Papua New Guinea</b>      | <b>22%</b>                              | <b>40%</b>                                  | <b>23%</b>                       | <b>12%</b>                                 | <b>4%</b>                              | <b>62%</b>  | <b>16%</b> |

4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? (Base Australia n=4,379; New Zealand n=2,393; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

In Australia, 60% of respondents reported that the ambulance arrived 'much' or 'a little' quicker than expected, with 37% saying it arrived 'much' quicker. Victoria and Tasmania recorded the highest positive responses (63% each), reporting that ambulances arrived either 'much' or 'a little' quicker than expected.

In New Zealand, 61% of respondents said the ambulance arrived 'much' or 'a little' quicker than expected. In Papua New Guinea, 62% reported the same, representing a 30-point increase from 32% in 2024.

Figure 5. Time taken for ambulance to arrive – All Services (Q4) – 2024 vs 2025



4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? (Base Australia 2024 n= 4,466, 2025 n=4,379; New Zealand 2024 n=1,016, 2025 n=2,393; Papua New Guinea 2024 n=539, 2025 n= 534; excludes 'missing', 'don't know/can't say').

Overall, the NET quicker response rate for ambulance arrival times fell by 2% from the previous year, reaching 61%. In New Zealand, 61% of participants felt the ambulance arrived sooner than anticipated, representing a 1% increase from the previous year. Papua New Guinea recorded the most notable improvement, with 62% of respondents reporting quicker-than-expected arrivals, a significant rise of 30% from 2024.

*“Pleasant, caring, mindful of patient's condition and their comfort at all times. Very efficient at their tasks and service!”– Patient, QLD*

*“They are the best. Very friendly and 99% caring. They asked so many times how I was feeling. I felt that I was in safe hands and didn't worry at all. They kept updating me on my condition all the time. They did everything they could, just to make me comfortable. Thank God for those angels.”– Patient, VIC*

## Reasonable wait time for an ambulance

Table 7. Reasonable time for an ambulance (Q9) – Australia 2025

|                                 | Average<br>(minutes) | Standard<br>deviation | Minimum  | Q1        | Median    | Q3        | Maximum    |
|---------------------------------|----------------------|-----------------------|----------|-----------|-----------|-----------|------------|
| New South Wales                 | 21                   | 12                    | 0        | 15        | 20        | 25        | 100        |
| Victoria                        | 19                   | 14                    | 0        | 10        | 15        | 23        | 160        |
| Queensland                      | 23                   | 18                    | 1        | 15        | 20        | 30        | 300        |
| Western Australia               | 17                   | 10                    | 0        | 10        | 15        | 20        | 60         |
| South Australia                 | 16                   | 15                    | 0        | 8         | 15        | 20        | 100        |
| Tasmania                        | 23                   | 19                    | 1        | 15        | 20        | 30        | 320        |
| Australian Capital<br>Territory | 17                   | 13                    | 0        | 10        | 15        | 20        | 100        |
| Northern Territory              | 23                   | 16                    | 0        | 12        | 20        | 30        | 90         |
| <b>Australia Overall</b>        | <b>20</b>            | <b>15</b>             | <b>0</b> | <b>12</b> | <b>18</b> | <b>25</b> | <b>320</b> |
| <b>Papua New Guinea</b>         | <b>33</b>            | <b>21</b>             | <b>1</b> | <b>16</b> | <b>25</b> | <b>45</b> | <b>90</b>  |

9. Considering all circumstances, if you had an emergency in your home, what do you feel would be a reasonable time to wait for an ambulance to arrive? (Base Australia n=4,379; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

The survey asked respondents what they considered to be a reasonable wait time for an ambulance to arrive to their home. This was an open-ended question, requesting participants to write any value in minutes. When a respondent answered with a range, (e.g. 10 to 15 minutes), the maximum value was reported, which is important to note when interpreting data. Table 7 displays:

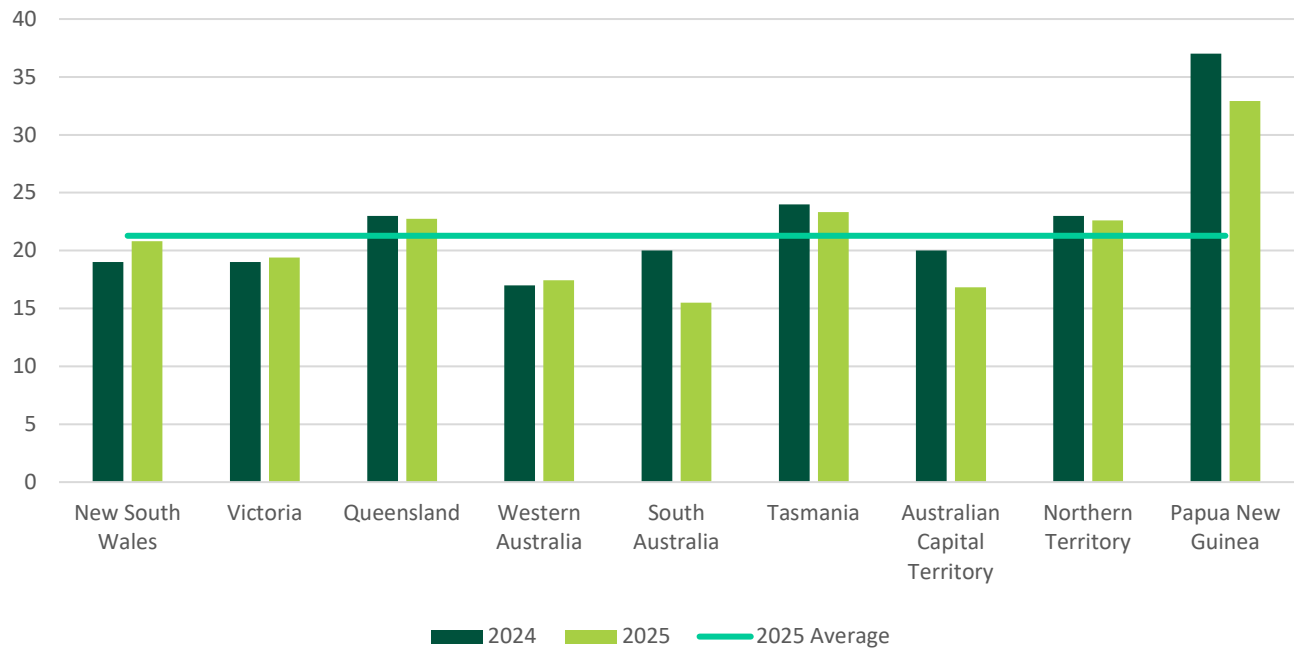
- mean (the average)
- the minimum answer provided in each state and across the country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (the point where 75% of answers are below this point and 25% above)
- the maximum answer provided in each service and across the country.

Across Australia, the average reasonable wait time for an ambulance at home was 20 minutes. In 2025, Queensland, Tasmania, and the Northern Territory had the most lenient expectations, averaging 23 minutes, followed by New South Wales (21 minutes) and Victoria (19 minutes). Western Australia and the Australian Capital Territory averaged 17 minutes, while South Australia had the shortest expectation at 16 minutes

Papua New Guinea had the longest reasonable wait time average of 33 minutes.

This question was not asked in New Zealand.

Figure 6. Reasonable time for an ambulance – Australia (Q9) – 2024 vs 2025



9. Considering all circumstances, if you had an emergency in your home, what do you feel would be a reasonable time to wait for an ambulance to arrive? (Base Australia 2024 n= 4,466, 2025 n= 4,379; Papua New Guinea 2024 n=539, 2025 n= 534; excludes 'missing', 'don't know/can't say').

In 2025, Australians showed a slight decrease in tolerance for ambulance wait times, with an average expected wait of 20 minutes, 1 minute shorter than in the previous year.

Except for New South Wales, all other states and territories recorded either the same or slightly lower expectations. South Australia experienced the largest drop, from 20 minutes in 2024 to 16 minutes in 2025, followed by the Australian Capital Territory, which decreased by 3 minutes, from 20 to 17 minutes.

In Papua New Guinea, respondents reported an average wait time of 33 minutes in 2025, a reduction of 4 minutes from 37 minutes in 2024.

*“Caring, professional. Also made me aware my blood pressure was extremely high and to see my doctor. My doctor was very appreciative of the information and put me on a higher dose. Now I monitor it. They put me at ease even with the pain.” – Patient, WA*

*“Treatment commenced within 5 minutes of arrival. Professional staff. Reassurance and provided information. Quick despatch of ambulance. Advised what to do if condition changed. Phone call to recheck condition/despatch of ambulance. Thank you!” – Patient, NT*

### 3.3 Provision of care

#### Care Provided

Table 8. Paramedics' care (Q5) – Australia and Papua New Guinea 2025

|                              | Very good  | Good       | Ok        | Poor      | Very poor | NET Good   | NET Poor  |
|------------------------------|------------|------------|-----------|-----------|-----------|------------|-----------|
| New South Wales              | 87%        | 10%        | 2%        | 1%        | 0%        | 97%        | 1%        |
| Victoria                     | 90%        | 8%         | 1%        | 0%        | 0%        | 99%        | 0%        |
| Queensland                   | 91%        | 7%         | 1%        | 0%        | 0%        | 98%        | 1%        |
| Western Australia            | 88%        | 9%         | 3%        | 0%        | 0%        | 96%        | 0%        |
| South Australia              | 87%        | 9%         | 2%        | 0%        | 1%        | 96%        | 2%        |
| Tasmania                     | 93%        | 6%         | 1%        | 1%        | 0%        | 98%        | 1%        |
| Australian Capital Territory | 87%        | 11%        | 2%        | 1%        | 0%        | 97%        | 1%        |
| Northern Territory           | 83%        | 13%        | 3%        | 1%        | 0%        | 96%        | 1%        |
| <b>Australia Overall</b>     | <b>89%</b> | <b>8%</b>  | <b>1%</b> | <b>1%</b> | <b>0%</b> | <b>98%</b> | <b>1%</b> |
| <b>Papua New Guinea</b>      | <b>68%</b> | <b>30%</b> | <b>1%</b> | <b>0%</b> | <b>0%</b> | <b>99%</b> | <b>0%</b> |

5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia n=3,044; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

Overall, respondents' experiences with the care provided by ambulance paramedics were highly positive. In Australia, 89% of respondents rated their care as "very good," with an additional 8% rating it as "good." Only 1% of respondents reported poor care, reflecting an exceptionally high satisfaction level.

The quality of care provided by ambulance paramedics was consistently rated highly across all Australian states and territories, with 96% to 99% of respondents describing their care as either "very good" or "good."

In Papua New Guinea, 99% of respondents also had a positive experience, rating the care they received as either "very good" or "good."

This question was not included in the New Zealand survey.

Figure 7. Paramedics' care – Australia and Papua New Guinea (Q5) – 2024 vs 2025



5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia 2024 n= 4,706, 2025 n=3,044; Papua New Guinea 2024 n=538, 2025 n=534; excludes 'missing', 'don't know/can't say').

In Australia, three states (Victoria, Queensland, and Tasmania) saw an increase in their NET "good" ratings, while the other five recorded similar or slightly lower levels than in 2024.

In Papua New Guinea, there was a 15% incline in NET positive ratings, rising from 84% in 2024 to 99% in 2025.

*"The quick response by ambulance crew. The reassuring way they spoke to me. I was treated by the crew with dignity and respect." – Patient, QLD*

*"They were extremely helpful, caring and understanding. They were very competent, and I felt that I was being treated in the best possible way under the circumstances. I have nothing but praise for them." – Patient, VIC*

*"The paramedics were brilliant, skilful knowledgeable and reassuring." –Patient, SA*



## Trust and confidence in ambulance service staff

Table 9. Trust and confidence in quality of care and treatment (Q6) – All services 2025

|                              | Very high level of confidence | High level of confidence | Confident | Low level of confidence | Very low level of confidence | NET High level of confidence | NET Low level of confidence |
|------------------------------|-------------------------------|--------------------------|-----------|-------------------------|------------------------------|------------------------------|-----------------------------|
| New South Wales              | 71%                           | 22%                      | 6%        | 1%                      | 0%                           | 93%                          | 1%                          |
| Victoria                     | 71%                           | 22%                      | 6%        | 0%                      | 0%                           | 94%                          | 1%                          |
| Queensland                   | 73%                           | 22%                      | 4%        | 1%                      | 0%                           | 95%                          | 1%                          |
| Western Australia            | 75%                           | 19%                      | 49%       | 1%                      | 0%                           | 94%                          | 2%                          |
| South Australia              | 68%                           | 23%                      | 7%        | 0%                      | 2%                           | 91%                          | 2%                          |
| Tasmania                     | 76%                           | 20%                      | 3%        | 1%                      | 0%                           | 96%                          | 1%                          |
| Australian Capital Territory | 68%                           | 23%                      | 8%        | 1%                      | 0%                           | 90%                          | 1%                          |
| Northern Territory           | 65%                           | 25%                      | 10%       | 0%                      | 0%                           | 90%                          | 0%                          |
| <b>Australia Overall</b>     | <b>72%</b>                    | <b>22%</b>               | <b>5%</b> | <b>1%</b>               | <b>0%</b>                    | <b>93%</b>                   | <b>1%</b>                   |
| <b>Papua New Guinea</b>      | <b>35%</b>                    | <b>57%</b>               | <b>8%</b> | <b>0%</b>               | <b>0%</b>                    | <b>92%</b>                   | <b>0%</b>                   |

6. How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? (Base Australia n=3,044; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

The trust and confidence in the quality of care provided by ambulance staff remained consistently high across all regions. In Australia, the average trust level reached 93%, with individual services scoring between 90% and 96%. This narrow range indicates a uniformly high level of trust in ambulance staff nationwide.

In Papua New Guinea, 92% of respondents reported having "very high" or "high" confidence in the ambulance service staff, while 0% expressed low confidence, demonstrating an overall strong trust in the service.

This question was not included in the New Zealand survey.

Figure 8. Trust and confidence in quality of care and treatment – All services (Q6) – 2024 vs 2025



6. How would you rate the level of trust and confidence you had in the ambulance service staff and their ability to provide quality care and treatment? (Base Australia 2024 n= 4,698, 2025 n=3,044; Papua New Guinea 2024 n=540, 2025 n=534; excludes 'missing', 'don't know/can't say').

In 2025, Australian services experienced a slight decline, with overall results falling by 1 percentage points to 93%, down from 94% in 2024. While most services remained almost unchanged from last year, Tasmania and Western Australia recorded increases of 2% and 3 %, respectively in the proportion of respondents reporting net high confidence levels.

Papua New Guinea saw a significant improvement, with confidence rising by 23%, resulting in 92% of respondents indicating “very high” or “high” trust in the ambulance service.

*“Very prompt attendance. Professional, confident, caring and reassuring approach. As a health professional myself, I couldn't fault anything. Outstanding service.” – Patient, WA*

*“Quick to respond Extremely thorough. Extremely friendly and reassuring. Couldn't be in better hands. Amazing!” – Patient, NSW*

*“Being 3am Saturday morning, I was very surprised the ambos arrived at Brighton within 30mins. I was comforted and felt I was in very capable hands. They were caring, acted promptly, and instilled great confidence that they knew exactly how to proceed!” – Patient, Tas*

## Service staff explanations

Table 10. Service staff explanations (Q7) – All services 2025

|                              | A very clear and thorough explanation | A reasonable clear explanation | Explanation of my condition & treatment were just OK | Some explanation was given but I could not understand it | No not at all | NET Clear  | NET Unclear |
|------------------------------|---------------------------------------|--------------------------------|--|--|---------------|------------|-------------|
| New South Wales              | 72%                                   | 23%                            | 3%   | 1%   | 1%            | 95%        | 2%          |
| Victoria                     | 72%                                   | 24%                            | 3%   | 1%   | 1%            | 96%        | 2%          |
| Queensland                   | 78%                                   | 19%                            | 2%   | 1%   | 0%            | 98%        | 1%          |
| Western Australia            | 76%                                   | 19%                            | 2%   | 1%   | 0%            | 96%        | 2%          |
| South Australia              | 72%                                   | 22%                            | 4%   | 1%   | 1%            | 94%        | 3%          |
| Tasmania                     | 75%                                   | 22%                            | 1%   | 1%   | 0%            | 97%        | 2%          |
| Australian Capital Territory | 70%                                   | 25%                            | 4%   | 1%   | 0%            | 94%        | 2%          |
| Northern Territory           | 67%                                   | 30%                            | 4%   | 0%   | 0%            | 96%        | 0%          |
| <b>Australia Overall</b>     | <b>73%</b>                            | <b>22%</b>                     | <b>3%</b>  | <b>1%</b>  | <b>1%</b>     | <b>96%</b> | <b>2%</b>   |
| Wellington                   | 75%                                   | 21%                            | 2%   | 0%   | 1%            | 96%        | 1%          |
| <b>New Zealand Overall</b>   | <b>75%</b>                            | <b>21%</b>                     | <b>2%</b>  | <b>0%</b>  | <b>1%</b>     | <b>96%</b> | <b>1%</b>   |
| <b>Papua New Guinea</b>      | <b>38%</b>                            | <b>58%</b>                     | <b>3%</b>  | <b>1%</b>  | <b>1%</b>     | <b>96%</b> | <b>1%</b>   |

7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia n=4,458; New Zealand (Wellington Free Ambulance) n=747; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

In Australia, most respondents (96%) felt that ambulance staff provided a clear explanation of their condition and the reasons for their treatment. Of this group, 73% described the explanation as "very clear," while 22% found it "reasonably clear." Across all states and territories, the proportion of respondents who received a clear explanation ranged between 94% and 98%. Only 2% of Australian respondents felt the explanation was unclear.

In New Zealand (Wellington Free Ambulance), 96% of respondents indicated that the staff's explanation was clear, with 75% rating it as "very clear," and 21% rating it as "clear".

In Papua New Guinea, 96% of respondents reported receiving either a "very clear" or "clear" explanation from ambulance staff, highlighting a commendable level of transparency and understanding.

Figure 9. Service staff explanations – All Services (Q7) – 2024 vs 2025



7. Did the ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia 2024 n=4,722, 2025 n=4,458; New Zealand (Wellington Free Ambulance) 2024 n=975, 2025 n=747; Papua New Guinea 2024 n=539 2025 n=534; excludes 'missing', 'don't know/can't say').

In Australia, overall results in 2025 remained steady at 96%, matching 2024 levels. Western Australia and Queensland recorded the most notable growth, with increases of 2% and 1% respectively. Victoria and Tasmania maintained the same results as the previous year, while New South Wales, South Australia, the Australian Capital Territory, and the Northern Territory recorded only minor declines.

In New Zealand, Wellington Free Ambulance improved by 1%, rising from 95% in 2024 to 96% in 2025.

Papua New Guinea recorded a notable increase of 11 percentage points, reaching 96% in 2025.

*“Officers kept me calm by talking to me and focusing me on what they were saying instead of me focusing on what was stressing me out.” – Patient, QLD*

*“They were excellent. They explained what would happen when we got to the hospital. They were friendly and reassuring. When I got to the hospital they stayed with me because of my injuries until I was admitted. Could not praise them more!” – Patient, WA*

## Quality of the ride

Table 11. Quality of the ride (Q8) – All Services 2025

|                              | Very comfortable | Comfortable | OK        | Uncomfortable | Very uncomfortable | NET Comfortable | NET Uncomfortable |
|------------------------------|------------------|-------------|-----------|---------------|--------------------|-----------------|-------------------|
| New South Wales              | 66%              | 25%         | 6%        | 2%            | 0%                 | 91%             | 2%                |
| Victoria                     | 68%              | 25%         | 5%        | 1%            | 0%                 | 94%             | 1%                |
| Queensland                   | 75%              | 21%         | 3%        | 1%            | 1%                 | 95%             | 2%                |
| Western Australia            | 77%              | 21%         | 2%        | 0%            | 0%                 | 98%             | 0%                |
| South Australia              | 65%              | 28%         | 6%        | 1%            | 0%                 | 93%             | 1%                |
| Tasmania                     | 67%              | 27%         | 5%        | 1%            | 0%                 | 94%             | 2%                |
| Australian Capital Territory | 70%              | 24%         | 5%        | 0%            | 0%                 | 94%             | 1%                |
| Northern Territory           | 64%              | 30%         | 5%        | 1%            | 0%                 | 94%             | 1%                |
| <b>Australia Overall</b>     | <b>69%</b>       | <b>25%</b>  | <b>5%</b> | <b>1%</b>     | <b>0%</b>          | <b>94%</b>      | <b>1%</b>         |
| Wellington                   | 81%              | 16%         | 2%        | 0%            | 1%                 | 97%             | 1%                |
| <b>New Zealand Overall</b>   | <b>81%</b>       | <b>16%</b>  | <b>2%</b> | <b>0%</b>     | <b>1%</b>          | <b>97%</b>      | <b>1%</b>         |
| <b>Papua New Guinea</b>      | <b>40%</b>       | <b>56%</b>  | <b>4%</b> | <b>0%</b>     | <b>0%</b>          | <b>96%</b>      | <b>0%</b>         |

8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey? (Base Australia n=4,424; New Zealand (Wellington Free Ambulance) n=650; Papua New Guinea n=534; excludes 'missing', 'don't know/can't say').

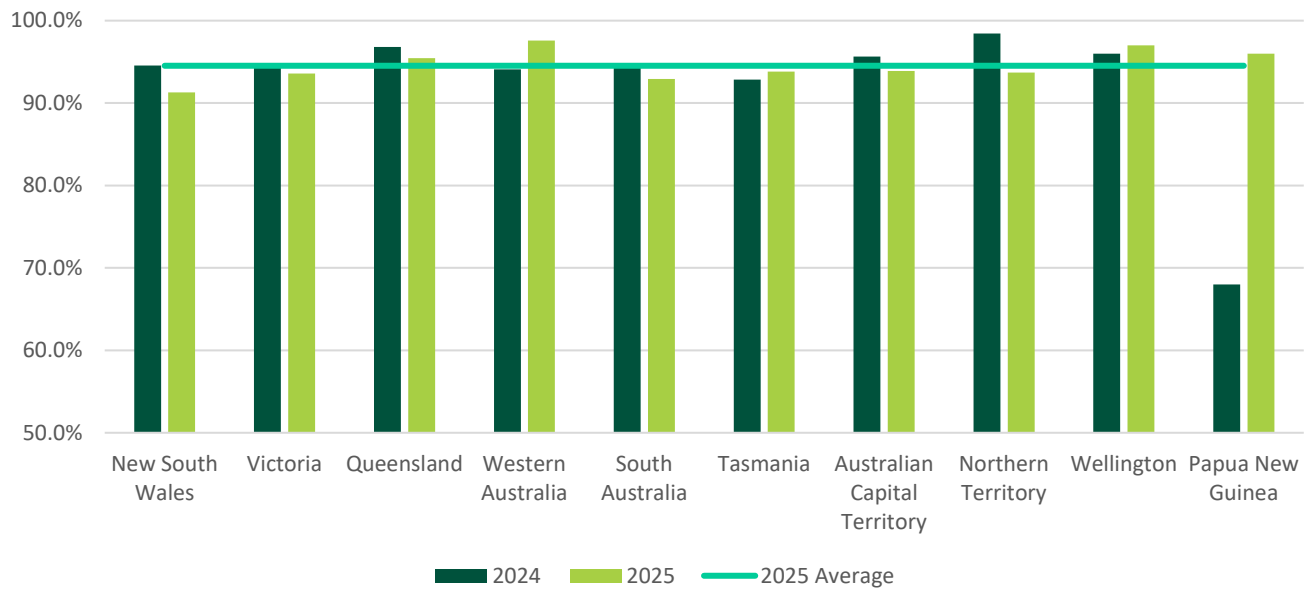
Across Australia, 94% of respondents reported that their ambulance trip was comfortable, with 69% describing it as “very comfortable” and a further 25% as “comfortable.” Only 1% rated their experience as either “uncomfortable” or “very uncomfortable.”

Wellington Free Ambulance reported similar results, with 97% of respondents feeling comfortable during their journey and just 1% experiencing discomfort.

In Papua New Guinea, 96% said paramedics drove in a manner they considered “very comfortable” or “comfortable,” none reported discomfort, and around 4% described the ride as merely “okay.”

No responses were collected for this question from Hato Hone St John participants.

Figure 10. Quality of the ride – All Services (Q8) – 2024 vs 2025



8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic’s handling of the vehicle during your ambulance journey? (Base Australia 2024 n=4,546, 2025 n=4,424; New Zealand (Wellington Free Ambulance) 2024 n=272, 2025 n=650; Papua New Guinea 2024 n=533 2025 n=534; excludes ‘missing’, ‘don’t know/can’t say’).

Between 2024 and 2025, Australia recorded a modest improvement in its overall NET positive rating, rising from 92% to 94%. Western Australia saw the largest gain in comfort ratings, climbing 4 percentage points from 94% to 98%, while Tasmania increased from 93% to 94%. Other states and territories experienced small declines of between 1 and 4 percentage points.

In New Zealand, Wellington Free Ambulance reported a 1% improvement in the NET comfortable category, up from 96% in 2024 to 97% in 2025.

In Papua New Guinea, 96% of respondents described their journey as “very comfortable” or “comfortable,” representing a 28-point increase from 2024. A further 4% rated the ride as “okay.”

*“I knew I was in safe hands. They helped me to breathe and were very understanding and polite. They explained everything they were doing and made me feel relaxed.” – Patient, SA*

*“The paramedics were fantastic. They were very reassuring and caring. I liked how they stayed with me until a place was available in emergency.” – Patient, NT*

*“The paramedics were very professional, calm and reassuring from the moment they arrived. Despite the stressful circumstances of having multiple seizures, they made me feel safe and well cared for. They communicated clearly, explained everything and constantly checked on my comfort and condition during the transport.” – Patient, NSW*

Appendix

2025 CAA Patient Experience Survey

Please answer the questions below by placing a tick in the appropriate box. If you don't understand any questions, please use the 'don't know' option and move to the next question. Please refer to **your most recent experience** with the ambulance service when answering these questions. If the question is not relevant to your recent experience, mark the 'NA' box and move on to the next question. Please note that your personal opinions will be kept confidential and that no information which could identify you will be released. Information obtained from you will be combined with the other responses and used for analytical purposes only.

Q1 Is the person completing this survey:

|                                  |                                      |
|----------------------------------|--------------------------------------|
| The patient that was transported | A relative, or carer of the patient. |
|----------------------------------|--------------------------------------|

*If you are completing the survey on behalf of the patient, wherever possible the questions should be answered from the patient's perspective. However, some questions may relate more to your experience and can be answered from your perspective.*

Thinking about your call to the Ambulance Service

Q2 Thinking about your 000/111 call to the Ambulance Service, which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker?

|   |   |                                  |  |  |  |
|---|---|----------------------------------|--|--|--|
| Much quicker than I thought it would be | A little quicker than I thought it would be | About what I thought it would be | A little slower than I thought it would be | Much slower than I thought it would be | Don't know / Can't Recall/ Did not make the call |
|---|---|----------------------------------|--|--|--|

**Q3 Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with?**

|                           |                      |    |                              |   |   |
|---------------------------|----------------------|----|------------------------------|---|---|
| Very helpful & reassuring | Helpful & reassuring | Ok | Not helpful & not reassuring | Very un-helpful & not at all reassuring | Don't know / Can't Recall / Did not make the call |
|---------------------------|----------------------|----|------------------------------|---|---|

**Remembering back to your experience during the Ambulance Service's arrival and transport**

**Q4 Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive?**

|   |   |                                  |  |  |                           |
|---|---|----------------------------------|--|--|---------------------------|
| Much quicker than I thought it would be | A little quicker than I thought it would be | About what I thought it would be | A little slower than I thought it would be | Much slower than I thought it would be | Don't know / Can't Recall |
|---|---|----------------------------------|--|--|---------------------------|

**Q5 Please rate how you felt about the level of care provided to you by the ambulance paramedics overall, including arrival, treatment, and transport?**

|           |      |    |      |           |                           |
|-----------|------|----|------|-----------|---------------------------|
| Very Good | Good | Ok | Poor | Very Poor | Don't know / Can't Recall |
|-----------|------|----|------|-----------|---------------------------|

**Q6 How would you rate the level of trust and confidence you had in the ambulance services staff and their ability to provide quality care and treatment?**

|                               |                          |           |                         |                              |                           |
|-------------------------------|--------------------------|-----------|-------------------------|------------------------------|---------------------------|
| Very high level of confidence | High level of confidence | Confident | Low level of confidence | Very low level of confidence | Don't know / Can't Recall |
|-------------------------------|--------------------------|-----------|-------------------------|------------------------------|---------------------------|



**Q7 Did the paramedic explain, in a way you could understand, your condition and reasons for the treatment they were providing?**

|   |  |   |  |               |                           |                       |
|---|--|---|--|---------------|---------------------------|-----------------------|
| A very clear and thorough explanation of my condition & reasons for treatment were provided | A reasonably clear explanation of my condition & reasons for treatment were provided | Explanation of condition & treatment were just ok | Some explanation was given but I could not understand it | No not at all | Don't know / Can't Recall | This was not possible |
|---|--|---|--|---------------|---------------------------|-----------------------|

**Q8 How would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey (taking into consideration the situation you were in and local road conditions)?**

|                  |             |    |               |                    |                           |
|------------------|-------------|----|---------------|--------------------|---------------------------|
| Very Comfortable | Comfortable | Ok | Uncomfortable | Very Uncomfortable | Don't know / Can't Recall |
|------------------|-------------|----|---------------|--------------------|---------------------------|

**Now think about your overall experience with the Ambulance Service**

**Q9 Thinking about your most recent ambulance experience, what do you feel would have been a reasonable time to wait for the ambulance to arrive?**

|               |
|---------------|
| No of minutes |
|---------------|

**Q10 Please rate how satisfied you were overall with your last experience using the Ambulance Service.**

|                |           |                                   |              |                   |                           |
|----------------|-----------|-----------------------------------|--------------|-------------------|---------------------------|
| Very Satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very Dissatisfied | Don't know / Can't Recall |
|----------------|-----------|-----------------------------------|--------------|-------------------|---------------------------|

**Q11) What were the best things about your experience with the ambulance service?**

|  |
|--|
|  |
|--|

**Q12) What could the ambulance service do to improve the service provided to patients?**

|  |
|--|
|  |
|--|

**And finally, a few quick questions about you (the patient).**

**Q13 Which of the following best describes you (the patient)?**

|      |        |       |
|------|--------|-------|
| Male | Female | Other |
|------|--------|-------|

**Q14 Please select the age group you (the patient) fall into.**

|                    |             |             |
|--------------------|-------------|-------------|
| 20 years and under | 21-30 years | 31-40 years |
| 41-50 years        | 51-60 years | 61-70 years |
| 71-80 years        | 81-90 years | 91 years +  |

**Q15 How many times have you (the patient) used the Ambulance Service in the last 12 months?**

|      |                   |                   |
|------|-------------------|-------------------|
| Once | Between 2-5 times | More than 5 times |
|------|-------------------|-------------------|

**Q16 What is your (the patient's) postcode?**

Postcode \_\_\_\_\_

The Ambulance Service respects your privacy and would like to thank you for taking the time to complete this questionnaire. Please place the completed questionnaire in the reply-paid envelope provided and post.

## Detailed Tables

Q10. How satisfied were you overall with your last experience using the Ambulance Service, were you?

| AUSTRALIA                           | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|-------------------------------------|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|                                     | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Very satisfied                      | 81%        | 77%               | 80%    | 80%    | 39%   | 80%   | 80%                   | 74%               | 62%          | 79%     |
| Satisfied                           | 16%        | 18%               | 16%    | 17%    | 29%   | 16%   | 17%                   | 21%               | 26%          | 15%     |
| Neither satisfied, nor dissatisfied | 1%         | 1%                | 1%     | 1%     | 0%    | 1%    | 1%                    | 1%                | 3%           | 1%      |
| Dissatisfied                        | 6%         | 2%                | 1%     | 1%     | 0%    | 1%    | 1%                    | 2%                | 4%           | 1%      |
| Very dissatisfied                   | 1%         | 0%                | 0%     | 1%     | 0%    | 1%    | 0%                    | 2%                | 2%           | 1%      |
| NET SATISFIED                       | 97%        | 95%               | 96%    | 97%    | 68%   | 96%   | 97%                   | 94%               | 88%          | 94%     |
| NET DISSATISFIED                    | 7%         | 3%                | 2%     | 2%     | 0%    | 2%    | 1%                    | 3%                | 6%           | 2%      |

| NEW ZEALAND                         | Respondent |                   | Gender |        |       | Age          |         |
|-------------------------------------|------------|-------------------|--------|--------|-------|--------------|---------|
|                                     | Patient    | Relative or carer | Male   | Female | Other | 50 and under | Over 50 |
| Very satisfied                      | 90%        | 87%               | 91%    | 93%    | 0%    | 89%          | 92%     |
| Satisfied                           | 7%         | 9%                | 6%     | 6%     | 0%    | 9%           | 5%      |
| Neither satisfied, nor dissatisfied | 2%         | 1%                | 1%     | 1%     | 0%    | 2%           | 1%      |
| Dissatisfied                        | 1%         | 1%                | 0%     | 0%     | 0%    | 0%           | 0%      |
| Very dissatisfied                   | 1%         | 1%                | 0%     | 0%     | 0%    | 0%           | 0%      |
| NET SATISFIED                       | 97%        | 97%               | 97%    | 98%    | 0%    | 98%          | 98%     |
| NET DISSATISFIED                    | 1%         | 2%                | 0%     | 0%     | 0%    | 0%           | 1%      |

Q2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker?

| AUSTRALIA                                   | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|---|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|   | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Much quicker than I thought it would be     | 35%        | 40%               | 36%    | 37%    | 28%   | 35%   | 37%                   | 35%               | 34%          | 35%     |
| A little quicker than I thought it would be | 19%        | 14%               | 19%    | 16%    | 5%    | 17%   | 19%                   | 14%               | 8%           | 17%     |
| About what I thought it would be            | 26%        | 33%               | 29%    | 27%    | 27%   | 25%   | 30%                   | 35%               | 28%          | 28%     |
| A little slower than I thought it would be  | 3%         | 4%                | 3%     | 4%     | 0%    | 3%    | 3%                    | 9%                | 4%           | 3%      |
| Much slower than I thought it would be      | 2%         | 2%                | 2%     | 2%     | 6%    | 2%    | 2%                    | 2%                | 3%           | 2%      |
| NET QUICKER                                 | 54%        | 55%               | 55%    | 52%    | 33%   | 51%   | 56%                   | 48%               | 42%          | 52%     |
| NET SLOWER                                  | 5%         | 6%                | 5%     | 5%     | 6%    | 5%    | 5%                    | 11%               | 7%           | 4%      |

Q3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with?

| AUSTRALIA                               | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|---|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|   | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Very helpful & reassuring               | 54%        | 61%               | 56%    | 54%    | 36%   | 48%   | 61%                   | 55%               | 44%          | 56%     |
| Helpful & reassuring                    | 23%        | 26%               | 25%    | 22%    | 28%   | 24%   | 24%                   | 31%               | 22%          | 22%     |
| OK                                      | 4%         | 5%                | 5%     | 4%     | 3%    | 5%    | 5%                    | 4%                | 44%          | 5%      |
| Not helpful & not reassuring            | 0%         | 0%                | 0%     | 0%     | 0%    | 0%    | 0%                    | 1%                | 1%           | 2%      |
| Very un-helpful & not at all reassuring | 1%         | 0%                | 9%     | 0%     | 0%    | 0%    | 0%                    | 0%                | 2%           | 0%      |
| NET HELPFUL                             | 76%        | 87%               | 81%    | 77%    | 64%   | 73%   | 85%                   | 87%               | 66%          | 78%     |
| NET UNHELPFUL                           | 1%         | 0%                | 9%     | 1%     | 0%    | 0%    | 1%                    | 1%                | 3%           | 2%      |

| NEW ZEALAND                             | Respondent |                   | Gender |        |       | Age          |         |
|---|------------|-------------------|--------|--------|-------|--------------|---------|
|   | Patient    | Relative or carer | Male   | Female | Other | 50 and under | Over 50 |
| Very helpful & reassuring               | 68%        | 72%               | 69%    | 67%    | 0%    | 64%          | 82%     |
| Helpful & reassuring                    | 12%        | 13%               | 7%     | 7%     | 0%    | 21%          | 14%     |
| OK                                      | 4%         | 5%                | 6%     | 5%     | 0%    | 10%          | 3%      |
| Not helpful & not reassuring            | 1%         | 0%                | 1%     | 0%     | 0%    | 2%           | 1%      |
| Very un-helpful & not at all reassuring | 1%         | 1%                | 1%     | 1%     | 0%    | 3%           | 1%      |
| NET HELPFUL                             | 80%        | 86%               | 76%    | 74%    | 0%    | 85%          | 95%     |
| NET UNHELPFUL                           | 2%         | 1%                | 2%     | 2%     | 0%    | 5%           | 2%      |

Q4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive?

| AUSTRALIA                                   | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|---|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|   | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Much quicker than I thought it would be     | 34%        | 31%               | 32%    | 35%    | 17%   | 36%   | 32%                   | 28%               | 28%          | 33%     |
| A little quicker than I thought it would be | 22%        | 19%               | 22%    | 20%    | 8%    | 20%   | 22%                   | 16%               | 19%          | 21%     |
| About what I thought it would be            | 26%        | 32%               | 28%    | 27%    | 19%   | 24%   | 30%                   | 34%               | 22%          | 27%     |
| A little slower than I thought it would be  | 7%         | 9%                | 7%     | 7%     | 5%    | 7%    | 7%                    | 6%                | 10%          | 33%     |
| Much slower than I thought it would be      | 5%         | 6%                | 5%     | 5%     | 18%   | 5%    | 4%                    | 12%               | 11%          | 4%      |
| NET QUICKER                                 | 56%        | 50%               | 55%    | 55%    | 25%   | 56%   | 54%                   | 45%               | 45%          | 52%     |
| NET SLOWER                                  | 12%        | 14%               | 12%    | 12%    | 23%   | 13%   | 11%                   | 18%               | 23%          | 37%     |

| NEW ZEALAND                                 | Respondent |                   | Gender |        |       | Age          |         |
|---|------------|-------------------|--------|--------|-------|--------------|---------|
|   | Patient    | Relative or carer | Male   | Female | Other | 50 and under | Over 50 |
| Much quicker than I thought it would be     | 38%        | 37%               | 32%    | 32%    | 0%    | 47%          | 38%     |
| A little quicker than I thought it would be | 20%        | 21%               | 28%    | 21%    | 0%    | 14%          | 21%     |
| About what I thought it would be            | 25%        | 27%               | 25%    | 29%    | 0%    | 14%          | 27%     |
| A little slower than I thought it would be  | 7%         | 7%                | 6%     | 7%     | 0%    | 8%           | 5%      |
| Much slower than I thought it would be      | 5%         | 6%                | 3%     | 3%     | 0%    | 8%           | 4%      |
| NET QUICKER                                 | 58%        | 58%               | 60%    | 54%    | 0%    | 61%          | 60%     |
| NET SLOWER                                  | 11%        | 13%               | 10%    | 10%    | 0%    | 13%          | 11%     |

Q5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics?

| AUSTRALIA | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|-----------|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|           | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Very good | 87%        | 87%               | 87%    | 87%    | 62%   | 88%   | 87%                   | 83%               | 73%          | 86%     |
| Good      | 9%         | 9%                | 9%     | 9%     | 11%   | 8%    | 10%                   | 10%               | 14%          | 9%      |
| OK        | 2%         | 2%                | 2%     | 1%     | 0%    | 2%    | 2%                    | 2%                | 5%           | 1%      |
| Poor      | 0%         | 1%                | 0%     | 1%     | 0%    | 1%    | 0%                    | 1%                | 4%           | 0%      |
| Very poor | 0%         | 0%                | 0%     | 1%     | 0%    | 0%    | 0%                    | 2%                | 2%           | 0%      |
| NET GOOD  | 25%        | 27%               | 97%    | 96%    | 73%   | 97%   | 97%                   | 94%               | 86%          | 94%     |
| NET POOR  | 1%         | 2%                | 0%     | 2%     | 0%    | 1%    | 1%                    | 3%                | 6%           | 1%      |

Q6. How would you rate the level of trust and confidence you had in the ambulance services staff and their ability to provide quality care and treatment?

| AUSTRALIA                     | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|-------------------------------|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|                               | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Very high level of confidence | 70%        | 72%               | 71%    | 71%    | 53%   | 74%   | 68%                   | 58%               | 63%          | 69%     |
| High level of confidence      | 62%        | 32%               | 23%    | 21%    | 14%   | 19%   | 26%                   | 31%               | 19%          | 21%     |
| Confident                     | 18%        | 9%                | 5%     | 6%     | 3%    | 6%    | 5%                    | 6%                | 12%          | 5%      |
| Low level of confidence       | 4%         | 1%                | 0%     | 1%     | 2%    | 1%    | 1%                    | 1%                | 3%           | 0%      |
| Very low level of confidence  | 1%         | 0%                | 0%     | 1%     | 2%    | 0%    | 0%                    | 2%                | 2%           | 0%      |
| NET HIGH LEVEL OF CONFIDENCE  | 81%        | 82%               | 93%    | 92%    | 67%   | 92%   | 93%                   | 90%               | 83%          | 91%     |
| NET LOW LEVEL OF CONFIDENCE   | 56%        | 18%               | 0%     | 2%     | 3%    | 1%    | 1%                    | 3%                | 5%           | 1%      |



Q7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing?

| AUSTRALIA  | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|--|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|  | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| A very clear and thorough explanation                    | 71%        | 71%               | 72%    | 70%    | 49%   | 70%   | 73%                   | 71%               | 63%          | 71%     |
| A reasonably clear and thorough explanation              | 22%        | 22%               | 22%    | 22%    | 17%   | 23%   | 22%                   | 18%               | 23%          | 22%     |
| Explanation of condition & treatment were just ok        | 2%         | 3%                | 2%     | 3%     | 21%   | 2%    | 2%                    | 7%                | 5%           | 2%      |
| Some explanation was given but I could not understand it | 1%         | 1%                | 1%     | 0%     | 0%    | 1%    | 1%                    | 1%                | 1%           | 1%      |
| No not at all  | 1%         | 0%                | 0%     | 1%     | 0%    | 1%    | 0%                    | 2%                | 2%           | 0%      |
| NET CLEAR & THOROUGH                                     | 93%        | 93%               | 94%    | 93%    | 66%   | 93%   | 94%                   | 89%               | 86%          | 93%     |
| NET UNCLEAR  | 1%         | 2%                | 1%     | 1%     | 0%    | 1%    | 1%                    | 3%                | 3%           | 1%      |

| NEW ZEALAND<br>(Wellington Free Ambulance)               | Respondent |                   | Gender |        |       | Age          |         |
|--|------------|-------------------|--------|--------|-------|--------------|---------|
|  | Patient    | Relative or carer | Male   | Female | Other | 50 and under | Over 50 |
| A very clear and thorough explanation                    | 71%        | 67%               | 68%    | 72%    | 0%    | 67%          | 69%     |
| A reasonably clear and thorough explanation              | 19%        | 22%               | 21%    | 19%    | 0%    | 16%          | 20%     |
| Explanation of condition & treatment were just ok        | 2%         | 4%                | 3%     | 2%     | 0%    | 0%           | 3%      |
| Some explanation was given but I could not understand it | 0%         | 0%                | 0%     | 0%     | 0%    | 0%           | 0%      |
| No not at all  | 1%         | 4%                | 1%     | 1%     | 0%    | 1%           | 1%      |
| NET CLEAR & THOROUGH                                     | 90%        | 89%               | 89%    | 90%    | 0%    | 83%          | 88%     |
| NET UNCLEAR  | 1%         | 4%                | 2%     | 1%     | 0%    | 1%           | 1%      |

Q8. Giving consideration to the situation you were in and local road conditions, how would you rate your level of comfort with the paramedic's handling of the vehicle during your ambulance journey?

| AUSTRALIA          | Respondent |                   | Gender |        |       | Usage |                       |                   | Age          |         |
|--------------------|------------|-------------------|--------|--------|-------|-------|-----------------------|-------------------|--------------|---------|
|                    | Patient    | Relative or carer | Male   | Female | Other | Once  | Between 2 and 5 times | More than 5 times | 50 and under | Over 50 |
| Very comfortable   | 67%        | 62%               | 65%    | 68%    | 48%   | 69%   | 63%                   | 55%               | 63%          | 65%     |
| Comfortable        | 25%        | 22%               | 25%    | 23%    | 15%   | 21%   | 27%                   | 33%               | 23%          | 23%     |
| OK                 | 5%         | 4%                | 5%     | 4%     | 3%    | 4%    | 5%                    | 4%                | 5%           | 4%      |
| Uncomfortable      | 1%         | 1%                | 1%     | 1%     | 2%    | 1%    | 1%                    | 1%                | 1%           | 1%      |
| Very uncomfortable | 0%         | 0%                | 0%     | 0%     | 0%    | 0%    | 0%                    | 1%                | 1%           | 0%      |
| NET COMFORTABLE    | 92%        | 84%               | 90%    | 91%    | 63%   | 91%   | 90%                   | 89%               | 86%          | 88%     |
| NET UNCOMFORTABLE  | 1%         | 1%                | 1%     | 1%     | 2%    | 5%    | 5%                    | 6%                | 3%           | 1%      |

| NEW ZEALAND<br>(Wellington Free Ambulance) | Respondent |                   | Gender |        |       | Age          |         |
|--|------------|-------------------|--------|--------|-------|--------------|---------|
|  | Patient    | Relative or carer | Male   | Female | Other | 50 and under | Over 50 |
| Very comfortable                           | 78%        | 78%               | 79%    | 78%    | 0%    | 87%          | 78%     |
| Comfortable                                | 15%        | 16%               | 15%    | 16%    | 0%    | 8%           | 17%     |
| OK   | 2%         | 0%                | 2%     | 2%     | 0%    | 1%           | 2%      |
| Uncomfortable                              | 0%         | 0%                | 0%     | 0%     | 0%    | 0%           | 0%      |
| Very uncomfortable                         | 1%         | 0%                | 1%     | 1%     | 0%    | 1%           | 1%      |
| NET COMFORTABLE                            | 94%        | 95%               | 94     | 94%    | 0%    | 95%          | 95%     |
| NET UNCOMFORTABLE                          | 1%         | 0%                | 1%     | 1%     | 0%    | 1%           | 1%      |

**Produced in September 2025**

**The Council of Ambulance Authorities Inc.**

2/141 Sir Donald Bradman Drive

Hilton SA 5033

[admin@caa.net.au](mailto:admin@caa.net.au)

[www.caa.net.au](http://www.caa.net.au)

