



THE COUNCIL OF
**AMBULANCE
AUTHORITIES**

2024 CAA

Patient Experience Survey

September 2024

Contents

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

Executive Summary

Gender and Age

In 2024, a higher proportion of female respondents participated in the survey in both Australia and New Zealand (Hato Hone St John).

- Female representation accounted for 52% in Australia and 60% in New Zealand.
- Papua New Guinea saw 60% of respondents being female, compared to 39% male.
- Most respondents across Australia and New Zealand (Hato Hone St John), were aged over 50, with 89% in Australia and 80% in New Zealand. In Papua New Guinea 81% of respondents were under 50 years old.

Survey Respondent Characteristics

Clear differences surfaced between Australia, New Zealand, and Papua New Guinea regarding who completed the surveys.

- In Australia, about 22% of the surveys were submitted by relatives or caregivers on behalf of the patients.
- In New Zealand, this figure was slightly lower, at 18%.
- In Papua New Guinea, most surveys (73%) were filled out by carers or family members, with only 13% completed by the patients themselves after being transported.

Consistency within Australia and Contrasting Trends

A review of surveys from 2023 to 2024 reveals varying participant distributions across services.

- In Australia, the distribution of survey respondents remained consistent, with no significant changes in proportions from 2023 to 2024.
- In contrast, Papua New Guinea experienced a significant decline in surveys completed by relatives or caregivers, decreasing from 93% in 2023 to 73% in 2024.
- New Zealand saw the opposite trend, with the proportion of surveys filled out by relatives or caregivers increasing from 15% in 2023 to 18% in 2024.

Usage Frequency in the Last 12 Months

Survey responses revealed varying patterns of ambulance service usage across Australia and Papua New Guinea.

- In Australia, nearly half of the respondents (48%) indicated they had used the ambulance service once in the past year, while 44% reported using it between two and five times. A smaller group (7%) mentioned using the service more than five times within the same period.
- In Papua New Guinea, 37% of respondents had used the ambulance service once in the last 12 months, and 49% had used it between two and five times.
- This question was not included in the New Zealand survey.

Overall Satisfaction

More than 90% of patients from Australia (97%), New Zealand (Wellington Free Ambulance) (97%), and Papua New Guinea (93%) 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 (83%), New Zealand (Wellington Free Ambulance) respondents (92%), and Papua New Guinean respondents (48%) expressed being 'very satisfied.' Additionally, a notable portion of Australian respondents (14%), New Zealand respondents (5%), and Papua New Guinean respondents (45%) reported being 'satisfied' with their recent experience.
- In Australia, three out of the eight services assessed demonstrated an increase in NET satisfaction.
- A comparative review of Wellington Free Ambulance indicated a notable 4% rise in the number of 'very satisfied' reports.
- Overall, satisfaction rates across all services ranged between 93% and 99%.

Calls to the ambulance service

A significant percentage of Australian patients (67%) reported being connected to call takers faster than they had expected. Most Australian patients (94%), along with 83% of Papua New Guinean patients and 76% of New Zealand patients, appreciated the call takers' helpfulness and reassurance during their interactions.

- In 2024, Australia experienced a rise in positive interactions with ambulance call takers. Only 1% of patients found the call takers unhelpful, and 5% felt they experienced longer wait times than anticipated. In New Zealand, the performance was impressive, with just 1% of patients expressing dissatisfaction with the helpfulness of call takers.
- In Papua New Guinea, 4% of patients reported dissatisfaction with the helpfulness of call takers, while 33% noted that the connection times were longer than expected.

Waiting for an ambulance

In Australia, 63% of patients stated that the ambulance arrived faster than they had expected. In Papua New Guinea, 31% shared the same sentiment, while in New Zealand, the figure was 57%.

- Across Australia, the percentage of respondents reporting shorter-than-expected wait times ranged from 50% to 71%, with six services exceeding 60%.
- In Wellington, there was a 5% decline in positive experiences compared to the previous year.
- Papua New Guinea also experienced a drop in positive feedback on ambulance wait times, with only 31% of respondents in 2024 reporting faster-than-expected arrivals, down from 57% in 2023.

Provision of care

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

- These results highlight the consistently high standard of care delivered across all Australian states and territories, with satisfaction levels throughout 2024 ranging from 97% to 98%.

- In Papua New Guinea, 83% of patients reported a positive experience in 2024, marking a 15% decline from the 98% recorded in 2023.
- In both Australia and Papua New Guinea, only a small percentage of patients rated their care from paramedics as 'poor' or 'very poor,' demonstrating the overall high quality and effectiveness of care (1% and 3%, respectively).

A vast majority of patients in Australia (94%) and Papua New Guinea (69%) expressed strong trust and confidence in the ambulance staff who cared for them.

- Across Australian states, confidence levels were consistent, with NET confidence scores ranging from 91% to 95%, indicating uniform trust in ambulance personnel.
- In Papua New Guinea, confidence in the service staff dropped by 24%, falling from 93% in 2023 to 69% in 2024.

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

- The proportion of Australian patients who received these clear explanations increased by 1% compared to the previous year, reflecting improved communication from service staff.
- In both New Zealand (Wellington Free Ambulance only) and Papua New Guinea, a large majority of patients (91% and 84%, respectively) reported receiving clear explanations of their condition and treatment plan.

Patient comfort during ambulance journeys was rated highly in Australia, New Zealand (Wellington Free Ambulance only), and Papua New Guinea, with 95%, 92%, and 67% of patients, respectively, expressing satisfaction.

- In Australia, comfort levels during ambulance journeys ranged between 93% and 98% across the states and territories.
- In New Zealand, 92% of patients using Wellington Free Ambulance felt 'very comfortable' or 'comfortable' during their journey.
- In Papua New Guinea, 67% of patients rated their comfort as 'very comfortable' or 'comfortable,' reflecting a 26% decline from the 93% recorded in 2023.

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 patients 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 Code 1 incidents , 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 Code 2 incidents , 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. Consistent with the protocol followed in 2023, 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.

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 2024. 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 2018-2024

	2018	2019	2020	2021	2022	2023	2024		
	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Total responses	Margin of error (+/-)
New South Wales	30%	30%	28%	22%	21%	24%	24%	717	1.60%
Victoria	41%	41%	26%	26%	25%	23%	21%	628	1.70%
Queensland	28%	21%	29%	24%	24%	22%	22%	657	1.68%
Western Australia	19%	21%	19%	17%	19%	20%	20%	605	1.74%
South Australia	20%	23%	29%	18%	19%	18%	17%	496	1.92%
Tasmania	34%	31%	41%	33%	30%	24%	33%	981	1.36%
Australian Capital Territory	30%	24%	29%	28%	16%	10%	17%	524	1.87%
Northern Territory	12%	9%	13%	14%	10%	9%	9%	137	3.65%
Australia Overall	28%	25%	27%	23%	21%	19%	20%	4,745	2.00%
Hato Hone St John	16%	15%	17%	16%	-	26%	28%	831	1.48%
Wellington	-	-	-	-	-	11%	17%	345	2.30%
New Zealand Overall	16%	15%	17%	16%	-	19%	23%	1,176	1.91%
Papua New Guinea	-	-	-	-	-	19%	83%	562	1.80%

* 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=2,029 and St John Papua New Guinea with an effective mail-out size n=676. Margin of error data based on incidence data provided by CAA.

The 2024 survey response rates ranged from 9% to 33%. In Australia and New Zealand, the rates were 20% and 23%, showing a 1% and 4% increase, respectively, from the 2023 rates. Papua New Guinea experienced a substantial rise in its response rate, with a significant 64% increase compared to 2023.

The table includes a margin of error (MoE), representing a range in which, with 95% confidence, the true population mean lies. For example, if a service has an MoE of 3%, we can confidently state that the true measure, if the entire population were surveyed, would be within 3% of the reported value. These MoE figures are calculated by carefully factoring in the sample size related to the Road and Air Patient incident data.

1.4 How to interpret report

The subsequent report presents comprehensive findings derived from the Patient Experience surveys conducted in 2024. Surveys that lacked clarity on whether the respondent was the actual patient transported or a relative or caregiver of the patient (Q1) were excluded from the analysis. To ensure accuracy, all percentages were reported while excluding responses such as 'Don't know,' 'Can't recall,' 'Not Applicable,' or any missing answers, whenever applicable.

A comparative analysis of the 2024 results with the data collected in 2023 is carried out for various questions. Specifically, the data for 'Overall Satisfaction' (Q10) reveals the 'NET Satisfied' figure achieved for each service since 2015. In keeping with past iterations, 'NET Positive' and 'NET Negative' scores (e.g., Q2, NET quicker and NET slower) are consistently reported, analogous to the way 'NET Satisfied' and 'NET Dissatisfied' have been presented in previous waves of the study.

To ensure a more representative portrayal of the total patient population in each state and territory, the Australian and New Zealand overall figures have been weighted based on recent Road and Air Patient incident data. Through this population-based weighting process, service results were adjusted either upward or downward to accurately reflect the population that availed of each service. This methodology aligns with previous reports, whereas demographic data remains unweighted.

In this report, all results have been rounded to the nearest integer using a specific rule. When the digit at one decimal place is less than 5, it is rounded down, retaining the same digit. Conversely, if the digit at one decimal place is 5 or greater, it is rounded up. Consequently, the sum of all proportions may not exactly equate to 100%.

Each question is represented through categorical tables and charts showcasing the 2024 results. These tables and charts display the outcomes for each service, as well as the overall figures for Australia, New Zealand, and Papua New Guinea. It is important to note that while statistically significant differences within countries (e.g., between states in Australia and services in New Zealand) are not explicitly displayed in charts, they have been carefully noted in the commentary. Similarly, state-level results were compared against the Australian average, and significant differences, when observed, have been thoroughly discussed in the report.

2 Overall Satisfaction

As seen in previous waves of the study, overall satisfaction ratings across all services continued to reflect highly positive outcomes. In Australia and New Zealand, 97% of service users, and 93% in Papua New Guinea, reported being either "very satisfied" or "satisfied" with their overall experience.

In Australia, satisfaction levels remained consistently high, with the net satisfaction rate holding steady compared to 2023 data. Only 2% of patients in Australia, 1% in New Zealand, and 3% in Papua New Guinea expressed being "very dissatisfied" or "dissatisfied" with their experience, highlighting the overall contentment among service users across all regions.

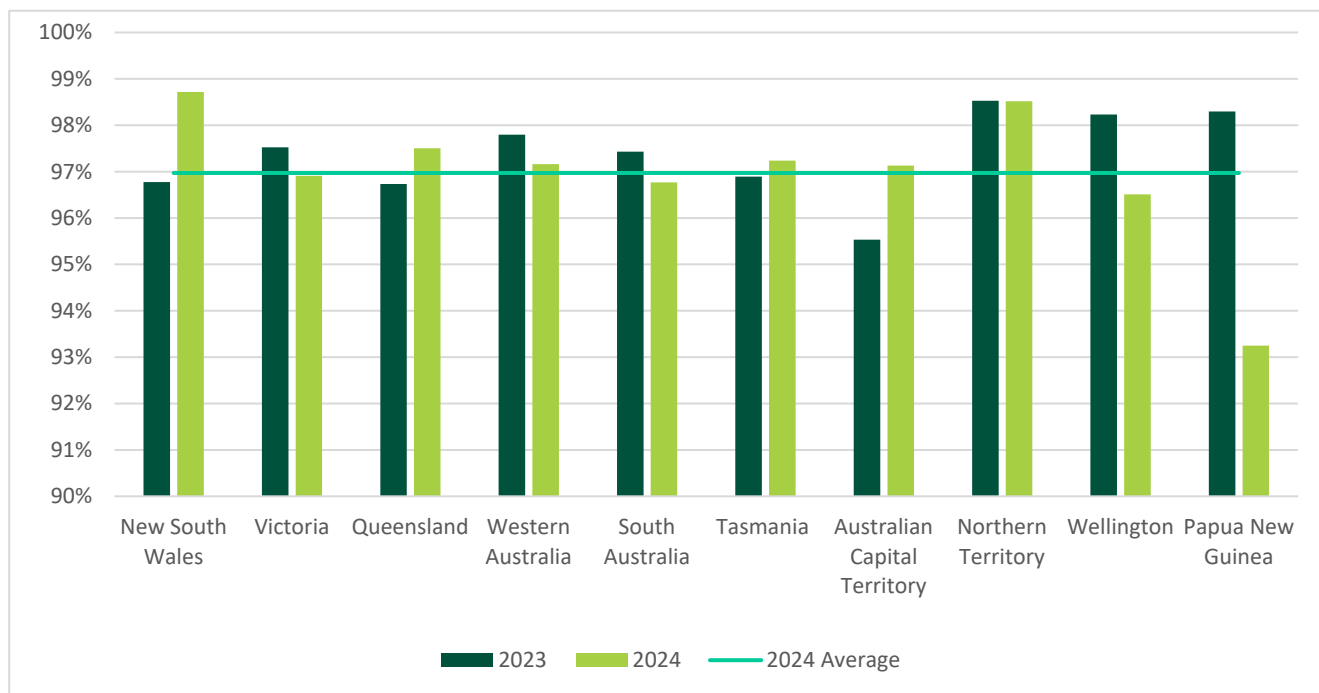
While there were some fluctuations in satisfaction levels across most services between 2023 and 2024, the net satisfaction rate remained stable in 2024. In Papua New Guinea, there was a slight dip in satisfaction from 98% in 2023 to 93% in 2024. However, the vast majority of respondents in Papua New Guinea still reported being "very satisfied" or "satisfied" with their overall experience, reflecting a continued high level of satisfaction among service users.

Table 2. Overall satisfaction (Q10) – All Services (2024)

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET SATISFIED	NET DISSATISFIED
New South Wales	83%	16%	1%	0%	0%	99%	0%
Victoria	83%	14%	1%	1%	1%	97%	2%
Queensland	80%	17%	1%	1%	0%	98%	1%
Western Australia	83%	14%	2%	1%	1%	97%	1%
South Australia	83%	14%	1%	1%	1%	97%	2%
Tasmania	85%	13%	1%	1%	1%	97%	2%
Australian Capital Territory	83%	14%	1%	1%	0%	97%	2%
Northern Territory	85%	13%	1%	1%	0%	99%	1%
Australia Overall	83%	14%	1%	1%	1%	97%	2%
Wellington	92%	5%	1%	1%	0%	97%	1%
New Zealand Overall	92%	5%	1%	1%	0%	97%	1%
Papua New Guinea	48%	45%	4%	2%	1%	93%	3%

Base Australia n=4,722; New Zealand (Wellington Free Ambulance) n=345; Papua New Guinea n=562 (excludes 'missing').

Figure 2. Overall satisfaction (Q10) – All Services (2023 vs 2024)



Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia 2023 = 4,374, 2024 n=4,687; New Zealand (Wellington Free Ambulance) 2023 n = 378, 2024 n=338; Papua New Guinea 2023 n= 587, 2024 n=533; excludes 'missing').

Overall Satisfaction 2016 – 2024

Table 3. Overall satisfaction 2016 – 2024 (Q10) – Time series

	2016	2017	2018	2019	2020	2021	2022	2023	2024
New South Wales	-	97%	98%	98%	97%	96%	97%	97%	99%
Victoria	97%	97%	98%	97%	99%	97%	97%	98%	97%
Queensland	100%	98%	98%	96%	98%	96%	95%	97%	98%
Western Australia	97%	99%	98%	99%	97%	97%	95%	98%	97%
South Australia	98%	98%	98%	100%	99%	96%	96%	97%	97%
Tasmania	98%	97%	98%	98%	98%	97%	97%	97%	97%
Australian Capital Territory	98%	97%	97%	97%	98%	98%	96%	96%	97%
Northern Territory	96%	97%	92%	95%	97%	98%	96%	99%	99%
Australia Overall	98%	97%	98%	98%	98%	96%	96%	97%	97%
Wellington	-	97%	96%	96%	98%	97%	98%	97%	97%
New Zealand Overall	-	97%	98%	97%	97%	96%	97%	98%	97%
Papua New Guinea	-	-	-	-	94%	94%	97%	98%	93%

Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia n=4,722; New Zealand (Wellington Free Ambulance) n=345; Papua New Guinea n=562 (excludes 'missing')).

The net satisfaction reported by Australian respondents remained the same as the previous year at 97%. New Zealand (Wellington Free Ambulance only) showed a decrease of 1% in the net satisfaction, while Papua New Guinea recorded a 5% decrease in overall satisfaction from 98% to 93%.

3 Patient Experience

In Australia, most respondents (67%) expressed that they experienced a quicker-than-expected connection to the Ambulance Service call taker, with 47% of participants noting that the connection was 'much quicker than anticipated.' Only a small percentage (5%) encountered a slower-than-expected connection, while 28% reported the time taken to be connected was as expected. Western Australia (72%) and Queensland (68%) exhibited the highest levels of satisfaction concerning the time taken to be connected.

In Papua New Guinea, 38% of participants perceived a faster-than-expected connection to the Ambulance Service call taker, while 28% of patients stated that the connection time met their expectations. Approximately 33% of respondents felt that the connection wait time was slower than what they had anticipated.

This question was not asked in New Zealand.

3.1 Calling the ambulance service

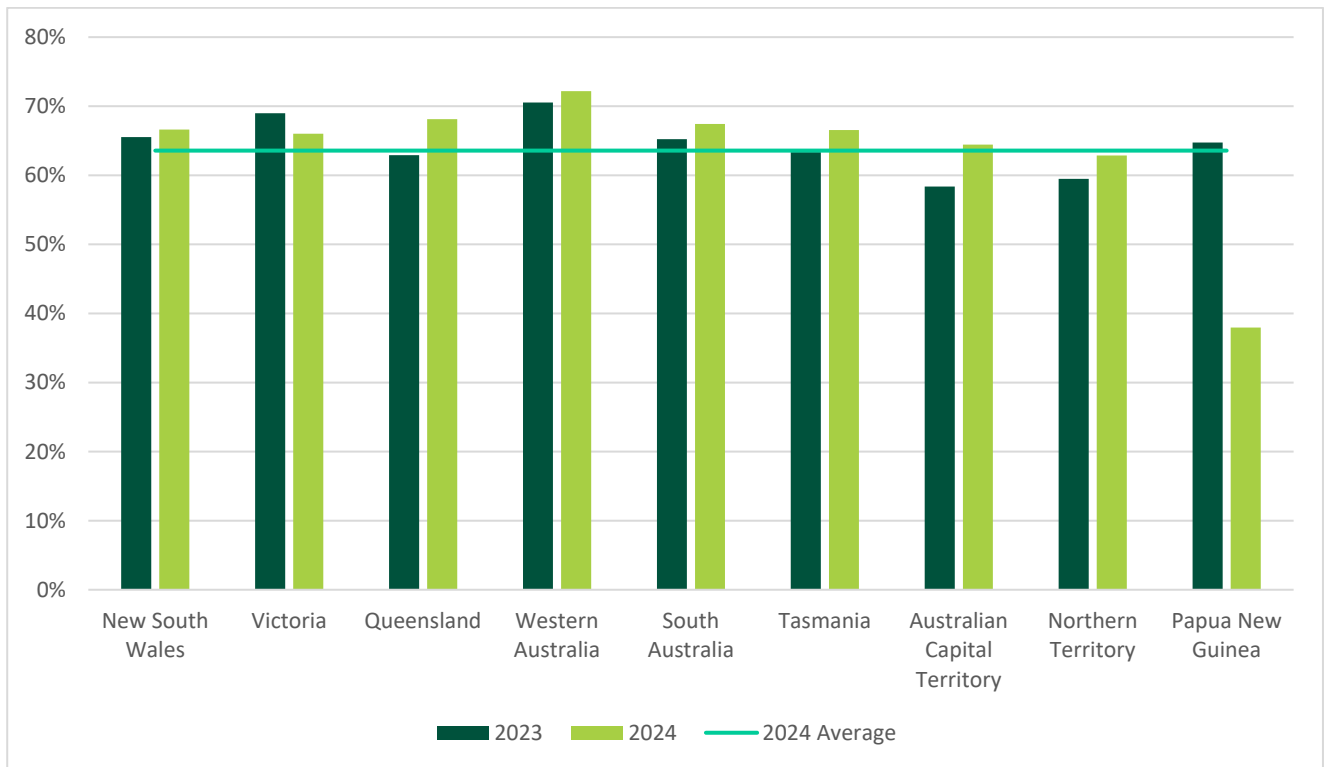
Time taken to be connected

Table 4. Time taken to be connected (Q2) – Australia and Papua New Guinea 2024

	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	45%	22%	29%	3%	1%	67%	4%
Victoria	46%	20%	27%	4%	3%	66%	7%
Queensland	47%	21%	24%	5%	3%	68%	7%
Western Australia	51%	21%	25%	2%	0%	72%	2%
South Australia	47%	22%	28%	2%	2%	67%	4%
Tasmania	48%	18%	29%	3%	2%	67%	5%
Australian Capital Territory	43%	21%	32%	3%	1%	64%	4%
Northern Territory	44%	19%	31%	4%	2%	63%	6%
Australia Overall	47%	20%	28%	3%	2%	67%	5%
Papua New Guinea	17%	21%	28%	30%	4%	38%	34%

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').

Figure 3. Time taken to be connected – Australia and Papua New Guinea (Q2) – 2023 vs 2024



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 New; Papua New Guinea n=542; excludes 'missing', 'don't know/can't say').

Regarding the time taken to be connected, the overall NET positive results in Australia reached 67%. A minor 5% of respondents expressed that the wait time to be connected to a call taker was slower than anticipated. The net positive results experienced a decline in Victoria from 69% in 2023 to 66% in 2024. The other services experienced an improvement in the reported time taken to be connected to the call taker this year.

In Papua New Guinea, a substantial increase was observed in the length of time taken to be connected to the ambulance service call taker. It was reflected through a decrease in the measure of NET Quicker by 27 percentage points from 65% in 2023, to 38% in 2024.

This question was not asked in New Zealand.

Assistance provided by call taker

Table 5. Assistance provided by call taker (Q3) – All Services 2024

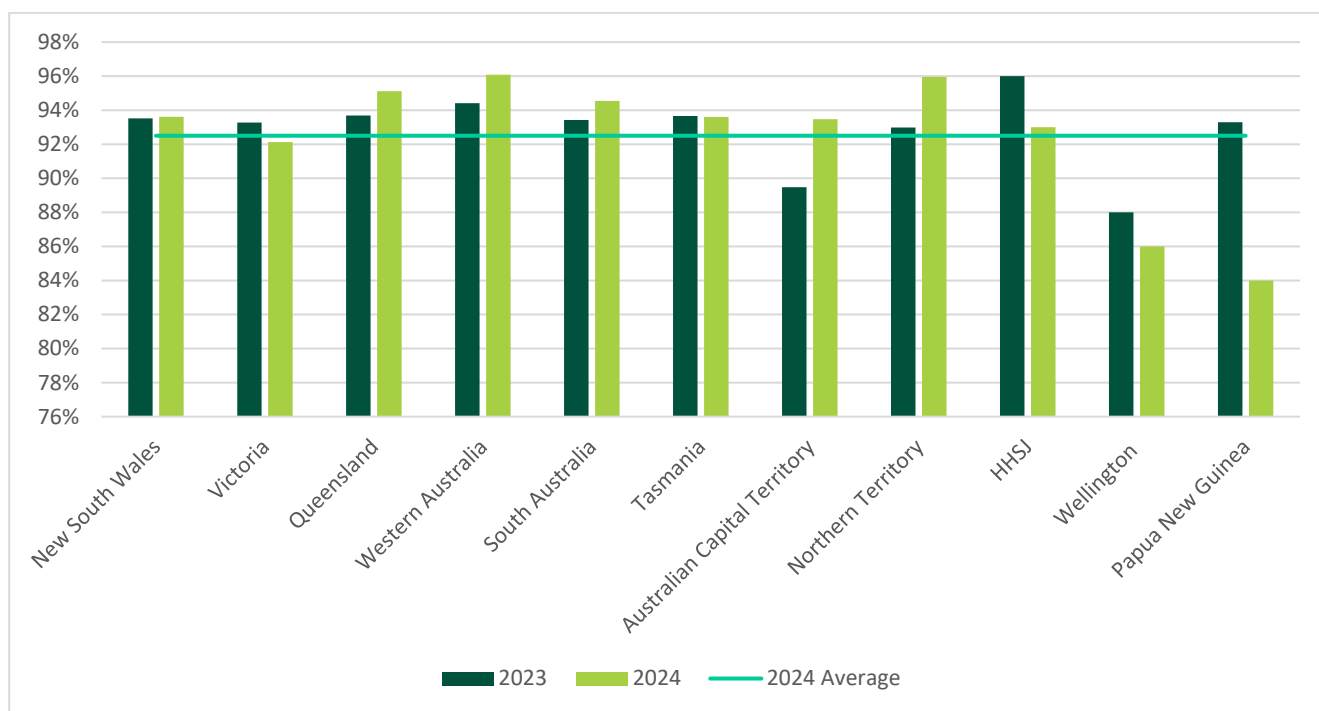
	Very helpful and reassuring	Helpful and reassuring	OK	Not helpful and not reassuring	Very unhelpful and not at all reassuring	NET Helpful	NET Unhelpful
New South Wales	66%	27%	6%	0%	0%	94%	0%
Victoria	67%	25%	6%	1%	0%	92%	2%
Queensland	70%	25%	5%	0%	0%	95%	0%
Western Australia	69%	27%	4%	0%	0%	96%	0%
South Australia	69%	25%	5%	0%	0%	95%	0%
Tasmania	68%	26%	5%	1%	0%	94%	1%
Australian Capital Territory	62%	31%	6%	0%	0%	93%	0%
Northern Territory	68%	28%	3%	1%	0%	96%	1%
Australia Overall	67%	27%	5%	1%	0%	94%	1%
Hato Hone St John	70%	23%	6%	1%	0%	93%	1%
Wellington	73%	13%	12%	0%	2%	86%	2%
New Zealand Overall	71%	20%	7%	1%	1%	90%	2%
Papua New Guinea	27%	57%	12%	4%	0%	84%	4%

3. Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler you were speaking with? (Base Australia n=3,933; New Zealand n=946; Papua New Guinea n=544; excludes 'missing', 'don't know/can't say').

Majority of respondents in Australia (94%), New Zealand (90%), and Papua New Guinea (84%) expressed that the assistance provided by the call taker was either 'very helpful and reassuring' or 'helpful and reassuring.' None of the respondents from New South Wales, Queensland, Western Australia, South Australia and Australian Capital Territory reported encountering unhelpful call takers.

In the remaining Australian states, New Zealand, and Papua New Guinea, only a minimal range of 1% to 4% of respondents noted any dissatisfaction with the call taker assistance.

Figure 4. Assistance provided by call taker – All Services (Q3) – 2023 vs 2024



3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? (Base Australia 2023 n=3,677, 2024 n=3,933; New Zealand 2023 n=1,001, 2024 n=946; Papua New Guinea 2023 n=585, 2024 n=544; excludes 'missing', 'don't know/can't say').

Australia saw a positive trend in 2024, with net positive ratings increasing to 94%, up from 93% in the previous year. This improvement was largely due to a rise in the number of respondents in Queensland (95%), South Australia (94%), the Australian Capital Territory (94%), and the Northern Territory (96%) who found the call taker to be "very helpful" or "helpful." For the seventh consecutive year, only 1% of Australians reported call takers as "unhelpful", while 5% rated the call handler's helpfulness and reassurance as "Ok" in 2023.

In New Zealand, the percentage of respondents who rated the call taker as "very helpful" or "helpful" decreased by 2%, from 92% in 2023 to 90% in 2024. In Papua New Guinea, there was a 10% decline in respondents rating the call handler as either "very helpful" or "helpful," dropping from 94% in 2023 to 84% in 2024.

"The paramedics were very efficient and know how to react quickly to any given situation and stay calm and professional." – Patient, QLD

"They all branded themselves very well. Very professional and they were very careful and confident. They all knew what they were doing and put myself right at ease, as I was very concerned about my condition."

– Patient, VIC

"Immediate treatment! Calming reassurance for both me and my daughter. First responder calling for another with experience of heart condition." – 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 2024

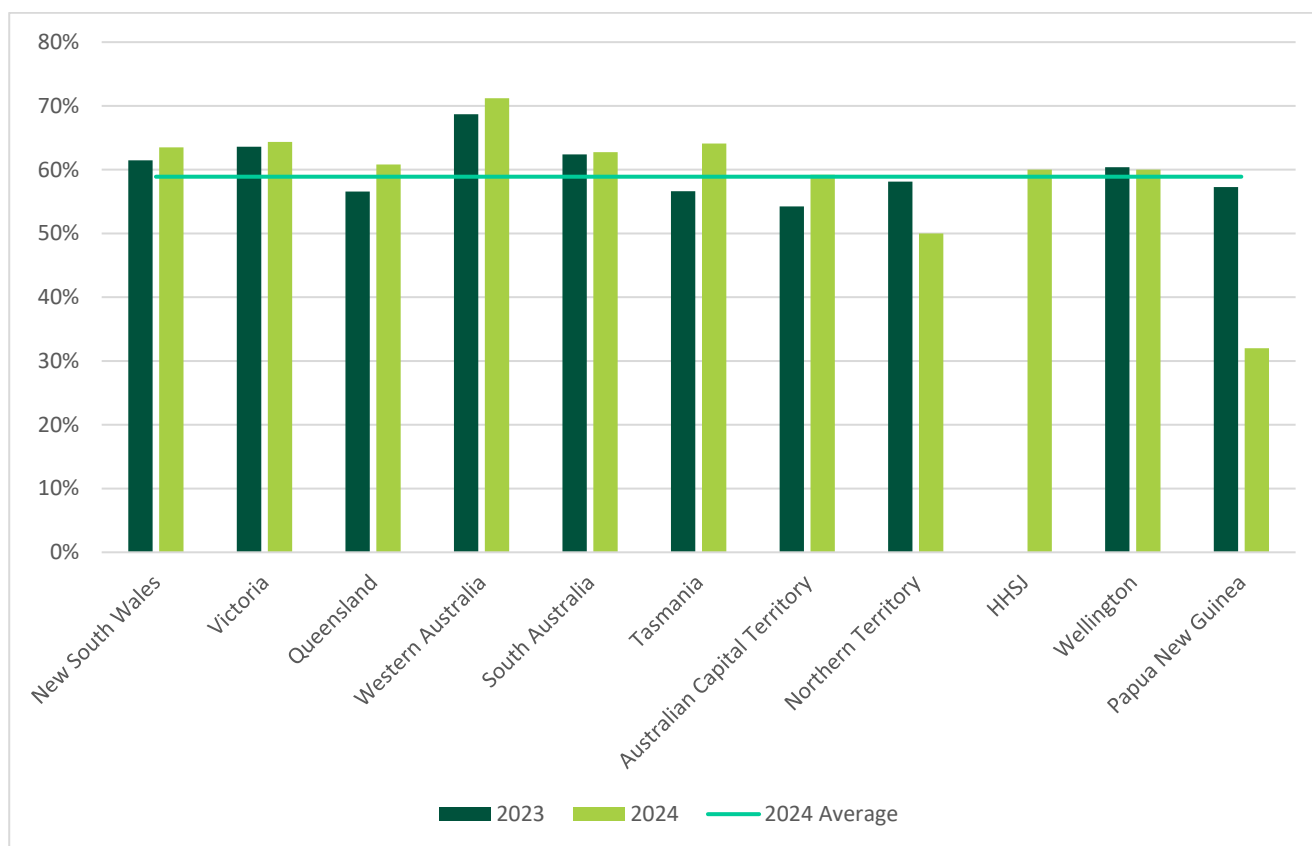
	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	NET Quicker	NET Slower
New South Wales	40%	24%	27%	6%	3%	63%	9%
Victoria	42%	23%	25%	6%	4%	64%	10%
Queensland	37%	24%	25%	8%	7%	61%	14%
Western Australia	44%	27%	23%	4%	1%	71%	6%
South Australia	39%	24%	26%	6%	5%	63%	11%
Tasmania	44%	20%	23%	6%	7%	64%	13%
Australian Capital Territory	40%	19%	27%	9%	5%	59%	14%
Northern Territory	38%	12%	35%	5%	10%	50%	15%
Australia Overall	41%	22%	25%	6%	5%	63%	11%
HHSJ	42%	18%	26%	7%	7%	60%	14%
Wellington	41%	19%	30%	8%	3%	60%	10%
New Zealand Overall	42%	18%	27%	7%	5%	60%	12%
Papua New Guinea	9%	23%	31%	34%	3%	32%	37%

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=4,466; New Zealand n=1,016; Papua New Guinea n=539; excludes 'missing', 'don't know/can't say').

In Australia, over half of respondents (63%) said that the ambulance arrived 'much' or 'a little' quicker than expected, with 41% of respondents reporting that it arrived 'much' quicker. Western Australia (71%), Victoria (64%) and Tasmania (64%) recorded the most positive experiences, reporting that the ambulance arrived either 'much' or 'a little' quicker than expected.

In New Zealand 60% indicated the ambulance arrived either 'much' or 'a little' quicker than expected. In Papua New Guinea, 32% of respondents reported they felt the ambulance either arrived 'much' or 'a little' quicker than expected, which was a decline from 57% reported in 2023 by 25%.

Figure 5. Time taken for ambulance to arrive – All Services (Q4) – 2023 vs 2024



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 2023 n= 4,170, 2024 n=4,466; New Zealand (Wellington only) 2023 n=331, 2024 (both Wellington and HHSJ) n=1,016; Papua New Guinea 2023 n=585, 2024 n=539; excludes 'missing', 'don't know/can't say').

The Northern Territory saw an 8% drop in satisfaction related to ambulance response times. Despite this decline, overall satisfaction across Australia improved, rising by 2% from the previous year to reach 63%. Tasmania showed a notable 7% increase in satisfaction with wait times, bringing it up to 64%.

In Papua New Guinea, there was a significant decline in positive experiences with response times, with only 31% of respondents stating that the ambulance arrived quicker than expected. In Wellington, net positive results fell from 60% in 2023 to 55% in 2024. Meanwhile, Hato Hone St John reported that 58% of participants felt the ambulance arrived sooner than anticipated.

Reasonable wait time for an ambulance

Table 7. Reasonable time for an ambulance (Q9) – Australia 2024

	Average (minutes)	Standard deviation	Minimum	Q1	Median	Q3	Maximum
New South Wales	19	11	1	10	15	30	60
Victoria	19	14	1	10	15	20	180
Queensland	23	23	1	10	20	30	420
Western Australia	17	10	1	10	15	20	60
South Australia	20	17	1	10	15	20	240
Tasmania	24	13	1	15	20	30	60
Australian Capital Territory	20	13	1	10	15	20	100
Northern Territory	23	13	1	12	20	30	65
Australia Overall	21	14	1	11	17	25	148
Papua New Guinea	37	26	1	17	30	60	90

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=4,466; Papua New Guinea n=539; 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 F5 minutes), the maximum value was reported, which is important to note when interpreting data. Table 8 displays:

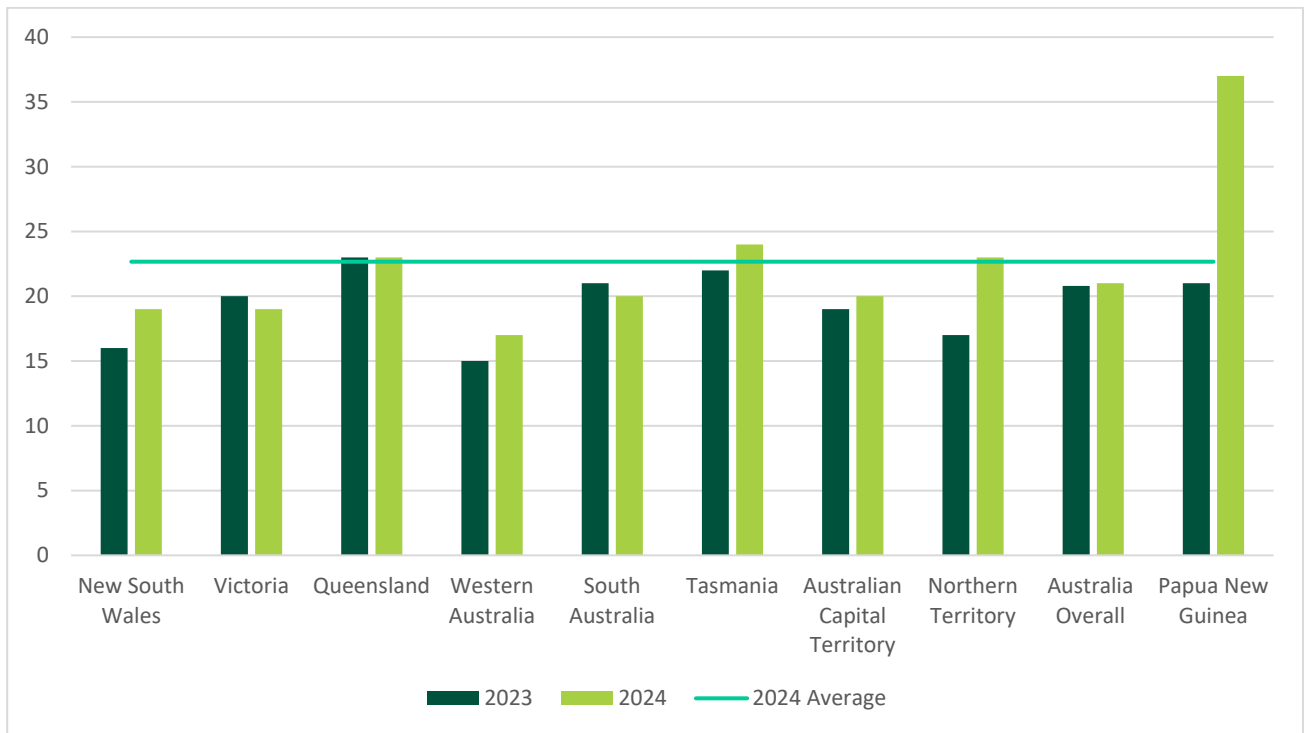
- mean (the average)
- the minimum answer provided in each state and across the country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (the 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 on average, respondents reported that 21 minutes was a reasonable time to wait for an ambulance if they had an emergency in their home. As in 2024, those from Western Australia had the most lenient expectations of ambulance wait times with an average wait time of 17 minutes. This was followed by New South Wales and Victoria with an average wait time of 19 minutes. These figures were both significantly greater when compared against the Australian average.

Papua New Guinea had the longest reasonable wait time average of 37 minutes.

This question was not asked in New Zealand.

Figure 6. Reasonable time for an ambulance – Australia (Q9) – 2023 vs 2024



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 2023 n= 4,170, 2024 n=4,466; Papua New Guinea 2023 n=585, 2024 n=539; excludes ‘missing’, ‘don’t know/can’t say’).

In 2024, Australians demonstrated increased tolerance for wait times, expecting an average wait of 21 minutes, which was more than 2 minutes longer compared to the previous year. Except for Victoria and South Australia, all other states and territories showed the same or slight increase in their expectations regarding wait times.

Northern Territory experienced the highest increase from 17 minutes in 2023 to 23 minutes in 2024, followed by 3 minutes increase in New South Wales, from 16 minutes in 2023 to 19 minutes in 2024.

In Papua New Guinea, respondents reported an overall wait time of 37 minutes in 2024, showing an increase of 16 minutes compared to 2023.

“They were very respectful of my condition and home environment.” – Patient, NZ

“Quick response. Clear communication. There was a clear culture of excellence. Good humour” – Patient, QLD

“The ambulance officer was caring, considerate and compassionate. He made me feel comfortable immediately. He carried out a range of tests which he explained to me as he was going. I couldn't have asked for a better person to look after me.” – Patient, VIC

3.3 Provision of care

Care Provided

Table 8. Paramedics' care (Q5) – Australia and Papua New Guinea 2024

	Very good	Good	Ok	Poor	Very poor	NET Good	NET Poor
New South Wales	88%	10%	2%	0%	0%	98%	0%
Victoria	91%	8%	2%	0%	0%	98%	0%
Queensland	90%	7%	2%	0%	0%	98%	1%
Western Australia	88%	9%	2%	1%	0%	97%	1%
South Australia	92%	6%	1%	0%	1%	98%	1%
Tasmania	91%	6%	1%	1%	1%	98%	1%
Australian Capital Territory	88%	9%	1%	1%	0%	98%	1%
Northern Territory	93%	5%	1%	0%	1%	98%	1%
Australia Overall	90%	8%	2%	0%	0%	98%	1%
Papua New Guinea	59%	24%	14%	2%	1%	83%	3%

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

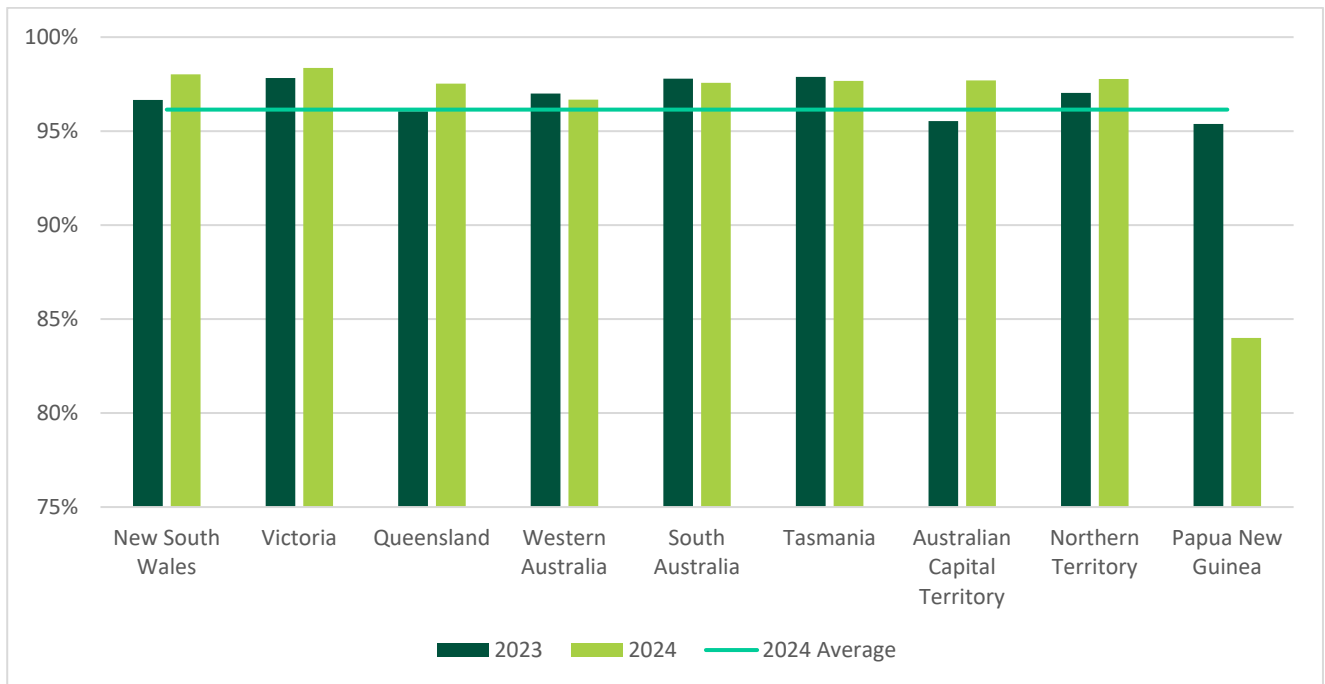
Overall, respondents' experiences with the care provided by ambulance paramedics were highly positive. In Australia, 90% of patients rated their care as "very good," with an additional 8% rating it as "good." Only 1% of respondents reported poor care, reflecting an exceptionally high satisfaction level.

The quality of care provided by ambulance paramedics was consistently rated highly across all Australian states and territories, with 97% to 98% of respondents describing their care as either "very good" or "good."

In Papua New Guinea, 84% of patients 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) – 2023 vs 2024



5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia 2023 n=4,170, 2024 n=4,706; Papua New Guinea 2023 n=585, 2024 n=538; excludes 'missing', 'don't know/can't say').

In Australia, five states and territories saw an increase in their NET "Good" ratings, while the other three maintained the same levels as in 2023.

In Papua New Guinea, there was a 11% decline in NET positive ratings, dropping from 95% in 2023 to 84% in 2024.

“Very kind people who knew their job off by heart. I felt very safe and in good hands. I was passed off to hospital staff very quickly.” – Patient, QLD

“Polite, happy people making me feel very comfortable with how they handled elderly people.” – Patient, VIC

“The paramedics showed so much empathy and were very professional they did everything possible.”

–Patient, SA

Trust and confidence in ambulance service staff

Table 9. Trust and confidence in quality of care and treatment (Q6) – All services 2024

	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	74%	20%	5%	1%	0%	94%	1%
Victoria	74%	21%	5%	1%	0%	94%	1%
Queensland	73%	22%	5%	0%	0%	95%	0%
Western Australia	72%	20%	7%	1%	1%	91%	1%
South Australia	71%	23%	5%	1%	0%	93%	2%
Tasmania	75%	19%	5%	1%	0%	94%	1%
Australian Capital Territory	71%	23%	5%	1%	0%	94%	1%
Northern Territory	83%	10%	7%	0%	0%	93%	0%
Australia Overall	73%	21%	5%	1%	0%	94%	1%
Papua New Guinea	35%	34%	29%	2%	0%	69%	2%

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=4,698; Papua New Guinea n=540; 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 94%, with individual services scoring between 91% and 95%. This narrow range indicates a uniformly high level of trust in ambulance staff nationwide.

In Papua New Guinea, 69% of respondents reported having "very high" or "high" confidence in the ambulance service staff, while only 2% 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) – 2023 vs 2024



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 2023 n= 4,170, 2024 n=4,698; Papua New Guinea 2023 n=585, 2024 n=540; excludes 'missing', 'don't know/can't say').

In 2024, Australian services experienced a modest improvement, with overall results increasing by one percentage point to 94%, up from 93% in 2023. New South Wales and Tasmania recorded the largest growth, with a 3% rise in respondents reporting "very high" or "high" confidence levels compared to the previous year. Papua New Guinea faced a significant drop in confidence, with a 24% decrease, leaving 67% of respondents indicating "very high" or "high" levels of trust in the ambulance service.

“Staff were calm and friendly. Medical response was prompt and appropriate for my daughter’s condition.”

– Patient, WA

Service staff explanations

Table 10. Service staff explanations (Q7) – All services 2024

	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	70%	26%	2%	2%	0%	96%	2%
Victoria	78%	18%	3%	1%	1%	96%	2%
Queensland	76%	21%	3%	0%	0%	97%	0%
Western Australia	65%	29%	4%	1%	1%	94%	2%
South Australia	75%	21%	2%	1%	1%	96%	2%
Tasmania	79%	18%	2%	0%	1%	97%	1%
Australian Capital Territory	69%	27%	3%	1%	1%	96%	2%
Northern Territory	76%	21%	2%	0%	0%	98%	0%
Australia Overall	74%	22 %	3%	1%	1%	96%	1%
Wellington	71%	24%	3%	1%	1%	95%	2%
New Zealand Overall	71 %	24%	4%	1%	1%	95%	2%
Papua New Guinea	39%	46%	8%	2%	5%	85%	7%

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=4,7569; New Zealand (Wellington) n=330; Papua New Guinea n=539; 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, 74% 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 1% of Australian respondents felt the explanation was unclear.

In New Zealand (Wellington Free Ambulance), 95% of respondents indicated that the staff's explanation was clear, with 71% rating it as "very clear," showcasing strong communication clarity.

In Papua New Guinea, 85% 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) – 2023 vs 2024



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 2023 n=4,266, 2024 n=4,722; New Zealand 2023 n=1,115, 2024 (Wellington) n=330; Papua New Guinea 2023 n=579 2024 n=539; excludes 'missing', 'don't know/can't say').

In Australia, overall results showed a slight improvement compared to 2023, increasing by 1% to reach 96%. Tasmania and New South Wales saw the most significant growth, with increases of 3% and 2%, respectively. The other states and territories remained largely consistent with the previous year's results, showing only minor fluctuations.

Similarly, in New Zealand (Wellington Free Ambulance), the results showed a 4% improvement in 2024, increasing from 91% in 2023 to 95% in 2024.

In Papua New Guinea, there was a notable decline of 9 percentage points, bringing the 2024 results down to 84%.

“What more can you wish for. My experience with the ambulance bearers is just as good as a doctor. They are wonderful people.” – Patient, QLD

“Very prompt to answer my call the lady gave good clear reassuring advice. Prompt arrival of ambulance (I think about 20 minutes) both worked well together explaining everything that they were doing and why.”

– Patient, WA

Quality of the ride

Table 11. Quality of the ride (Q8) – All Services 2024

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET Comfortable	NET Uncomfortable
New South Wales	70%	25%	4%	1%	0%	95%	1%
Victoria	71%	24%	4%	1%	0%	95%	1%
Queensland	75%	21%	2%	1%	0%	97%	1%
Western Australia	73%	21%	5%	1%	1%	94%	1%
South Australia	67%	28%	4%	1%	0%	94%	1%
Tasmania	66%	27%	5%	2%	0%	93%	2%
Australian Capital Territory	72%	24%	3%	1%	0%	96%	1%
Northern Territory	81%	17%	1%	1%	0%	98%	1%
Australia Overall	78 %	14%	3%	1%	0%	92%	1%
Wellington	81%	14%	3%	1%	0%	96%	1%
New Zealand Overall	81%	14%	3%	1%	0%	96%	1%
Papua New Guinea	23%	45%	31%	1 %	0%	68%	2%

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=4,546; New Zealand (Wellington Free) n=272; Papua New Guinea n=533; excludes 'missing', 'don't know/can't say').

Across Australia, most patients (92%) shared that their ambulance journey was comfortable. A notable 78% of those surveyed described the ride as 'very comfortable', while an additional 14% rated it as 'comfortable'. Only a minor 1% of patients found the experience to be either 'uncomfortable' or 'very uncomfortable'.

Similarly, findings from Wellington Free Ambulance revealed that 96% of respondents had a comfortable experience, with just 1% reporting discomfort during their journey.

In Papua New Guinea, 68% felt the paramedics handled the vehicle in a 'very comfortable' or 'comfortable' manner, while 2% rated the ride as uncomfortable. Approximately 31% considered the journey to be simply "Ok."

No data regarding this question was collected from Hato Hone St John respondents.

Figure 10. Quality of the ride – All Services (Q8) – 2023 vs 2024



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 2023 n=4,266, 2024 n=4,546; New Zealand (Wellington) 2023 n=264, 2024 n=272; Papua New Guinea 2023 n=579 2024 n=533; excludes 'missing', 'don't know/can't say').

Between 2023 and 2024, Australia saw a slight dip in the overall NET positive rating, decreasing from 94% to 92%. However, both Queensland Ambulance Service and St John Northern Territory recorded notable improvements in comfort ratings, with Queensland rising 3 percentage points from 94% to 97% and St John Northern Territory increasing from 95% to 98%. Other states and territories either experienced a minor drop of 3 percentage points or showed results that remained largely unchanged.

In New Zealand, Wellington Free Ambulance saw a 1% decrease in the NET comfortable category, from 97% in 2023 to 96% in 2024.

In Papua New Guinea, 68% of respondents rated the journey as 'very comfortable' or 'comfortable,' a 25% decline from 2023. Additionally, 30% of respondents described the ride as "Ok."

“Very attentive, friendly, did all the right things, gave me tablets, gave me under the tongue spray, reassured me that an ambulance to hospital was the only option for the best case.” – Patient, SA

“Calm, courteous, considerate management and explanations of my condition.” – Patient, NT

“Quick, friendly, reassuring, stayed with patient until bed was available.” – Patient, NSW

Appendix

2024 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	83%	80%	84%	82%	53%	83%	83%	78%	65%	84%
Satisfied	14%	17%	14%	15%	10%	14%	14%	17%	23%	13%
Neither satisfied, nor dissatisfied	1%	1%	1%	2%	13%	1%	1%	2%	4%	65%
Dissatisfied	1%	0%	0%	1%	0%	0%	1%	2%	2%	1%
Very dissatisfied	1%	0%	1%	0%	0%	1%	0%	1%	36%	0%
NET SATISFIED	97%	97%	98%	96%	63%	97%	97%	95%	89%	97%
NET DISSATISFIED	1%	1%	1%	1%	0%	1%	1%	3%	4%	1%

NEW ZEALAND	Respondent		Gender		
	Patient	Relative or carer	Male	Female	Other
Very satisfied	45%	55%	94%	90%	0%
Satisfied	1%	1%	4%	6%	0%
Neither satisfied, nor dissatisfied	11%	15%	1%	1%	0%
Dissatisfied	3%	6%	0%	1%	0%
Very dissatisfied	3%	4%	0%	0%	0%
NET SATISFIED	46%	57%	97%	96%	0%
NET DISSATISFIED	6%	10%	0%	1%	0%

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	40%	36%	40%	39%	38%	38%	39%	47%	29%	41%
A little quicker than I thought it would be	17%	16%	19%	16%	0%	15%	21%	13%	9%	17%
About what I thought it would be	22%	27%	24%	24%	11%	23%	26%	30%	30%	24%
A little slower than I thought it would be	3%	3%	3%	2%	13%	3%	3%	3%	3%	3%
Much slower than I thought it would be	14%	1%	1%	2%	0%	1%	1%	2%	1%	1%
NET QUICKER	56%	52%	58%	55%	38%	53%	60%	60%	39%	58%
NET SLOWER	16%	5%	5%	4%	13%	4%	4%	5%	4. %	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	47%	62%	57%	55%	63%	52%	60%	67%	0%	1%
Helpful & reassuring	23%	24%	24%	21%	14%	20%	21%	20%	0%	0%
OK	5%	6%	5%	5%	14%	6%	5%	3%	0%	0%
Not helpful & not reassuring	0%	1%	0%	0%	3%	0%	0%	1%	0%	0%
Very un-helpful & not at all reassuring	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET HELPFUL	70%	86%	81%	77%	77%	72%	81%	87%	1%	1%
NET UNHELPFUL	1%	1%	1%	1%	3%	0%	0%	1%	0%	0%

NEW ZEALAND	Respondent		Gender		
	Patient	Relative or carer	Male	Female	Other
Very helpful & reassuring	64%	63%	58%	62%	0%
Helpful & reassuring	4%	4%	10%	11%	0%
OK	22%	21%	8%	10%	0%
Not helpful & not reassuring	5%	7%	0%	0%	0%
Very un-helpful & not at all reassuring	5%	6%	2%	1%	0%
NET HELPFUL	68%	66%	68%	73%	0%
NET UNHELPFUL	10%	13%	2%	1%	0%

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	40%	32 %	37%	38%	47%	39 %	35%	41%	29%	39%
A little quicker than I thought it would be	20%	21 %	21%	20%	4%	19%	23 %	15%	14%	20%
About what I thought it would be	24%	28%	25%	24%	18%	23%	27 %	32%	26%	25%
A little slower than I thought it would be	5%	9%	7%	5%	13%	6%	6%	4%	11%	5%
Much slower than I thought it would be	5%	6 %	14%	5 %	6%	5%	5%	6 %	7%	4%
NET QUICKER	59%	53 %	58%	58%	50 %	58 %	58%	57%	41%	57%
NET SLOWER	10%	15 %	20 %	11%	19 %	11%	11 %	10%	18%	10%

NEW ZEALAND	Respondent		Gender		
	Patient	Relative or carer	Male	Female	Other
Much quicker than I thought it would be	42%	8%	36%	39%	0%
A little quicker than I thought it would be	19%	15%	20%	16%	0%
About what I thought it would be	27%	31%	30%	26%	0%
A little slower than I thought it would be	7%	10%	5%	9%	0%
Much slower than I thought it would be	5%	7%	1%	3%	0%
NET QUICKER	62%	52%	56%	55%	0%
NET SLOWER	12%	17%	6%	12%	0%

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	89%	89%	91%	88%	66%	90%	90%	83%	74%	90%
Good	7%	8%	6%	8%	3%	7%	7%	6%	13%	7%
OK	2%	2%	1%	2%	19%	1%	1%	7%	5%	1%
Poor	0%	0%	0%	1%	0%	0%	0%	3%	2%	0%
Very poor	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
NET GOOD	26%	26%	97%	96%	69%	98%	97%	89%	87%	97%
NET POOR	1%	1%	0%	1%	0%	1%	0%	4%	3%	0%

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	73%	74%	74%	73%	43%	74%	73%	72%	64%	74%
High level of confidence	63%	27%	20%	20%	16%	19%	21%	16%	16%	19%
Confident	17%	9%	5%	6%	3%	5%	5%	8%	12%	5%
Low level of confidence	3%	2%	0%	1%	13%	1%	0%	3%	3%	1%
Very low level of confidence	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%
NET HIGH LEVEL OF CONFIDENCE	81%	81%	93%	92%	60%	93%	94%	88%	80%	93%
NET LOW LEVEL OF CONFIDENCE	59%	15%	1%	1%	13%	1%	1%	4%	4%	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 of my condition & reasons for treatment were provided %	71%	71%	72%	70%	49%	70%	73%	71%	63%	71%
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	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 (WELLINGTON FREE)	Respondent	
	Patient	Relative or carer
A very clear and thorough explanation of my condition & reasons for treatment were provided	68%	72%
A reasonably clear and thorough explanation of my condition & reasons for treatment were provided	23%	20%
Explanation of condition & treatment were just ok	3%	7%
Some explanation was given but I could not understand it	1%	0%
No not at all	1%	2%
NET CLEAR & THOROUGH	91%	92%
NET UNCLEAR	2%	2%

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	71%	62%	69%	70%	39%	72%	66%	70%	63%	68%
Comfortable	22%	23%	23%	21%	33%	20%	26%	21%	20%	22%
OK	3%	4%	4%	3%	15%	3%	4%	4%	5%	4%
Uncomfortable	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%
Very uncomfortable	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
NET COMFORTABLE	93%	86%	92%	91%	73%	92%	91%	92%	83%	90%
NET UNCOMFORTABLE	1%	0%	1%	1%	0%	4%	5%	5%	2%	1%

NEW ZEALAND (WELLINGTON FREE)	Respondent		Gender		
	Patient	Relative or carer	Male	Female	Other
Very comfortable	77%	83%	73%	82%	0%
Comfortable	14%	11%	16%	12%	0%
OK	3%	0%	5%	1%	0%
Uncomfortable	1%	3%	2%	1%	0%
Very uncomfortable	0%	3%	2%	0%	0%
NET COMFORTABLE	91%	94%	89%	94%	0%
NET UNCOMFORTABLE	1%	6%	4%	1%	0%

Produced in September 2024

The Council of Ambulance Authorities Inc.

2/141 Sir Donald Bradman Drive
Hilton SA 5033

admin@caa.net.au

www.caa.net.au

