



2022 CAA

Patient Experience Survey

Final Report
September 2022

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Executive Summary

Overall Satisfaction

Over nine-in-ten of patients from Australia (96%), New Zealand (97%) and Papua New Guinea (97%) were satisfied with their most recent experience using the local ambulance service.

- Satisfaction among respondents with the Ambulance Service remained overwhelmingly positive across all services; 78% of Australian respondents, 89% of New Zealand and 72% of Papua New Guinean respondents stated they were 'very satisfied'; 19% of Australian respondents, 8% of New Zealand respondents and 25% of Papua New Guinean respondents were 'satisfied' with their most recent experience.
- Four of the eight Australian services demonstrated a decrease in NET satisfaction.
- When comparing St John New Zealand and Wellington Free Ambulance Services, those in Wellington (91%) were more likely to report being 'very satisfied' compared to St John NZ (88%) services.
- Across all services, the proportion of respondents that reported being satisfied ranged from 95% to 98%. There were no significant differences observed with overall satisfaction when comparing the results between service regions.

Calls to the ambulance service

63% of Australian patients and 86% of Papua New Guinean patients were connected to call taker quicker than they expected and 92% of Australian and 90% of Papua New Guinean patients found the call taker to be helpful & reassuring.

- There was a slight increase in positive experiences with ambulance call takers was observed in Australia in 2022. However, there were only 1% of patients that found the call takers to be unhelpful, and 8% felt they waited for longer to be connected than they should have.
- Papua New Guinea results declined when comparing 2022 results with 2021. With the decline there were only 1% of patients that found the call takers to be unhelpful, and 7% felt they waited for longer to be connected than they should have.
- Nine-in-ten (92%) patients in New Zealand found the call taker helpful and reassuring, an increase of 4% from the previous year (88%).

Waiting for an ambulance

Over half of patients across Australia (58%) and New Zealand (64%) and in Papua New Guinea and overwhelming 80% felt the length of time they waited for the ambulance to arrive was quicker than they thought it would be.

- Across Australia, the proportion of respondents that reported the wait for an ambulance was quicker than expected ranged from 54% to 61%, with three services reporting 61%.
- In New Zealand positive experiences with ambulance wait times increased significantly in 2022 when compared to 2021, when a positive response of 64% was recorded.
- Papua New Guinea reported very positive experiences with wait times, 80% felt the ambulance arrived quicker than expected.

Provision of care

97% of Australian patients felt their overall experience of care was 'good' or 'very good'.

- Results indicate that a high standard of care is consistently provided in each State and Territory. Satisfaction remained overwhelmingly positive in 2022, ranging from 94% to 99%.
- 90% of Papua New Guinea patients felt their overall experience of care was 'good' or 'very good'.
- Only 1% of patients that completed the survey reported the care they received from the paramedics as 'very poor' or 'poor' in both Australia and Papua New Guinea.

Over nine-in-ten patients in Australia (92%), New Zealand (97%) and Papua New Guinea (93%) reported having high levels of trust and confidence in the ambulance staff.

- There was little disparity when comparing Australian states. All services recorded a NET Confidence score of between 88% and 95%.
- The proportion of service users in Papua New Guinea reporting confidence in the service staff significantly increased from 91% in 2021 to 93% in 2022.

In Australia, over nine in ten patients (94%) said they experienced a 'very clear' or 'clear' explanation of their condition and reasons for treatment.

- The proportion of Australian patients reporting receiving a 'very clear' or 'clear' explanation decreased by 1% from 2021, this still indicates a consistent high level of communication from service staff.
- In New Zealand and Papua New Guinea, nine in ten (95% and 90% respectively) patients reported they received a 'very clear' or 'clear' explanation. New Zealand services saw a significant increase of seven percentage points compared to the previous year.

94% of Australian and New Zealand patients reported they were comfortable during their ambulance journey.

- The comfort during the ambulance journey reported remained consistent with 2021 findings (95% of Australian and 94% of New Zealand patients).
- 94% of New Zealand patients felt 'very comfortable' or 'comfortable' during the ambulance journey, unchanged from the previous year.
- Nine-in-ten (91%) of Papua New Guinea patients rated their level of comfort during the journey as 'very comfortable' or 'comfortable', an increase of 1% from 2021.

97% of Australians rated their experience as good or very good.

1. Research Context

1.1. Background and objectives

The CAA has administered the Patient Experience Survey since 2002 in Australia, 2007 in New Zealand and 2020 in Papua New Guinea. The survey is used to monitor patient experience in order to identify the quality of ambulance services, as reported by recent service users. This information helps the CAA and its members to better understand the recent experiences of treatment and care provided by services and identify aspects of service delivery that could be improved. Patients, or their carers, are asked to rank their satisfaction with ambulance services and treatment, including telephone assistance, timeliness of response, treatment received, competency of staff, journey comfort and overall satisfaction.

In Australia, the survey is conducted as a mailout, in New Zealand via SMS and in Papua New Guinea it is conducted via telephone. The survey is administered to a sample of patients who have been transported by services in an emergency or urgent context. Individual ambulance services in each jurisdiction are responsible for data collection.

The Council of Ambulance Authorities (CAA) represents the eleven statutory ambulance services across Australia, New Zealand and Papua New Guinea. CAA represents a unified voice for the pre-hospital sector working to respond to changing community needs with patient-centred practices.

1.2. Research Methodology

The CAA developed a core set of questions for the patient experience survey. All Australian services were instructed not to modify the questions (except to update with locally relevant language, such as ‘paramedic’ or ‘ambulance officer’). The questionnaire is included as an appendix to this report. Services were also able to add any additional questions at the end of the survey. Services were responsible for finalising the formatting of the questionnaire (e.g. adding logos or any additional graphic work). The CAA provided an example cover letter which services could update with their own information.

Services were then responsible for randomly drawing a sample of n=3,000 Code 1 and Code 2 patients to send the sample to. A definition of Code 1 and Code 2 is provided below:

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 printed and mailed by all services within Australia. As was the case in 2021, participants were given two options to complete the survey: via the hardcopy questionnaire provided in the survey pack or via an online survey link. In New Zealand, services conduct the survey using a different approach. Sampled patients are sent an SMS invitation that allows them to complete the survey online over their mobile device. In Papua New Guinea the survey was conducted via telephone in the native language of the patient, results were then translated back to English for the purposes of analysis. The fieldwork period differed amongst the services, all responses within Australia and Papua New Guinea were received between May and June 2022. New Zealand data collection methods differ where surveys run continuously throughout the year. For the sake of reporting a robust sample size, multiple months of New Zealand survey data has been included in this report.

Services were responsible for conducting data entry into a spreadsheet template provided by the CAA who will conduct the analysis and reporting. Responses that did not indicate if they were the ‘patient’ or ‘relative/carer of the patient’ were removed from the survey and were therefore not included in response rate calculations.

1.3. Response Rates

Table 1. Response Rate 2017-2022

	2017	2018	2019	2020	2021	2022	Response Rate	Total responses	Margin of error (+/-)
Victoria	36%	41%	41%	26%	26%	25%	753	1.6%	
New South Wales	31%	30%	30%	28%	22%	21%	632	1.7%	
Queensland	21%	28%	21%	29%	24%	24%	707	1.7%	
Western Australia	25%	19%	21%	19%	17%	19%	565	1.9%	
Tasmania	33%	34%	31%	41%	33%	30%	901	1.4%	
Northern Territory	13%	12%	9%	13%	14%	10%	136	3.7%	
Australian Capital Territory	29%	30%	24%	29%	28%	16%	480	2.0%	
South Australia	28%	20%	23%	29%	18%	19%	579	1.8%	
Australia Overall	32%	28%	25%	27%	23%	21%	4,753	0.6%	
St John	16%	16%	15%	17%	16%	-	890	1.5%	
Wellington	-	-	-	-	17%	-	378	2.3%	
New Zealand Overall	-	-	-	-	-	-	1,268	1.2%	
Papua New Guinea	-	-	-	-	-	-	546	1.8%	

* Australian response rates assume effective mail-out size n=3,000, except Northern Territory with an effective mail-out size n=1,300. Margin of error data based on incidence data provided by CAA.

Response rates for the 2022 survey ranged between 10% and 30%, eventuating in a response rate of 21% in Australia. This represented a decrease in the response rate recorded in 2021 of 23%. All rates were calculated assuming an effective mail-out size of 3,000 in each state and territory in Australia, with the exception of Northern Territory with an effective mail-out size of 1,300.

A margin of error is included in the table, this denotes a range of values that you can be 95% certain contains the true mean of the population. For example, if a service has a MoE of 3%, we can be 95% confident that the true measure if we were to survey an entire population would fall within 3% of the figure reported.

These values are derived by calculating the size of the sample in relation to the Road and Air Patient incident data.

1.4. How to interpret report

The following report details findings for Patient Experience surveys completed in 2022. Surveys that were received that did not indicate whether the respondent was the 'the patient that was transported' or 'a relative, or carer of the patient' (Q1) were excluded from the survey. All percentages have been reported excluding any 'Don't know', 'Can't recall', 'Not Applicable' or missing answers, where these exist.

Questions compare 2022 results with those collected in 2021. 'Overall Satisfaction' (Q10) data is displayed details the 'NET Satisfied' figure achieved for each service since 2015. As with previous iterations of the report, 'NET Positive' and 'NET Negative' scores (e.g. Q2, NET quicker and NET slower) are reported consistently with the manner that 'NET Satisfied' and 'NET Dissatisfied' have been reported in previous waves of the study.

To better represent the total patient population of each state and territory the Australian and New Zealand overall figures have been weighted according to recent Road and Air Patient incident data. Using this population data, the results of services were weighted up or down to reflect the population that used a service. This process is consistent with that applied to previous reports. Demographic data has not been weighted. No weighting was applied to Papua New Guinea results.

Results in the report have been rounded to the nearest integer, this approach applies a rule that when a digit at one decimal place is less than 5, then it is round down, which means the digit remains the same; if the digit at one decimal place is 5 or greater, this is then rounded up. This means that the sum of all proportions may not equate to 100%.

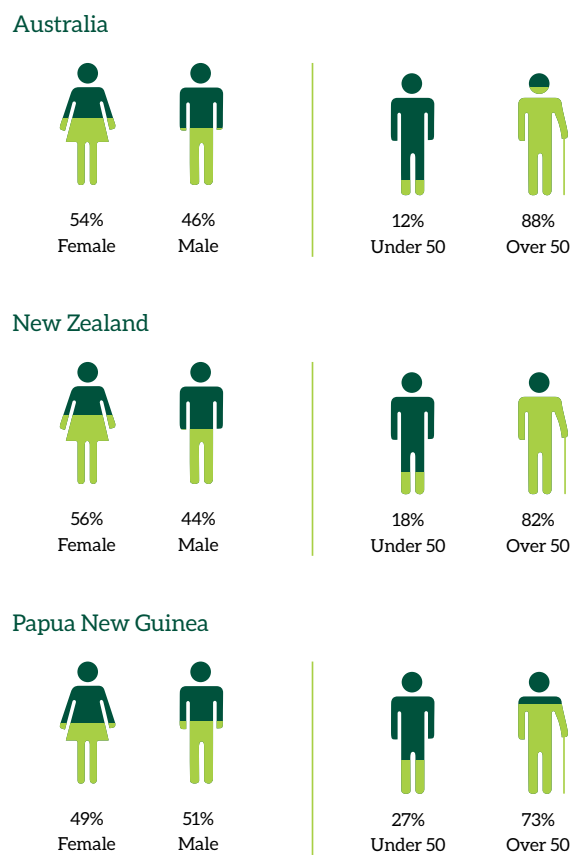
All questions are reported through categorical tables and charts for 2022 results, displaying results for each service and at the overall Australia, New Zealand and Papua New Guinea level. Statistically significant differences within countries (i.e. between states in Australia and services in New Zealand) as well as any differences between countries (i.e. Australia vs. New Zealand vs. Papua New Guinea) are not displayed in charts but have been noted in the commentary. Similarly, state level results were compared against the Australian average and where significant differences were observed these were discussed.

1.5. Description of survey sample

Responses relating to patient demography, person completing the survey and frequency of usage for 2021 are outlined below. Demographic data is presented at a National level and is unweighted.

Gender and Age

Across all three countries, more females participated in the survey than males. In both Australia (88%), New Zealand (82%), and Papua New Guinea (73%) the majority of respondents were aged over 50.



Person completing the survey

There were differences observed between Australia, New Zealand and Papua New Guinea in terms of the person completing the survey. In Australia, nearly a quarter of surveys (24%) were completed by a relative or carer of the patient, compared to 48% in New Zealand. In Papua New Guinea, over three quarters (83%) were carers or relatives of the patient compared to 17% who were the patient that was transported. The proportion of carers/patients in Australia and New Zealand has remained consistent for the previous four years of the study.

The breakdown of who completed the survey was consistent between services within both Australia and New Zealand between 2021 and 2022, whereas in Papua New Guinea there was a larger proportion of relatives/carers who completed the survey this year.



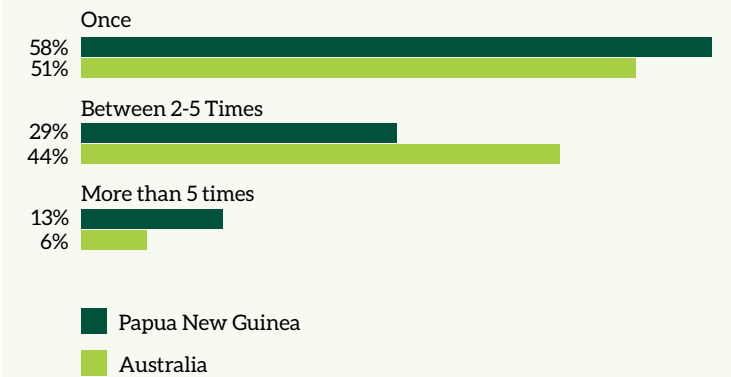
Frequency of usage in the last 12 months

In Australia, half of respondents reported using the ambulance service once in the last 12 months (51%), with a further 44% using it between two and five times. Six percent of respondents (6%) indicated they had used the ambulance service 'more than five times' in the last year.

In Papua New Guinea, nearly two thirds (58%) of respondents reported using the ambulance service once in the past 12 months. This is consistent with 2021 respondents where (63%) used the service between two and five times in the preceding year.

This question was not asked in New Zealand.

Usage of Ambulance Service in Last 12 Months



Base Australia n=4,653; New Zealand n=1,220; Papua New Guinea n=546; excludes 'missing' and 'other' responses.

2. Overall Satisfaction

As with previous waves of the study, overall satisfaction figures across all services remained very positive: 96% of Australian and 97% of New Zealand service users, and 97% of Papua New Guinea service users reported being either 'very satisfied' or 'satisfied' with their overall experience.

In Australia the overall satisfaction remained positive with the NET satisfaction remaining a consistent 96% when comparing to 2021. Just 2% of patients in Australia and 1% in New Zealand reported being 'very dissatisfied' or 'dissatisfied'.

While minor changes were observed in the overall satisfaction result between 2021 and 2022 for almost all services, three services experienced a 2% decrease in NET Satisfaction; Northern Territory, Western Australia and the Australian Capital Territory.

In Papua New Guinea, satisfaction remained very positive with a 3% increase from 94% in 2021 to 97% in 2022, selecting they were either 'very satisfied' or 'satisfied' with their overall experience.

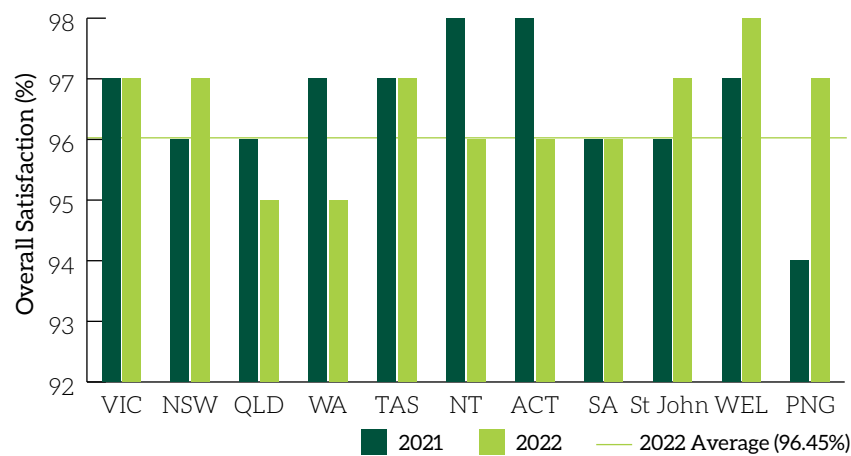
As with previous waves of the study, overall satisfaction figures across all services remained very positive: 96% of Australian and 97% of New Zealand service users, and 97% of Papua New Guinea service users reported being either 'very satisfied' or 'satisfied' with their overall experience.

Table 2. Overall satisfaction (Q10) – All Services (2022)

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET Satisfied	NET Dissatisfied
Victoria	76.6%	20.4%	1.5%	1.0%	0.6%	97%	2%
New South Wales	74.8%	22.0%	2.3%	0.6%	0.3%	97%	1%
Queensland	75.6%	19.6%	2.2%	1.6%	1.0%	95%	3%
Western Australia	75.9%	19.2%	2.2%	1.6%	1.1%	95%	3%
Tasmania	82.3%	15.0%	1.2%	0.8%	0.7%	97%	1%
Northern Territory	86.7%	9.6%	0.7%	0.7%	2.2%	96%	3%
Australian Capital Territory	75.2%	20.3%	2.5%	0.4%	1.5%	96%	2%
South Australia	78.8%	17.3%	2.1%	1.6%	0.2%	96%	2%
Australia Overall	77.6%	18.6%	1.9%	1.1%	0.8%	96%	2%
St John	87.7%	9.2%	2.0%	0.6%	0.6%	97%	1%
Wellington	91.4%	6.6%	0.9%	0.2%	0.4%	98%	1%
New Zealand Overall	88.8%	8.4%	1.6%	0.5%	0.7%	97%	1%
Papua New Guinea	72.0%	25.1%	2.9%	0.0%	0.0%	97%	0%

Base Australia n=4,653; New Zealand n=1,220; Papua New Guinea n=546 (excludes 'missing')

Figure 2. Overall satisfaction (Q10) - All services (2021 vs 2022)



Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia 2022 = 4,653, 2021 n=5,099; New Zealand 2022 n = 1,220, 2021 n=1,774; Papua New Guinea 2022 n= 237, 2021 n=1,093; excludes 'missing')

96% of patients were satisfied with their care.



Table 3. Overall satisfaction 2015-2022 (Q10) – Time series

	2015	2016	2017	2018	2019	2020	2021	2022
Victoria	97%	97%	97%	98%	97%	99%	97%	97%
New South Wales	99%	-	97%	98%	98%	97%	96%	97%
Queensland	98%	100%	98%	98%	96%	98%	96%	95%
Western Australia	97%	97%	99%	98%	99%	97%	97%	95%
Tasmania	98%	98%	97%	98%	98%	98%	97%	97%
Northern Territory	97%	96%	97%	92%	95%	97%	98%	96%
Australian Capital Territory	98%	98%	97%	97%	97%	98%	98%	96%
South Australia	98%	98%	98%	98%	100%	99%	96%	96%
Australia Overall	98%	98%	97%	98%	98%	98%	96%	96%
St John	-	-	97%	98%	97%	97%	96%	97%
Wellington	-	-	97%	96%	96%	98%	97%	98%
New Zealand Overall	-	-	97%	98%	97%	97%	96%	97%
Papua New Guinea	-	-	-	-	-	94%	94%	97%

Q10. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia 2022 n=4,653; New Zealand 2021 n=1,220; Papua New Guinea 2022 n=546; excludes 'missing')

The reported NET satisfaction of Australian respondents (96%) is consistent with the previous year. New Zealand's overall satisfaction (97%) is a 1% increase with the previous years. Papua New Guinea received a very strong positive NET satisfaction of 97%, increasing by 3% on the previous 2021 result.

The consistently positive results suggest that standards of service delivery have become entrenched across all services in all three countries.

Both times I have needed to use this service I have been impressed by the dedication of the staff that I dealt with.”
– Patient, VIC

3. Patient Experience

In Australia overall, six in ten respondents (63%) indicated that they were connected to the Ambulance Service call taker either 'much' or 'a little' quicker than expected, with about four in ten (42%) of the participants responding it was 'much quicker than I thought it would be'. Nearly one third of participants (30%) indicated that the time taken to be connected was as expected, while only 8% were connected either 'a little' or 'much' slower than expected. Tasmania (66%) and New South Wales (65%) were the most satisfied regarding the time taken to be connected.

Eight in ten (86%) of Papua New Guinea participants reported they felt the time to be connected was either 'much' or 'a little' quicker than expected, with 8% of patients indicating the time to be connected to the Ambulance Service caller met their expectations. Less than one in ten (7%) felt that the connection wait time was slower than anticipated.

This question was not asked in New Zealand.

“From start to finish, I found the call taker service to be kind, professional and very thorough with advice and reassurance during the whole experience.”

– Patient, ACT

3. Patient Experience

3.1. Calling the ambulance service

Time taken to be connected

Table 4. Time taken to be connected (Q2) - Australia and Papua New Guinea 2022

	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
Victoria	42.4%	20.5%	25.5%	6.7%	5.0%	63%	12%
New South Wales	41.7%	22.8%	30.0%	2.2%	3.2%	65%	5%
Queensland	38.9%	20.1%	31.4%	5.0%	4.5%	59%	9%
Western Australia	38.8%	21.9%	31.3%	4.3%	3.6%	61%	8%
Tasmania	44.2%	21.9%	27.8%	3.1%	3.0%	66%	6%
Northern Territory	49.6%	14.5%	28.2%	3.4%	4.3%	64%	8%
Australian Capital Territory	40.2%	20.3%	34.4%	2.2%	2.9%	61%	5%
South Australia	39.8%	22.0%	31.3%	4.0%	2.8%	62%	7%
Australia Overall	41.5%	21.2%	29.8%	4.0%	3.5%	63%	8%
Papua New Guinea	59.1%	26.4%	7.6%	5.2%	1.7%	86%	7%

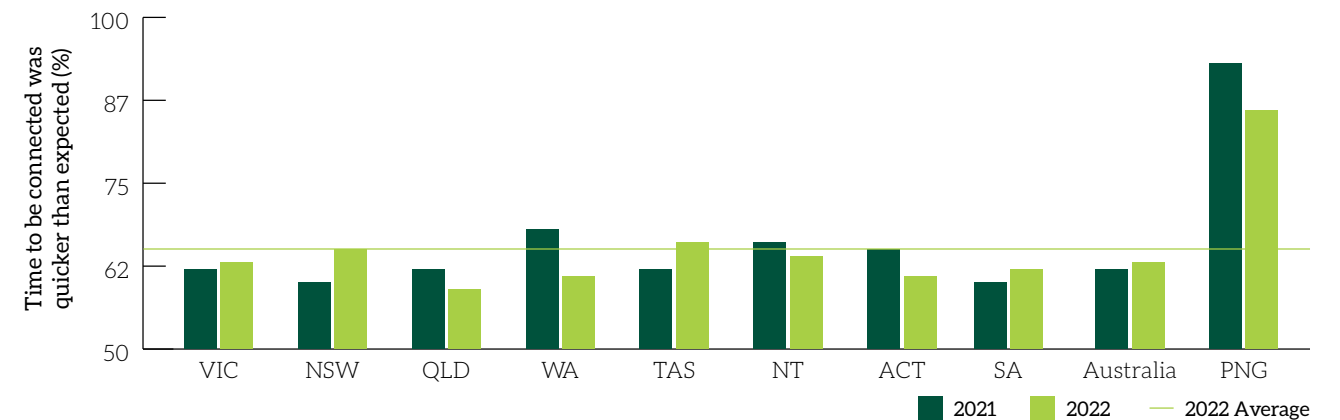
Q2. Which of the following would best describe how you felt about the length of time you waited to be connected to the Ambulance Service call taker? (Base Australia n=4,110; Papua New Guinea n=541; excludes 'missing', 'don't know/can't say')

86%



of patients in PNG felt they were connected to the Ambulance service quicker than they expected.

Figure 3. Time taken to be connected - Australia and Papua New Guinea (Q2) - 2021 vs 2022



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? (Base Australia 2021 n=4,345, 2022 n=4,110; Papua New Guinea 2021 n=1,093, 2022 n=541; excludes 'missing', 'don't know/can't say')

Regarding the time taken to be connected, overall, in Australia there was a 1% increase in NET positive results to 63%, with 8% of respondents indicating that the length of time waited to be connected to a call taker was slower than expected.

While NET positive results declined in four Australian states, Western Australian (61%) and Australian Capital Territory (61%) saw the most significant decreases.

New South Wales had the largest improvement in reported times to be connected to the call taker this year (65%, up from 60% in 2021).

Papua New Guinea saw a large decrease in the length of time taken to be connected to the ambulance service call taker, down 7 percentage points from 2021 to 86% in 2022.

The person on the phone was very reassuring. The paramedic was caring and considerate and very professional.”
- Patient, ACT

Assistance provided by call taker

Table 5. Assistance provided by call taker (Q3) - All Services 2022

	Very helpful and reassuring	Helpful and reassuring	OK	Not helpful and not reassuring	Very unhelpful and not at all reassuring	NET Helpful	NET Unhelpful
Victoria	56.8%	30.2%	8.0%	1.4%	3.6%	87%	5%
New South Wales	55.1%	38.0%	5.8%	0.9%	0.2%	93%	1%
Queensland	65.0%	28.4%	5.6%	0.7%	0.3%	93%	1%
Western Australia	61.8%	30.8%	7.0%	0.2%	0.2%	93%	0%
Tasmania	66.0%	27.6%	5.8%	0.3%	0.3%	94%	1%
Northern Territory	65.5%	26.7%	7.8%	0.0%	0.0%	92%	0%
Australian Capital Territory	61.3%	30.1%	7.8%	0.2%	0.5%	91%	1%
South Australia	64.5%	29.9%	5.0%	0.6%	0.0%	94%	1%
Australia Overall	61.6%	30.5%	6.4%	0.6%	0.8%	92%	1%
St John	71.9%	21.2%	5.2%	1.4%	0.3%	93%	2%
Wellington	81.4%	8.8%	7.0%	0.7%	2.1%	90%	2.8%
New Zealand Overall	76.6%	15.0%	6.1%	1.0%	1.2%	92%	2%
Papua New Guinea	64.9%	24.7%	9.0%	1.1%	0.2%	90%	1%

Q3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? (Base Australia n=4,021; New Zealand n=573, Papua New Guinea n=542; excludes 'missing', 'don't know/can't say')

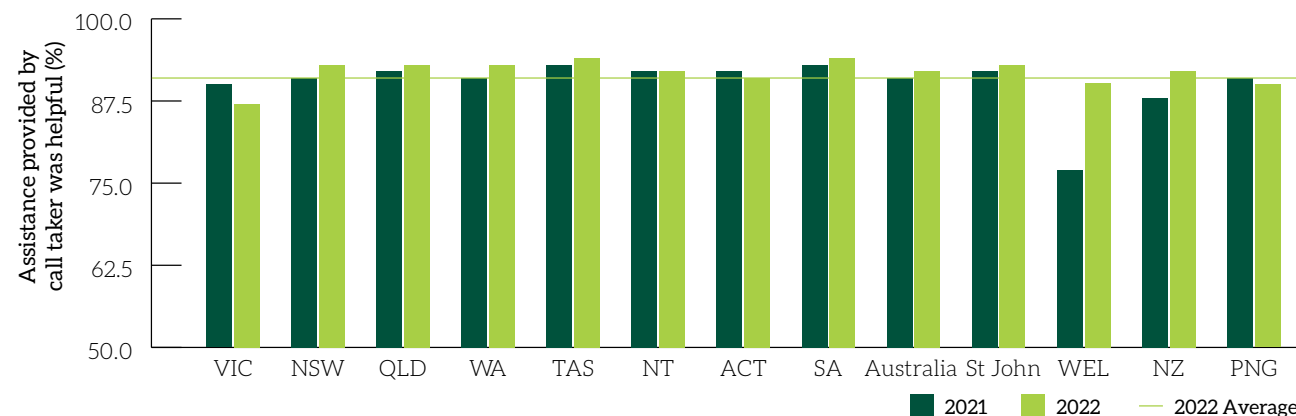
Nine in ten respondents in New Zealand (92%), Australia (92%), and Papua New Guinea (90%) indicated that the assistance provided by the call taker was either 'very helpful and reassuring' or 'helpful and reassuring'.

0% of respondents in the Northern Territory and Western Australia reported that the call taker was unhelpful, and only a range of 1% to 5% in the rest of the Australian states and Papua New Guinea.

9 in 10 patients rated the call taker as helpful



Figure 4. Assistance provided by call taker - All Services (Q3) - 2021 vs 2022



Q3. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler you were speaking with? (Base Australia 2021 n=4,021, n=4,189; New Zealand 2022 n=573, 2021 n=842; Papua New Guinea 2022=542, 2021 n=1,088; excludes 'missing', 'don't know/can't say')

Australian overall results experienced an increase in NET positive results in 2022 to 92% when compared against the previous year (91%). This was driven by an increase in those reporting the call taker was 'Very helpful' or 'Helpful' in Tasmania (94%) and South Australia (94%). However, for the sixth consecutive year, only 1% of Australians indicated that the call taker was unhelpful, with a significantly larger proportion of Australians indicating that the Ambulance Service call handler's helpfulness and reassurance was 'OK' this year (6% in 2022, down from 8% in 2021).

Similarly, in New Zealand, the proportion of respondents who said the call taker was 'Very helpful' or 'Helpful' increased significantly, from 88% in 2021 to 92% in 2022. Wellington's significant increase from 77% in 2021 to 90% in 2022 was the key contributor to this shift.

Papua New Guinea saw an improvement overall with nine in ten (90%) respondents indicating that the call handler was either 'very helpful' or 'helpful', down one percentage points from 91% last year.

They all made me feel very calm and reassured. I think the ambulance service does an amazing job."

- Patient, VIC

3.2. Waiting for the ambulance

Table 6. Time taken for ambulance to arrive (Q4) - All Services 2022

	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
Victoria	37.3%	22.5%	25.4%	7.5%	7.2%	60%	15%
New South Wales	25.5%	35.2%	29.1%	5.2%	5.0%	61%	10%
Queensland	35.5%	18.2%	26.7%	9.7%	9.9%	54%	20%
Western Australia	35.4%	19.8%	31.7%	7.2%	5.8%	55%	13%
Tasmania	38.1%	22.8%	26.2%	6.2%	6.7%	61%	13%
Northern Territory	44.9%	15.7%	28.3%	6.3%	4.7%	61%	11%
Australian Capital Territory	35.7%	20.9%	34.8%	5.1%	3.5%	57%	9%
South Australia	34.0%	26.0%	25.6%	8.6%	5.7%	60%	14%
Australia Overall	35.0%	23.4%	28.1%	7.1%	6.4%	58%	14%
St John	46.00%	17.4%	23.2%	7.7%	5.7%	63%	13%
Wellington	46.6%	19.3%	26.1%	4.9%	3.1%	66%	8%
New Zealand Overall	46.2%	17.9%	24.0%	6.9%	5.0%	64%	12%
Papua New Guinea	53.7%	26.8%	11.4%	6.5%	1.7%	80%	8%

Q4. 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=4,441; New Zealand n=1,171; Papua New Guinea n=542; excludes 'missing', 'don't know/can't say')

In Australia, over half of respondents (58%) said that the ambulance arrived 'much' or 'a little' quicker than expected, with 35% of respondents reporting that it arrived 'much' quicker. New South Wales, the Northern Territory and Tasmania recorded the most positive experiences when it came to ambulance wait times, 61% of reported that the ambulance arrived either 'much' or 'a little' quicker than expected.

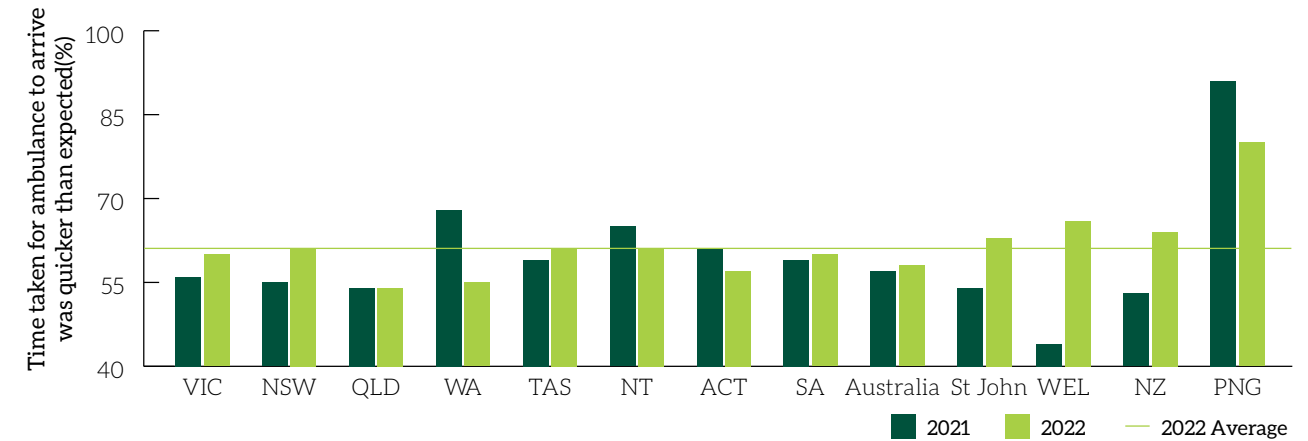
In New Zealand, two thirds of participants (64%) indicated the ambulance arrived either 'much' or 'a little' quicker than expected. An overwhelming 80% of Papua New Guinea respondents reported they felt the ambulance either arrived 'much' or 'a little' quicker than expected.

58%
of patients in Australia reported the Ambulance arrived quicker than expected.

NZ reported 64% and in PNG, it was 80%.



Figure 5. Time taken for ambulance to arrive - All Services (Q4) - 2021 vs 2022



Q4. Which of the following would best describe how you felt about the length of time you waited for the ambulance to arrive? (Base Australia 2022 n= 4,441, 2021 n=2,561; New Zealand 2022 n=1,171, 2021 n=1,696; Papua New Guinea 2022 n=542, 2021 n=1,092; excludes 'missing', 'don't know/can't say')

Western Australia reported a significant decline with the satisfaction of timeliness of ambulance arrival. This culminated in the Australia overall result having a slight increase, by one percentage points from the previous year to 58%. New South Wales satisfaction in wait times increased significantly by six percentage point to 61%, which is equal highest positive score with Tasmania and Northern Territory.

Similarly, NET positive results in New Zealand increased significantly to 64%, up eleven percentage points from the previous year. This was primarily driven by a significant increase in satisfaction of timeliness of ambulance arrival in Wellington, up 22 percentage points to 66%.

Papua New Guinea saw a decrease in positive experiences with wait times, 80% reporting the ambulance arrived quicker than they expected, down 11 percentage points from 2021.

Here quickly, friendly, made me feel relaxed. Could not speak any more highly about service provided."

- Carer, VIC

Reasonable wait time for an ambulance

Table 7. Reasonable time for an ambulance (Q9) – Australia 2022

	Average (minutes)	Standard deviation	Minimum	Q1	Median	Q3	Maximum
Victoria	18.4	11.6	0	10	15	20	90
New South Wales	19.6	11.6	5	15	15	20	120
Queensland	22.5	16.7	1	12	20	30	120
Western Australia	21.4	12.8	1	15	20	30	90
Tasmania	23.3	16.2	0	15	20	30	120
Northern Territory	17.8	10.8	1	10	15	20	80
Australian Capital Territory	18.0	11.7	1	10	15	20	120
South Australia	19.7	10.6	5	15	15	25	120
Australia Overall	20.5	13.5	0	12	15	30	120
Papua New Guinea	22.9	13.8	2	15	20	30	120

Q9. 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=3,892; Papua New Guinea n=545; excludes 'missing', 'don't know/can't say', and responses over 120 minutes)

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 5 minutes), the maximum value was reported, which is important to note when interpreting data.

Table 8 displays:

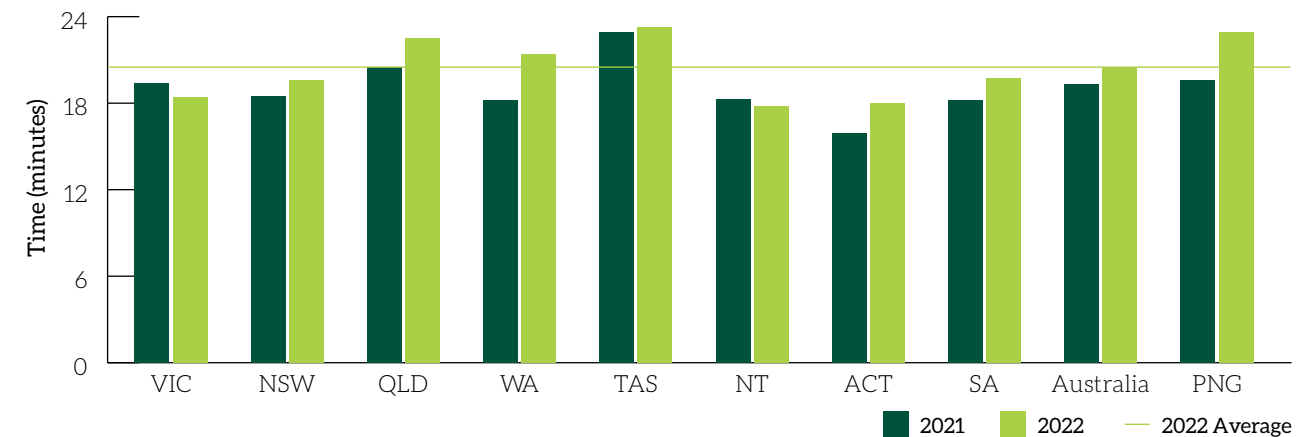
- mean (the average)
- the minimum answer provided in each state and across the country
- first quartile Q1 (the point where 25% of answers are below this point and 75% above)
- median or second quartile (the mid-point where half the answers are below this point and half above)
- third quartile Q3 (the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

Across Australia on average, respondents reported that 20.5 minutes was a reasonable time to wait for an ambulance if they had an emergency in their home. As in 2022, those from Tasmania had the most lenient expectations of ambulance wait times with an average wait time of 23.3 minutes. This was followed by Queensland with an average wait time of 22.5 minutes. These figures were both significantly greater when compared against the Australian average. The Northern had the quickest perceived reasonable wait time of 17.8 minutes.

Papua New Guinea's reasonable wait time of 22.9 was similar to the Australian average. This question was not asked in New Zealand.

"I was amazed at how quick they arrived and could not fault their care and respect."
– Patient, NZ

Figure 6. Reasonable time for an ambulance – Australia (Q9) – 2021 vs 2022



Q9. 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 2022 n= 3,892, 2021 n=4,474; excludes 'missing', 'don't know/can't say', and responses over 120 minutes)

Australians overall were more tolerant of wait times in 2022 with a reasonable wait time expected of 20.5 minutes, over one minute longer compared to 2021. All states and territories, except for the Northern Territory and Victoria, increased their leniency regarding wait times.

A significant increase in what was considered a reasonable wait time was observed when comparing 2021 and 2022 results among Western Australia (18.2 mins in 2021 to 21.4 mins in 2022), Queensland (20.5 ins in 2021 to 22.5 mins in 2022) and in Tasmania (22.9 mins in 2021 to 23.3 mins in 2022).

Papua New Guineans overall were more tolerant of wait times in 2022 with a reasonable wait time expected of 22.9 minutes, over three minutes longer compared to 2021. The question was not asked in New Zealand.

"Ambulance was very quick to arrive at my home and they took very good care of me."
– Patient, QLD

"Very prompt and capable people who no doubt helped to save my life. Thank you so much."
– Patient, QLD

3.3 Provision of care

Care Provided

Table 8. Paramedics' care (Q5) – Australia and Papua New Guinea 2022

	Very good	Good	OK	Poor	Very poor	NET Good	NET Poor
Victoria	87.3%	9.4%	1.9%	0.4%	1.0%	97%	1%
New South Wales	86.9%	11.2%	1.6%	0.2%	0.2%	98%	0%
Queensland	86.5%	11.0%	1.6%	0.3%	0.7%	97%	1%
Western Australia	83.2%	11.3%	3.6%	1.1%	0.9%	94%	2%
Tasmania	90.3%	8.0%	0.9%	0.3%	0.5%	98%	1%
Northern Territory	95.6%	2.9%	0.7%	0.0%	0.7%	99%	1%
Australian Capital Territory	81.4%	13.1%	4.2%	0.2%	1.1%	94%	1%
South Australia	86.5%	11.0%	2.3%	0.2%	0.0%	98%	0%
Australia Overall	86.8%	9.9%	2.3%	0.4%	0.6%	97%	1%
Papua New Guinea	70.1%	20.0%	9.2%	0.5%	0.2%	90%	1%

Q5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia n=4,668; Papua New Guinea n=546; excludes 'missing', 'don't know/can't say')

Overall, respondents' experiences with the care provided by the ambulance paramedics were overwhelmingly positive. 87% Australian patients reported their care as 'very good', with a further one in ten (10%) indicating their care was 'good'.

Only 1% of the overall Australian sample reported their care as poor. A very high level of satisfaction was reported across all states and territories, ranging from 94% to 99%, indicating that the level of care provided by the ambulance paramedics was either 'very good' or 'good'.

Similarly, the experience of care received by patients in Papua New Guinea was overwhelmingly positive with ninety- percent (90%) indicating it was 'very good' or 'good'.

This question was not asked in New Zealand.

"The paramedic was amazing, reassuring and professional."

- Patient, ACT

"The paramedics were lovely, put me at ease, very professional."

- Carer, TAS

Figure 7. Paramedics' care – Australia and Papua New Guinea (Q5) – 2021 vs 2022



Q5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia 2022 n=4,668, 2021 n=5,132; Papua New Guinea 2022 n=546, 2021 n=1,092; excludes 'missing', 'don't know/can't say')

For the fifth consecutive year, overall Australian respondents' experiences regarding the level of care were almost entirely positive. Despite Western Australia and the Australian Capital Territory both reporting a significant decline of two and three percentage points respectively to 94%, only 2% and 1% respectively of respondents from both states felt that the level of care provided by the paramedics was 'very poor' or 'poor'.

Papua New Guinea NET positive result declined by one percentage points to 90%. However, this remains a very strong result, and similar to the Australian results only 1% of respondents reported a negative experience.

"I felt totally supported and at ease with the paramedics. They were both extremely kind and caring & attentive."

- Patient, NSW

Trust and confidence in ambulance service staff

Table 9. Trust and confidence in quality of care and treatment (Q6) – All services 2022

Level of Confidence	Very high	High	Confident	Low	Very low	NET High	NET Low
Victoria	68.2%	23.5%	6.9%	0.7%	0.7%	92%	1%
New South Wales	71.8%	21.4%	6.5%	0.3%	0.0%	93%	0%
Queensland	69.2%	21.2%	7.4%	2.0%	0.1%	90%	2%
Western Australia	64.6%	23.6%	9.8%	1.1%	0.9%	88%	2%
Tasmania	72.8%	21.8%	4.4%	0.7%	0.3%	95%	1%
Northern Territory	80.1%	12.5%	5.9%	0.7%	0.7%	93%	1%
Australian Capital Territory	63.2%	26.4%	8.9%	0.4%	1.1%	90%	1%
South Australia	68.1%	23.2%	8.0%	0.7%	0.0%	91%	1%
Australia Overall	69.1%	22.5%	7.1%	0.9%	0.4%	92%	1%
St John	81.5%	15.0%	2.3%	0.8%	0.4%	97%	1%
New Zealand Overall	81.5%	15.0%	2.3%	0.8%	0.4%	97%	1%
Papua New Guinea	67.5%	25.9%	6.4%	0.0%	0.2%	93%	0%

Q6. 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=4,672; New Zealand n=890; Papua New Guinea n=545; excludes 'missing', 'don't know/can't say')

Reported levels of trust and confidence in the quality of care and treatment provided by ambulance paramedics were high across the board, with Australia averaging 92% and all Australian services recording a positive score between 88% and 95%.

The small range of variation across services indicates that nationwide there are high levels of trust in ambulance service staff.

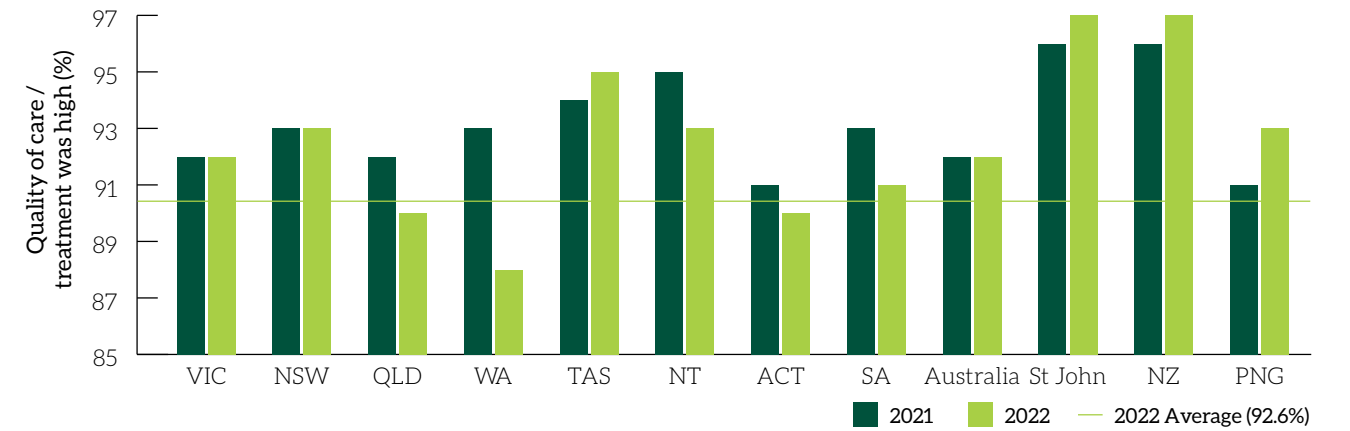
In New Zealand, this question was only asked to patients of St John Ambulance Service. An overwhelming 97% of patients reported either 'very high' or 'high' levels of confidence and trust and only 1% reported low levels of confidence.

In Papua New Guinea, just over nine in ten respondents (93%) indicated the level either 'very high' or 'high' levels of confidence and trust and only one respondent (0%) indicated they had low levels of confidence.

“Their happy disposition was a definite plus. Thank you.”
– Patient, St John New Zealand

“I can't think of anything that could have made me feel more comfortable and safer.”
– Patient, St John New Zealand

Figure 8. Trust and confidence in quality of care and treatment – All services (Q6) – 2021 vs 2022



Q6. 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 2022 n=4,672, 2021 n=5,133; New Zealand 2022 n= 890, 2021 n=1,201; Papua New Guinea 2022 n=545, 2021 n=1,091; excludes 'missing', 'don't know/can't say')

Overall results for Australian services saw a decrease in 2022, down one percentage points from 95% in 2021 to 94%. Western Australia and the Australian Capital Territory service experienced a significant decrease in the proportion of respondents that reported 'Very high' or 'High' levels of confidence, down three percentage points from 97% in 2021 to 94% in 2022.

This question was only asked of St John Ambulance Service patients in New Zealand. Whilst results in New Zealand remain unchanged for this measure from 2021 to 2022 keeping the NET positive score at 94%.

Papua New Guinea recorded an increase improvement in levels of confidence, with 91% of respondents indicating that they had 'very high' or 'high' levels of trust and confidence, a one percentage point increase compared to 2021.

“The attendants were so lovely, reassuring, and make the situation less frightening.”
– Patient, St John New Zealand

“Very comforting and reassuring. I felt safe and confident that I was getting the best care.”
– Patient, WA

Service staff explanations

Table 10. Service staff explanations (Q7) – All services 2022

	A very clear and thorough explanation	A reasonable clear explanation	Explanation of my condition & treatment were just OK	Some explanation was given but I couldn't understand	No not at all	NET Clear	NET Unclear
Victoria	69.1%	25.0%	3.8%	1.3%	0.7%	94%	2%
New South Wales	64.1%	29.1%	4.7%	1.1%	1.0%	93%	2%
Queensland	72.2%	21.5%	4.0%	1.2%	1.0%	94%	2%
Western Australia	63.3%	27.9%	6.4%	0.6%	1.9%	91%	2%
Tasmania	75.4%	20.0%	2.1%	0.9%	1.6%	95%	3%
Northern Territory	75.6%	21.4%	1.5%	0.8%	0.8%	97%	2%
Australian Capital Territory	63.6%	29.6%	4.6%	1.1%	1.1%	93%	2%
South Australia	68.6%	27.0%	2.6%	1.3%	0.6%	96%	2%
Australia Overall	69.0%	25.0%	3.8%	1.1%	1.1%	94%	2%
Wellington	71.9%	23.4%	3.0%	1.5%	0.3%	95%	3%
New Zealand Overall	71.9%	23.4%	3.0%	1.5%	0.3%	95%	3%
Papua New Guinea	69.3%	20.9%	8.2%	1.3%	0.2%	90%	1%

Q7. 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=4,533; New Zealand n=1,244; Papua New Guinea n=535; excludes 'missing', 'don't know/can't say')

In Australia, a majority (94%) of respondents felt that the ambulance service staff provided a 'very clear' (69%) or 'reasonably clear' (25%) explanation of their condition and reasons for treatment. Only 2% of all Australian respondents considered their explanation unclear. There some variation

between the states and territories, all services reporting a range between 91% to 97% when looking at the proportion who reported receiving a clear explanation. In New Zealand, this question was only asked of Wellington patients this year. 95% of respondents indicated that the ambulance service

staff's explanation was clear, with over two-thirds (72%) reporting that the explanation was 'very clear'.

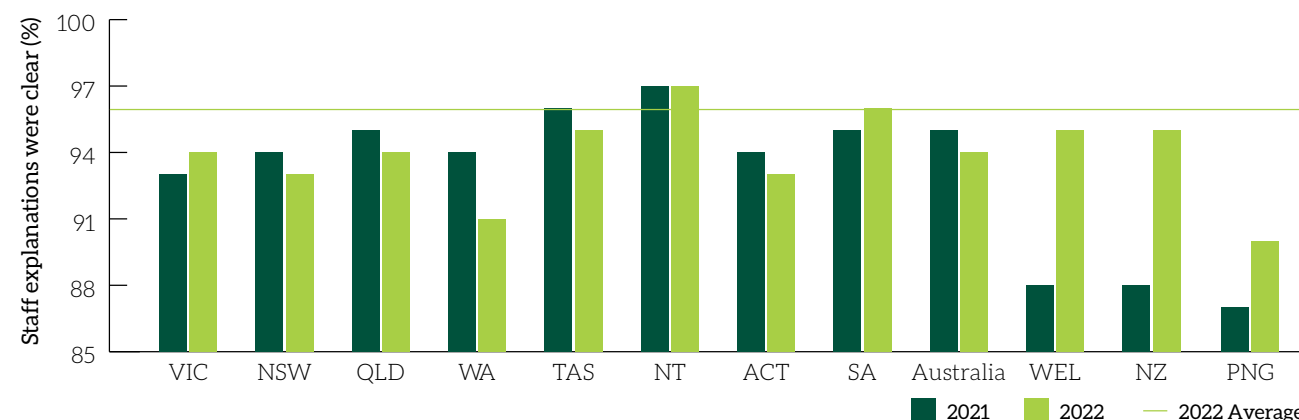
In Papua New Guinea, 90% of respondents receiving a 'very clear' or 'clear' explanation from the Ambulance service staff.

9in10



patients reported the ambulance service staff clearly explained condition and treatment.

Figure 9. Service staff explanations – All Services (Q7) – 2021 vs 2022



Q7. Did the Ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia 2022 n=4,533, 2021 n=4,883; New Zealand 2022 n=1,244, 2021 n=544; Papua New Guinea 2022 n=535 2021 n=1,093; excludes 'missing', 'don't know/can't say')

Overall, results in Australia decreased slightly compared to 2021, down one percentage point to 94%. Western Australia saw a significant decline of three percentage points to 91% in 2022. All other states and territories remained consistent from the previous year, with only marginal changes in results observed.

New Zealand saw a significant increase overall of seven percentage points, from 88% in 2020 to 95% this year. Papua New Guinea recorded an increase of three percentage points to 90% in 2022.

Both paramedics were very professional and showed care and explained everything they were doing clearly."

- Patient, TAS

The officers were considerate and kind, explaining everything and reassuring."

- Patient, QLD

The treatment was explained and any questions I had were answered calmly and clearly."

- Patient, NZ

Quality of the ride

Table 11. Quality of the ride (Q8) – All Services 2022

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	NET Comfortable	NET Uncomfortable
Victoria	64.2%	29.1%	4.9%	1.5%	0.4%	93%	2%
New South Wales	58.8%	36.2%	4.4%	0.5%	0.2%	95%	1%
Queensland	70.2%	22.7%	4.3%	0.9%	0.6%	93%	2%
Western Australia	67.2%	26.9%	4.4%	0.6%	1.0%	94%	2%
Tasmania	67.7%	27.4%	3.8%	1.1%	0.1%	95%	1%
Northern Territory	77.8%	18.5%	3.0%	0.7%	0.0%	96%	1%
Australian Capital Territory	70.0%	23.9%	4.2%	0.7%	1.2%	94%	2%
South Australia	69.2%	25.1%	4.7%	0.7%	0.4%	94%	1%
Australia Overall	67.1%	27.2%	4.3%	0.9%	0.5%	94%	1%
St John	67.4%	26.8%	3.2%	1.4%	1.2%	94%	3%
Wellington	78.8%	16.2%	3.8%	0.9%	0.3%	95%	1%
New Zealand Overall	70.6%	23.8%	3.4%	1.3%	0.9%	94%	2%
Papua New Guinea	70.0%	20.7%	8.3%	0.6%	0.4%	91%	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? (Base Australia n=4,419; New Zealand n=1,189; Papua New Guinea n=540; excludes 'missing', 'don't know/can't say')

Among all Australian patients, an overwhelming majority (94%) reported a comfortable experience, with two thirds (67%) of respondents reporting that the ride was 'very comfortable' and a quarter (27%) indicating that it was 'comfortable'.

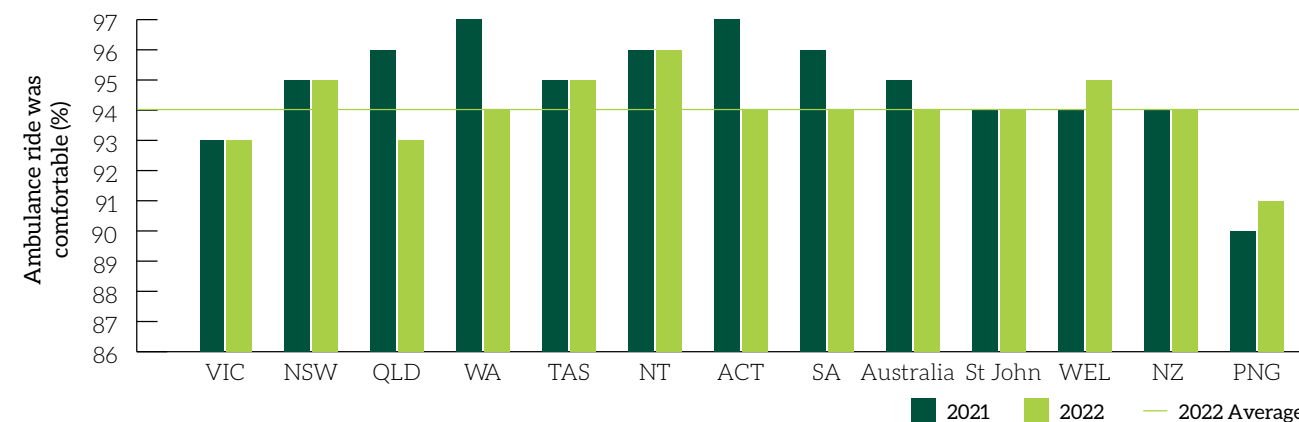
1% of patients in Australia felt that the ambulance journey was 'uncomfortable' or 'very uncomfortable'. New Zealand recorded results consistent with Australia, 94% of participants indicating they were comfortable and only 2% of respondents

reporting being uncomfortable during their journey. Nine in ten (91%) patients in Papua New Guinea reported the handling of the vehicle was either 'very comfortable' or 'comfortable', and only five respondents (1%) who felt the journey was uncomfortable.

94% of Australian and New Zealand patients reported the ambulance ride was comfortable. In PNG it was 91%

"I felt cared for and in great hands."
- Patient, NZ

Figure 10. Quality of the ride – All Services (Q8) – 2021 vs 2022



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? (Base Australia 2022 n= 4,419, 2021 n=4,888; New Zealand 2022 n=1,189, 2021 n=1,623; Papua New Guinea 2022 n=540, 2021 n=1,089; excludes 'missing', 'don't know/can't say')

Results from 2021 to 2022 across Australia show a marginal decline in NET positive results, overall down one percentage point to 94%. The Queensland service reported a significant decrease of three percentage points from 2021 to 93%, whereas the other states and territories also saw decreases.

New Zealand results also remained consistent with no changes in the overall results.

In Papua New Guinea, 91% of respondents indicated that the journey was either 'very comfortable' or 'comfortable', up 1 percentage points from 2021.

"The driver worked very hard to make the trip comfortable in spite of rural roads."
- Patient, NZ

"The ride was comfortable, and the ambulance officer was reassuring which is good."
- Patient, PNG

Appendix

2022 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.
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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
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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
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“I felt as though I was in the right hands, everything was under control and I completely trusted them in what they were doing.”

– Patient, St John New Zealand

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
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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
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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
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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
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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
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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 were you 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
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Q11a) What were the best things about your experience with the ambulance service?

Q11b) What could the ambulance service do to improve the service provided to patients?

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

Q12 Which of the following best describes you (the patient)?

Male	Female	Other
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Q13 Please select the age group you (the patient) falls 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 +

Q14 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
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Q15 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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very satisfied	78%	77%	79%	77%	80%	76%	74%	67%	79%
Satisfied	19%	19%	18%	19%	17%	20%	20%	24%	18%
Neither satisfied or dissatisfied	2%	2%	2%	2%	2%	2%	2%	4%	2%
Dissatisfied	1%	2%	1%	1%	1%	1%	2%	2%	1%
Very dissatisfied	1%	1%	1%	1%	1%	1%	2%	2%	1%
NET SATISFIED	96%	96%	96%	97%	96%	96%	94%	91%	97%
NET DISSATISFIED	2%	2%	2%	3%	2%	2%	4%	5%	1%

NEW ZEALAND	Respondent		Gender		Age Group	
	Patient	Relative, carer	Male	Female	Under 50	Over 50
Very satisfied	89%	89%	91%	87%	77%	91%
Satisfied	8%	9%	7%	10%	17%	7%
Neither satisfied or dissatisfied	2%	1%	1%	2%	4%	1%
Dissatisfied	1%	0%	0%	1%	1%	0%
Very dissatisfied	1%	1%	1%	0%	1%	0%
NET SATISFIED	97%	98%	98%	97%	94%	98%
NET DISSATISFIED	1%	1%	1%	1%	2%	1%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very satisfied	72%	72%	68%	76%	75%	67%	71%	71%	75%
Satisfied	26%	25%	28%	23%	23%	29%	28%	26%	22%
Neither satisfied or dissatisfied	2%	3%	4%	2%	3%	4%	1%	3%	3%
Dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET SATISFIED	98%	97%	96%	98%	97%	96%	99%	97%	97%
NET DISSATISFIED	0%	0%	0%	0%	0%	0%	0%	0%	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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Much quicker than I thought it would be	42%	41%	41%	43%	43%	41%	35%	36%	42%
A little quicker than I thought it would be	22%	19%	24%	19%	21%	22%	18%	19%	21%
About what I thought it would be	29%	32%	29%	31%	29%	30%	37%	34%	29%
A little slower than I thought it would be	4%	5%	4%	4%	4%	4%	6%	6%	4%
Much slower than I thought it would be	3%	4%	3%	4%	3%	4%	3%	5%	3%
NET QUICKER	64%	60%	64%	61%	64%	63%	53%	55%	64%
NET SLOWER	7%	8%	7%	8%	7%	7%	10%	11%	7%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Much quicker than I thought it would be	61%	59%	59%	59%	61%	57%	56%	59%	60%
A little quicker than I thought it would be	26%	27%	25%	28%	28%	26%	22%	26%	26%
About what I thought it would be	6%	8%	8%	7%	7%	8%	10%	7%	8%
A little slower than I thought it would be	2%	6%	6%	4%	3%	7%	10%	6%	3%
Much slower than I thought it would be	4%	1%	1%	2%	1%	2%	3%	2%	2%
NET QUICKER	87%	85%	84%	87%	89%	83%	78%	85%	96%
NET SLOWER	6%	7%	7%	6%	4%	9%	13%	7%	6%

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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very helpful and reassuring	61%	62%	62%	61%	60%	63%	65%	56%	62%
Helpful and reassuring	31%	30%	31%	30%	32%	30%	24%	31%	30%
OK	6%	6%	6%	7%	7%	6%	9%	10%	6%
Not helpful and not reassuring	1%	0%	0%	1%	1%	0%	1%	2%	1%
Very unhelpful and not at all reassuring	1%	1%	1%	1%	1%	1%	1%	2%	1%
NET HELPFUL	92%	93%	93%	91%	92%	93%	89%	87%	93%
NET UNHELPFUL	2%	1%	1%	2%	3%	1%	2%	3%	1%

NEW ZEALAND	Respondent		Gender		Age Group	
	Patient	Relative, carer	Male	Female	Under 50	Over 50
Very helpful and reassuring	77%	71%	78%	75%	61%	80%
Helpful and reassuring	15%	17%	15%	15%	17%	14%
OK	6%	4%	4%	8%	17%	4%
Not helpful and not reassuring	1%	4%	1%	1%	3%	1%
Very unhelpful and not at all reassuring	1%	4%	2%	0%	2%	1%
NET HELPFUL	92%	88%	92%	91%	79%	95%
NET UNHELPFUL	2%	8%	3%	2%	5%	2%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very helpful and reassuring	62%	66%	61%	69%	69%	58%	64%	65%	66%
Helpful and reassuring	29%	24%	28%	21%	24%	28%	21%	24%	27%
OK	7%	9%	8%	10%	6%	12%	15%	10%	6%
Not helpful and not reassuring	2%	1%	1%	1%	1%	1%	0%	1%	1%
Very unhelpful and not at all reassuring	0%	0%	0%	0%	0%	1%	0%	0%	1%
NET HELPFUL	90%	90%	90%	90%	93%	86%	85%	89%	92%
NET UNHELPFUL	2%	1%	2%	1%	1%	2%	0%	1%	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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Much quicker than I thought it would be	35%	35%	33%	36%	38%	33%	26%	30%	36%
A little quicker than I thought it would be	24%	22%	27%	21%	23%	24%	24%	19%	24%
About what I thought it would be	28%	28%	28%	28%	26%	30%	31%	30%	28%
A little slower than I thought it would be	7%	7%	7%	7%	6%	7%	12%	9%	7%
Much slower than I thought it would be	6%	8%	5%	7%	6%	6%	7%	12%	6%
NET QUICKER	59%	57%	60%	57%	61%	57%	50%	49%	60%
NET SLOWER	13%	15%	12%	15%	13%	13%	20%	21%	13%

NEW ZEALAND	Respondent		Gender		Age Group	
	Patient	Relative, carer	Male	Female	Under 50	Over 50
Much quicker than I thought it would be	43%	50%	44%	48%	42%	47%
A little quicker than I thought it would be	20%	16%	20%	16%	16%	18%
About what I thought it would be	26%	22%	26%	23%	24%	24%
A little slower than I thought it would be	7%	7%	7%	7%	7%	7%
Much slower than I thought it would be	5%	5%	3%	7%	10%	4%
NET QUICKER	63%	66%	64%	64%	58%	65%
NET SLOWER	12%	12%	10%	13%	18%	11%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Much quicker than I thought it would be	56%	53%	53%	55%	58%	49%	47%	54%	53%
A little quicker than I thought it would be	25%	27%	30%	24%	26%	28%	28%	26%	28%
About what I thought it would be	10%	12%	11%	12%	9%	14%	17%	12%	10%
A little slower than I thought it would be	6%	6%	6%	7%	6%	8%	4%	6%	7%
Much slower than I thought it would be	3%	1%	1%	2%	1%	1%	4%	2%	1%
NET QUICKER	81%	80%	82%	79%	83%	77%	75%	80%	81%
NET SLOWER	10%	8%	7%	9%	8%	9%	8%	8%	8%

Q9. 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? (mins)

AUSTRALIA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Average	20.6	20.1	20.5	20.6	20.2	20.5	21.9	18.8	20.7
Standard Deviation	13.4	13.8	13.3	13.8	13.9	12.6	17.2	12.5	13.7
Minimum	0.0	0.0	0.0	0.0	0.0	1.0	2.5	0.0	0.0
25th Percentile	12.0	12.0	15.0	15.0	10.0	15.0	12.0	15.0	15.0
Median	15.0	15.0	15.0	15.0	15.0	15.0	15.0	20.0	15.0
75th Percentile	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0
Maximum	120.0	120.0	120.0	120.0	120.0	120.0	120.0	120.0	120.0

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Average	23.9	22.9	23.4	22.5	22.0	23.9	24.9	22.4	24.5
Standard Deviation	14.1	12.9	13.5	12.7	12.1	12.4	17.9	12.4	15.0
Minimum	5.0	2.0	2.0	3.0	2.0	5.0	5.0	2.0	4.0
25th Percentile	11.0	15.0	15.0	15.0	15.0	15.0	15.0	15.0	15.0
Median	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0
75th Percentile	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0
Maximum	60.0	120.0	120.0	60.0	60.0	60.0	120.0	60.0	120.0

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

AUSTRALIA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very good	87%	87%	88%	86%	88%	86%	80%	79%	88%
Good	10%	10%	10%	10%	9%	11%	12%	12%	10%
OK	2%	2%	2%	3%	2%	2%	5%	6%	2%
Poor	0%	0%	0%	1%	0%	0%	1%	1%	0%
Very poor	1%	1%	0%	1%	1%	1%	2%	2%	0%
NET GOOD	97%	97%	98%	96%	97%	97%	92%	91%	97%
NET POOR	1%	1%	1%	1%	1%	1%	3%	3%	1%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very good	71%	70%	71%	69%	74%	66%	61%	69%	73%
Good	18%	20%	21%	19%	19%	20%	24%	21%	17%
OK	11%	9%	7%	11%	5%	14%	15%	10%	8%
Poor	1%	0%	0%	1%	1%	1%	0%	1%	1%
Very poor	0%	0%	0%	0%	0%	0%	0%	0%	1%
NET GOOD	88%	90%	92%	88%	94%	85%	85%	90%	90%
NET POOR	1%	1%	1%	1%	1%	1%	0%	1%	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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very high level of confidence	69%	70%	71%	68%	70%	69%	64%	64%	70%
High level of confidence	23%	21%	22%	23%	22%	23%	23%	21%	23%
Confident	7%	7%	6%	8%	7%	7%	10%	11%	7%
Low level of confidence	1%	1%	0%	1%	1%	1%	3%	3%	1%
Very low level of confidence	0%	0%	0%	1%	1%	0%	1%	1%	0%
NET HIGH	91%	92%	93%	91%	92%	92%	87%	85%	93%
NET LOW	1%	1%	1%	2%	1%	1%	4%	4%	1%

NEW ZEALAND	Respondent		Gender		Age Group	
	Patient	Relative, carer	Male	Female	Under 50	Over 50
Very high level of confidence	80%	82%	84%	80%	73%	84%
High level of confidence	15%	15%	14%	16%	20%	14%
Confident	3%	2%	2%	3%	5%	1%
Low level of confidence	1%	1%	0%	1%	1%	1%
Very low level of confidence	1%	0%	1%	0%	1%	0%
NET HIGH	95%	97%	98%	96%	93%	98%
NET LOW	2%	1%	1%	1%	2%	1%

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very high level of confidence	64%	68%	67%	68%	71%	61%	67%	69%	64%
High level of confidence	26%	26%	26%	26%	22%	34%	28%	26%	27%
Confident	9%	6%	6%	7%	8%	4%	6%	6%	9%
Low level of confidence	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very low level of confidence	0%	0%	0%	0%	0%	1%	0%	0%	0%
NET HIGH	91%	94%	93%	93%	92%	92%	94%	94%	91%
NET LOW	0%	0%	0%	0%	1%	1%	0%	0%	0%

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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	69%	68%	69%	69%	71%	67%	67%	66%	69%
A reasonably clear explanation of my condition & reasons for treatment were provided	25%	26%	25%	25%	23%	27%	24%	24%	25%
Explanation of my condition & treatment were just OK	4%	4%	4%	4%	2%	4%	5%	5%	4%
Some explanation was given but I could not understand it	1%	1%	1%	1%	1%	1%	3%	1%	1%
No not at all	1%	1%	1%	1%	1%	1%	1%	3%	1%
NET CLEAR	94%	94%	94%	94%	94%	94%	91%	90%	94%
NET UNCLEAR	2%	2%	2%	2%	2%	2%	4%	4%	2%

NEW ZEALAND	Respondent		Gender		Age Group	
	Patient	Relative, carer	Male	Female	Under 50	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	77%	81%	78%	80%	77%	79%
A reasonably clear explanation of my condition & reasons for treatment were provided	19%	15%	19%	15%	17%	17%
Explanation of my condition & treatment were just OK	2%	2%	1%	2%	4%	2%
Some explanation was given but I could not understand it	1%	1%	2%	1%	1%	1%
No not at all	1%	1%	1%	1%	1%	1%
NET CLEAR	95%	96%	96%	96%	94%	96%
NET UNCLEAR	2%	2%	2%	2%	2%	2%

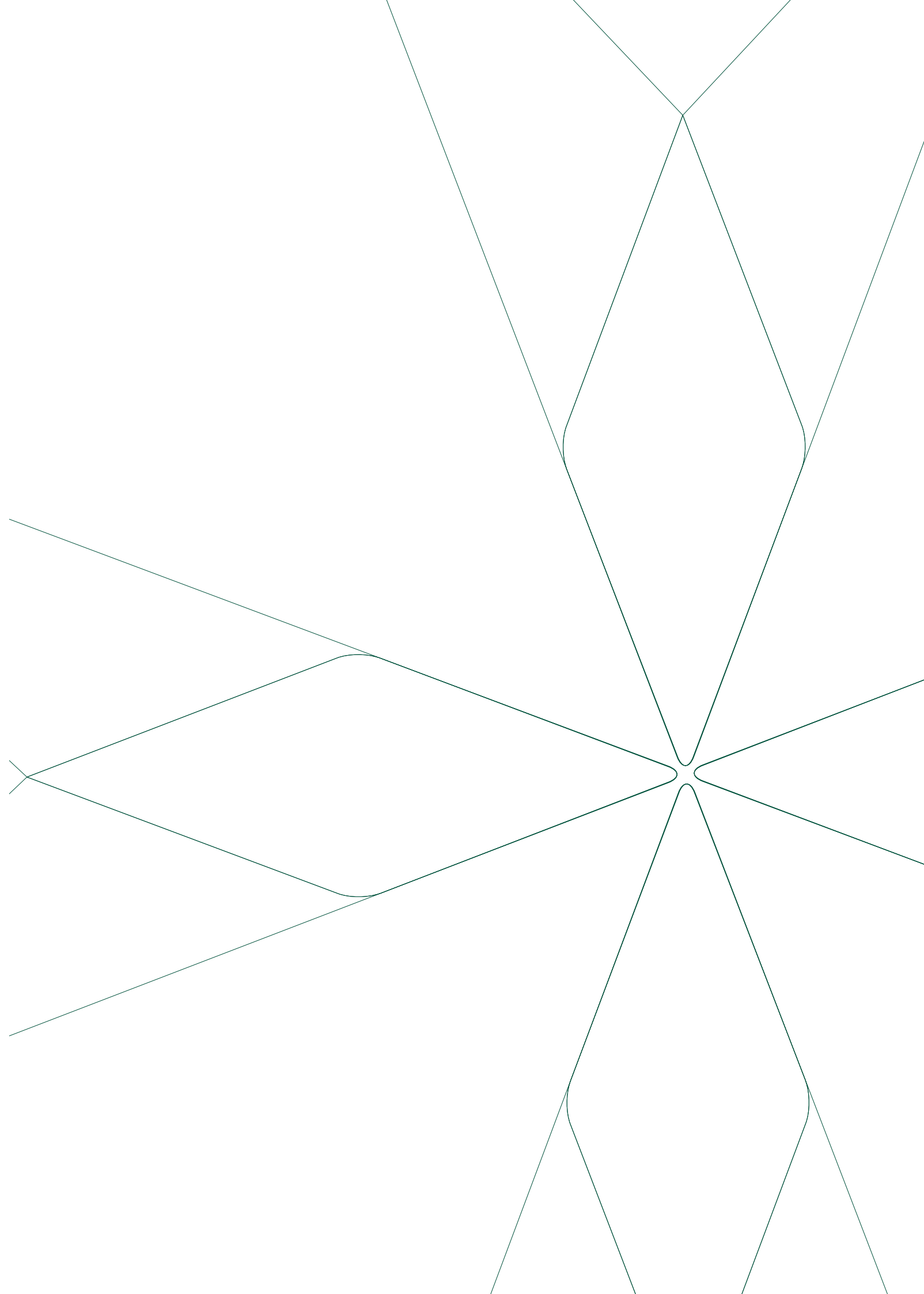
PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	77%	68%	69%	70%	73%	63%	69%	69%	70%
A reasonably clear explanation of my condition & reasons for treatment were provided	20%	21%	22%	20%	18%	27%	21%	21%	21%
Explanation of my condition & treatment were just OK	3%	9%	8%	9%	8%	10%	6%	9%	6%
Some explanation was given but I could not understand it	0%	2%	1%	2%	1%	0%	4%	1%	2%
No not at all	0%	0%	0%	0%	0%	0%	0%	0%	1%
NET CLEAR	97%	89%	91%	90%	91%	90%	90%	90%	91%
NET UNCLEAR	0%	2%	1%	2%	2%	0%	4%	1%	3%

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 Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very comfortable	68%	65%	66%	69%	71%	64%	62%	63%	68%
Comfortable	27%	29%	29%	25%	23%	31%	29%	27%	27%
OK	4%	4%	4%	5%	4%	4%	7%	8%	4%
Uncomfortable	1%	1%	1%	1%	1%	1%	1%	1%	1%
Very uncomfortable	1%	0%	0%	0%	0%	0%	2%	2%	0%
NET COMFORTABLE	94%	95%	95%	94%	95%	95%	91%	92%	95%
NET UNCOMFORTABLE	1%	1%	1%	1%	2%	1%	3%	2%	1%

NEW ZEALAND	Respondent		Gender		Age Group		
	Patient	Relative, carer	Male	Female	Under 50	Over 50	
Very comfortable	74%	67%	70%	71%	72%	70%	
Comfortable	21%	27%	25%	23%	22%	24%	
OK	3%	4%	4%	3%	3%	3%	
Uncomfortable	1%	1%	1%	2%	0%	2%	
Very uncomfortable	0%	1%	1%	1%	3%	1%	
NET COMFORTABLE	95%	94%	95%	94%	94%	95%	
NET UNCOMFORTABLE	2%	3%	1%	3%	3%	2%	

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	Under 50	Over 50
Very comfortable	74%	69%	68%	72%	73%	66%	65%	69%	72%
Comfortable	17%	22%	21%	21%	19%	23%	22%	21%	19%
OK	7%	9%	11%	6%	7%	10%	11%	8%	8%
Uncomfortable	0%	1%	0%	1%	0%	1%	1%	1%	0%
Very uncomfortable	2%	0%	0%	0%	1%	0%	0%	0%	1%
NET COMFORTABLE	91%	91%	89%	93%	92%	89%	88%	91%	91%
NET UNCOMFORTABLE	2%	1%	1%	1%	1%	1%	1%	1%	1%





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Published: September 2022 by Jenna Paterson