THE COUNCIL OF AMBULANCE AUTHORITIES

Patient Experience

Survey | 2026

Contents

Executive Summary **3**

1 Research Context **9**

1.1 Background and objectives 9

1.2 Research Methodology 10

1.3 Response Rates 11

1.4 How to interpret the report 12

2 Overall Satisfaction **13**

3 Patient Experience **17**

3.1 Calling the ambulance service 17

3.2 Waiting for the ambulance 21

3.3 Provision of care 23

Appendix **37**

2026 CAA Patient Experience Survey 37

Executive Summary

Overall Satisfaction

Satisfaction with local ambulance services was consistently high across Australia, New Zealand and Papua New Guinea, with 97% or more of respondents in each country reporting a positive overall experience.

- Overall satisfaction with ambulance services remained very high across all three regions. Most respondents in Australia and New Zealand selected the highest rating, with 85% and 88%, respectively, reporting they were "very satisfied". In Papua New Guinea, satisfaction was similarly high, with responses more evenly split between "very satisfied" (52%) and "satisfied" (47%), reflecting strong overall satisfaction with ambulance services.
- NET satisfaction levels across Australian services remained stable compared with 2025, with year-on-year variations ranging from 0% to 4%.
- A similar pattern was observed in New Zealand, where NET satisfaction across services showed only minor year-on-year fluctuations of 0% to 1%.
- Papua New Guinea maintained a very high NET satisfaction rate of 99% in 2026, compared with 100% in 2025. The main year-on-year change was a shift within positive responses: the proportion of respondents who were "very satisfied" decreased from 59% to 52%, while the proportion who were "satisfied" increased from 41% to 47%.
- Overall, satisfaction rates across all services ranged between about 91% and 99%.

Survey Respondent Characteristics and Trends

A review of survey respondents from 2025 to 2026 highlights differences in respondent profiles across Australia, New Zealand, and Papua New Guinea.

- In Australia, the profile of survey respondents remained relatively stable between 2025 and 2026. Most surveys were completed directly by patients, increasing slightly from 78% in 2025 to 81% in 2026, while the proportion completed by proxy respondents decreased marginally from 22% to 19%.
- In New Zealand, the proportion of surveys completed by patients declined between 2025 and 2026, from 97% to 84%, while caregiver-completed surveys increased from 3% to 16%. Despite this shift, patients remained the primary respondents, accounting for the majority of survey completions in both years.
- In Papua New Guinea, surveys were overwhelmingly completed by caregivers or family members on behalf of patients. The proportion of proxy-completed surveys remained consistently high, increasing slightly from 97% in 2025 to 98% in 2026, while only 3% and 2% of surveys, respectively, were completed directly by patients. This pattern highlights the continued reliance on proxy respondents in Papua New Guinea and should be taken into account when interpreting the survey findings.

Usage Frequency in the Last 12 Months

Survey responses revealed differences in ambulance usage patterns across Australia and Papua New Guinea.

- In Australia, ambulance service usage remained relatively stable between 2025 and 2026. The proportion of respondents who had used an ambulance once in the previous 12 months increased from 43% to 48%, while the proportion reporting 2 to 5 ambulance uses decreased from 49% to 45%. Respondents who had used the service more than five times remained a small group and changed only marginally, from 8% to 7%.
- In Papua New Guinea, respondents were more likely to report a single ambulance use during the previous 12 months. The proportion using an ambulance once increased from 62% in 2025 to 67% in 2026, while those reporting 2 to 5 uses declined from 32% to 21%. The proportion of respondents who had used the service more than five times increased from 6% to 12%, although this group remained a minority of respondents.
- A single ambulance use was the most commonly reported pattern among respondents in both Australia and Papua New Guinea in 2026. Compared with 2025, the proportion of respondents reporting a single ambulance use increased in both countries, while the proportion reporting 2 to 5 uses declined. Respondents who had used the service more than five times remained uncommon in both countries.
- This question was not included in the New Zealand survey.

Gender, Age and Ethnicity

Females continued to account for a slight majority of respondents across Australia, New Zealand, and Papua New Guinea in 2026.

- Gender distribution remained relatively consistent across Australia, New Zealand, and Papua New Guinea between 2025 and 2026, with females continuing to represent a slight majority of respondents in all three countries.
- Compared with 2025, female representation in 2026 remained largely stable in Australia (52%), while it increased slightly in New Zealand (55% to 57%) and decreased slightly in Papua New Guinea (59% to 56%). Male representation decreased marginally in New Zealand (45% to 42%) and increased slightly in Papua New Guinea (41% to 44%), while remaining stable in Australia (47%).
- The proportion of respondents identifying as Self-Described was very small across all three countries, remaining approximately 0% in both years.

Older respondents continued to represent the majority of survey participation in Australia and New Zealand, while Papua New Guinea maintained a substantially younger age profile in 2026.

- The age distribution remained generally stable across all three countries between 2025 and 2026.
- In Australia and New Zealand, respondents aged over 50 years continued to represent the majority of survey participants, accounting for 89% and 82% of respondents in 2026, respectively. This was largely

unchanged from 2025 (90% in Australia and 83% in New Zealand).

- Papua New Guinea continued to have a younger respondent profile, with 83% of respondents aged 50 years and under in 2026, an increase from 79% in 2025. Correspondingly, the proportion of respondents aged over 50 years decreased from 21% in 2025 to 17% in 2026.

Ethnicity data were collected for the first time in 2026, providing a baseline for future reporting and offering insights into respondent ethnicity profiles in Australia and Papua New Guinea.

- In Australia, 91% of respondents selected "No" to the ethnicity question, while approximately 4% identified as belonging to one of the listed First Nations groups, including Aboriginal, Torres Strait Islander, Aboriginal and Torres Strait Islander, Māori (New Zealand), and First Nations person from Papua New Guinea, with a further 5% selecting "Prefer not to say".
- In Papua New Guinea, all respondents identified as a First Nations person from Papua New Guinea.
- No ethnicity data were collected for New Zealand.

Calls to the ambulance service

In Australia and Papua New Guinea, most respondents reported being connected to a call taker faster than expected.

- In Australia, perceptions of connection times remained positive, with 67% of respondents reporting that they were connected to a call taker faster than expected, compared with 64% in 2025. Only 5% reported slower-than-expected connection times, unchanged from the previous year.
- In Papua New Guinea, 88% of respondents reported being connected faster than expected, while 5% felt that connection times were slower than anticipated. Although results remained highly positive overall, this represents a slight decline compared with 2025 (96% quicker and 2% slower).
- The question on time taken to be connected to a call taker was not included in the New Zealand survey.

Across all three countries, most respondents reported that the support provided by call takers was helpful and reassuring.

- In Australia, 94% of respondents reported that call takers were helpful and reassuring, while only 1% reported unhelpful interactions. These findings were unchanged from 2025.
- In New Zealand, 93% of respondents reported that call takers were helpful and reassuring, while 1% reported their experience as unhelpful and not reassuring. Results remained broadly stable compared with 2025, when 94% reported helpful experiences and 2% reported unhelpful interactions.
- In Papua New Guinea, 70% of respondents reported that call takers were helpful and reassuring, while 6% expressed dissatisfaction with the helpfulness of call takers. This represents a decline from 2025, when 98% of respondents reported positive experiences and only 1% reported dissatisfaction.

Waiting for an ambulance

In 2026, 63% of Australian respondents, 60% of New Zealand respondents, and 48% of Papua New Guinean respondents reported that the ambulance arrived sooner than expected.

- In Australia, the proportion of respondents reporting that the ambulance arrived sooner than expected increased slightly, from 60% in 2025 to 63% in 2026. The proportion reporting longer-than-expected waits decreased from 12% to 10%.
- In New Zealand, perceptions of ambulance response times remained relatively stable from 2025. In 2026, 60% of respondents said the ambulance arrived sooner than expected, compared with 61% in the previous year, while the proportion reporting longer-than-expected waits remained unchanged at 13%.
- In Papua New Guinea, the proportion indicating that the ambulance arrived sooner than expected fell from 62% in 2025 to 48% in 2026, while the proportion reporting longer-than-expected waits increased from 16% in 2025 to 31% in 2026.

Provision of Care

In 2026, 98% of Australian respondents and 81% of Papua New Guinean respondents rated the overall care provided by paramedics as either "good" or "very good".

- Satisfaction with paramedic care remained consistently high in Australia, with 98% of respondents reporting a positive experience, unchanged from 2025.
- In Papua New Guinea, 81% of respondents reported a positive experience with paramedic care. While satisfaction remained high overall, this represents a decline from 99% in 2025.
- Reports of poor experiences were uncommon across both countries in 2026. In Australia, 1% of respondents rated their care as "poor" or "very poor", unchanged from 2025. In Papua New Guinea, the proportion was also 1%, compared with 0% in 2025.
- This question was not included in the New Zealand survey.

In 2026, 94% of respondents in Australia and 63% in Papua New Guinea reported a high level of trust and confidence in ambulance paramedics and their capacity to provide quality care and treatment.

- In Australia, trust and confidence increased in 2026, with 94% of respondents expressing a high level of confidence in ambulance paramedics, up from 88% in 2025.
- In Papua New Guinea, 63% of respondents reported high trust and confidence in ambulance paramedics. This represents a substantial decline from 92% in 2025.
- Low levels of trust and confidence were uncommon across both countries. In Australia, the proportion of respondents expressing low trust and confidence fell from 2% in 2025 to 1% in 2026. In Papua New Guinea, low trust and confidence remained rare, although the proportion increased slightly from 0% to 2% over the same period.
- This question was not included in the New Zealand survey.

The majority of respondents reported receiving clear explanations of their condition and the reasons for their treatment, with 97% of respondents in Australia, 96% in New Zealand, and 74% in Papua New Guinea indicating that explanations were either "very clear" or "clear".

- In Australia, 97% of respondents reported receiving clear explanations of their condition and treatment, representing a slight increase from 96% in 2025. Only 1% reported that explanations were unclear, compared with 2% in 2025.
- In New Zealand (Wellington Free Ambulance), results remained stable, with 96% of respondents indicating that information about their condition and treatment was communicated clearly. Only 1% reported that the information provided was unclear.
- In Papua New Guinea, 74% of respondents reported receiving clear information about their condition and treatment, down from 96% in 2025. Correspondingly, the proportion indicating a lack of clarity increased from 1% to 6%.

Respondents reported high levels of satisfaction with their involvement in decisions about treatment and care during the interaction with the paramedics, with satisfaction ratings of 98% in Australia, 93% in New Zealand, and 95% in Papua New Guinea in 2026.

- In Australia, 98% of respondents expressed either "very satisfied" or "satisfied" with their involvement in decisions about treatment and care, while 1% expressed dissatisfaction.
- Satisfaction was also high in New Zealand, where 93% of respondents using Wellington Free Ambulance felt "very satisfied" or "satisfied" with their involvement in decisions regarding treatment and care, compared with 1% who reported dissatisfaction.
- In Papua New Guinea, 95% of respondents were either "very satisfied" or "satisfied" with the extent of their involvement in treatment and care decisions, while 1% reported being dissatisfied.
- As this question was introduced in the 2026 survey, no historical comparison is available.

High levels of satisfaction with the empathy and understanding shown by paramedics were reported, with 98% of respondents in both Australia and Papua New Guinea expressing either "very satisfied" or "satisfied".

- Dissatisfaction was rare, reported by 1% of respondents in Australia and less than 1% of respondents in Papua New Guinea.
- This question was included in the Australia and Papua New Guinea surveys only.
- Given that this question was added to the survey in 2026, comparative data from previous years are not available.

Experiences relating to how paramedics respected privacy and dignity were rated positively, with satisfaction reaching 98% in Australia and 100% in Papua New Guinea.

- Satisfaction with the respect shown by paramedics for respondents' privacy and dignity was high in both countries, with the vast majority of respondents expressing either "very satisfied" or "satisfied".
- Reports of dissatisfaction were uncommon, accounting for 1% of responses in Australia, while no respondents in Papua New Guinea expressed dissatisfaction.
- This question was included only in the Australia and Papua New Guinea surveys.
- As this question was first included in 2026, no year-on-year comparison can be made.

Respondents reported high levels of satisfaction with the extent to which paramedics respected and addressed cultural, linguistic, and identity-based needs, with positive ratings of 95% in Australia and 100% in Papua New Guinea.

- The results showed that the vast majority of respondents felt either "very satisfied" or "satisfied" with the way paramedics respected and addressed their cultural, linguistic, and identity-based needs in both countries.
- Only a small proportion of Australian respondents (1%) reported dissatisfaction, while no dissatisfaction was recorded in Papua New Guinea.
- Data for this question were collected in Australia and Papua New Guinea only.
- Given that this question was added to the survey in 2026, no historical data is available.

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 asks patients or their caregivers to evaluate key aspects of their ambulance service experience, including call handling, ambulance arrival time, paramedic care and communication, trust and confidence in ambulance paramedics, involvement in treatment decisions, empathy, respect for privacy and dignity, cultural responsiveness, and overall satisfaction.

The survey methodology varies by region: in Australia, it is conducted via hardcopy questionnaires, online surveys, and SMS with a link to the survey; in New Zealand, through SMS; and in Papua New Guinea, via telephone. The survey targets a sample of respondents who have received emergency or urgent ambulance services, whether or not transport was required. 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".

As terminology varies across jurisdictions and survey instruments, this report retains the wording used in the original questionnaire when presenting reproduced survey questions, tables, figures, and captions. However, for consistency throughout the narrative, the term "call taker" is used to refer to personnel responsible for the initial telephone contact, and "paramedic" is used to refer to personnel providing assessment, treatment, and/or transport. Jurisdiction-specific terms, such as "ambulance officer", "ambulance services staff", "call handler", are used only when reproducing wording from the original survey instruments. The full questionnaire is provided in the appendix to 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 in 2026. Consistent with the protocol followed in 2025, participants were presented with two options for survey completion: either through the conventional hardcopy questionnaire included in the survey pack or via an accessible online survey link. In New Zealand, sampled patients were invited via SMS to participate in the survey online using their mobile devices. Hato Hone St John sends survey requests via text, including a link to the survey platform hosted by Yabble.

In Papua New Guinea, the survey was conducted through telephone interviews in the patient's native language, with subsequent translation of the results into English for analytical purposes. Fieldwork periods varied among the services, with all responses from Australia and Papua New Guinea being gathered between May and June 2026. 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.

Each service entered data into the designated spreadsheet template under CAA supervision; the CAA then conducted 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 – Time series (2019-2026)

	2019	2020	2021	2022	2023	2024	2025	2026		
	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Response Rate	Total responses	Margin of error (±)
New South Wales	30%	28%	22%	21%	24%	24%	21%	13%	374	2%
Victoria	41%	26%	26%	25%	23%	21%	21%	21%	633	2%
Queensland	21%	29%	24%	24%	22%	22%	24%	21%	639	2%
Western Australia	21%	19%	17%	19%	20%	20%	7%	27%	813	1%
South Australia	23%	29%	18%	19%	18%	17%	22%	20%	608	2%
Tasmania	31%	41%	33%	30%	24%	33%	32%	33%	985	1%
Australian Capital Territory	24%	29%	28%	16%	10%	17%	24%	18%	546	2%
Northern Territory	9%	13%	14%	10%	9%	9%	7%	10%	117	4%
Australia Overall	**25%**	**27%**	**23%**	**21%**	**19%**	**20%**	**21%**	**21%**	**4,715**	**1%**
Hato Hone St John	15%	17%	16%	-	26%	24%	15%	17%	2,069	1%
Wellington	-	-	-	-	11%	17%	20%	20%	791	2%
New Zealand Overall	**15%**	**17%**	**16%**	**-**	**19%**	**21%**	**17%**	**18%**	**2,860**	**1%**
Papua New Guinea	**-**	**-**	**-**	**-**	**19%**	**83%**	**19%**	**30%**	**403**	**2%**

** Response rates for Australian services are calculated using an assumed effective mail-out size of n=3,000 except for New South Wales Ambulance, which had an effective mail-out sample of n=2,799 and St John Northern Territory, which used an effective mail-out size of n=1,200. For New Zealand, Wellington Free Ambulance used an effective mail-out size of n=4,000, while Hato Hone St John sends approximately 1,000 SMS invitations per month, equivalent to around n=12,000 annually. For Papua New Guinea, the effective sample frame was n=1,334. Margin of error estimates are based on incidence data provided by CAA.*

Survey response rates in 2026 ranged from 10% to 33%. Australia's overall response rate was 21%, unchanged from 2025. New Zealand's response rate was 18%, compared with 17% in 2025, while Papua New Guinea's increased from 19% in 2025 to 30% in 2026.

Table 1 includes a margin of error (MoE), which indicates the range within which the true population value is likely to fall with 95% confidence. For example, if a service has an MoE of ±2 %, the true population value is expected to be within 2% of the reported result. This means that a reported result of 90% would be expected to fall within a range of 88% to 92% if the entire population had been surveyed.

These MoE values are calculated by carefully considering the sample size for the Road and Air Patient incident data.

1.4 How to interpret the report

The following report outlines the detailed findings from the 2026 Patient Experience Survey. Any surveys where it was unclear whether the respondent was the patient who received ambulance care, or a relative/caregiver (Q1) were removed from the analysis. For accuracy, percentages were calculated after excluding responses such as “Don’t know,” “Can’t say,” “Can’t recall,” “Not applicable,” or any missing answers, wherever relevant.

Descriptive comparisons between the 2026 and 2025 results, as well as longer-term time series comparisons, have been undertaken for selected questions where comparable historical data are available. In particular, the results for “Overall Satisfaction” (Q17) highlight the ‘NET satisfied’ score achieved by each service since 2017. Consistent with earlier reports, ‘NET positive’ and ‘NET negative’ measures (for example, Q7’s ‘NET quicker’ and ‘NET slower’) are reported in the same way as ‘NET satisfied’ and ‘NET dissatisfied’ have been presented in previous survey waves.

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

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

Each question is illustrated through tables and charts showing the 2026 outcomes. These visuals present results for each service individually, as well as aggregated figures for Australia, New Zealand, and Papua New Guinea. Some charts also present time series data or comparisons with the previous year to illustrate changes in results over time. Differences between services, countries, or survey years are reported descriptively and do not imply statistical significance. State-level results are also compared descriptively with the national average.

2 Overall Satisfaction

Overall satisfaction remained highly positive across all ambulance services in 2026. Between 91% and 99% of respondents reported being either “very satisfied” or “satisfied” with their overall experience, while dissatisfaction remained low across all regions.

Across Australia, NET satisfied was 98%, with 85% of respondents reporting they were “very satisfied” and 12% reporting they were “satisfied”. Across jurisdictions, NET satisfied results ranged from 91% in the Northern Territory to 99% in Queensland. The proportion of respondents reporting they were “very satisfied” ranged from 80% in the Northern Territory to 87% in Queensland and Western Australia.

In New Zealand, NET satisfied was 97% overall, with 88% of respondents reporting they were “very satisfied” and 9% reporting they were “satisfied”. Hato Hone St John recorded a NET satisfied result of 96%, while Wellington recorded 98%, with the proportion of “very satisfied” responses reaching 92%.

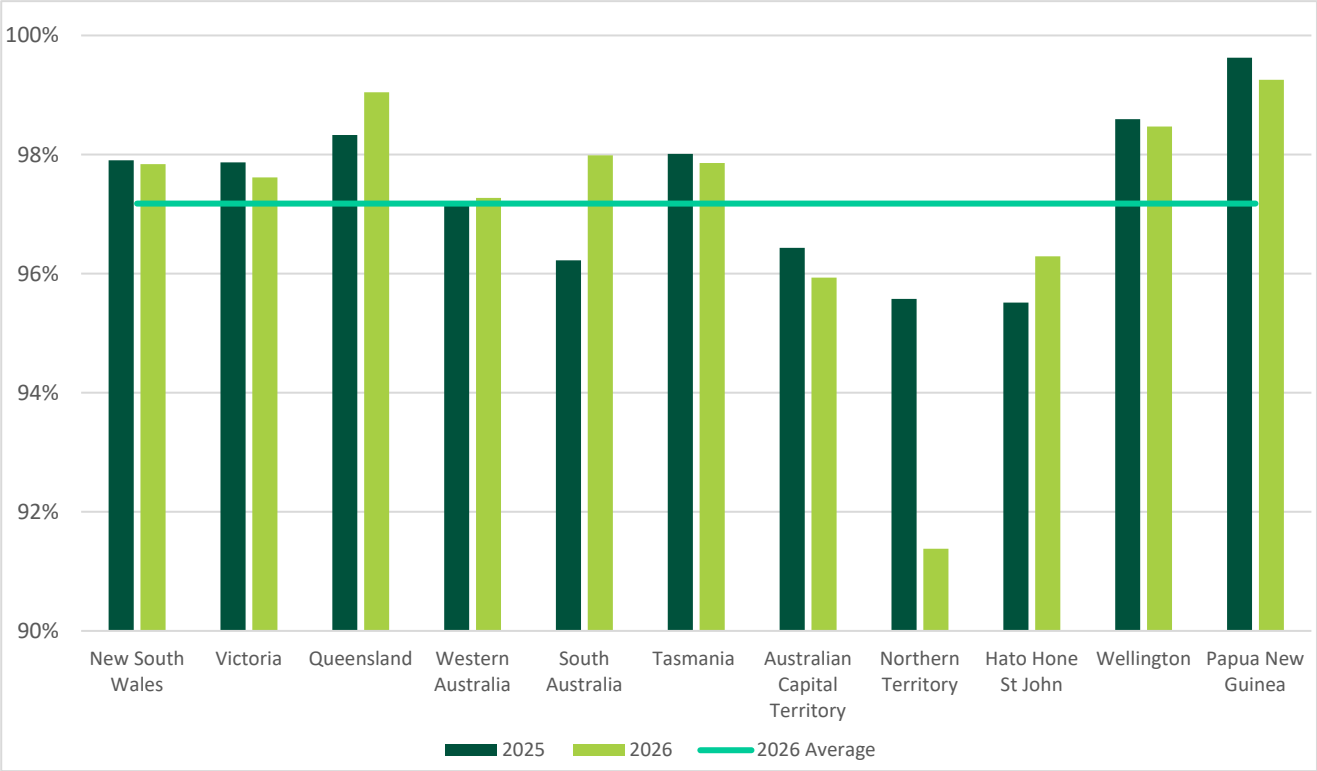
Papua New Guinea recorded a NET satisfied result of 99%, with 52% of respondents reporting they were “very satisfied” and 47% reporting they were “satisfied”.

Table 2. Overall satisfaction (Q17) – all services (2026)

	Very satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET satisfied	NET dissatisfied
New South Wales	83%	15%	1%	1%	0%	98%	2%
Victoria	85%	13%	1%	0%	1%	98%	1%
Queensland	87%	12%	0%	0%	0%	99%	0%
Western Australia	87%	10%	1%	1%	1%	97%	2%
South Australia	86%	12%	1%	1%	0%	98%	1%
Tasmania	85%	13%	1%	1%	1%	98%	1%
Australian Capital Territory	82%	13%	1%	1%	2%	96%	3%
Northern Territory	80%	11%	3%	2%	4%	91%	6%
Australia Overall	**85%**	**12%**	**1%**	**1%**	**1%**	**98%**	**2%**
Hato Hone St John	87%	9%	2%	1%	1%	96%	2%
Wellington	92%	7%	1%	0%	0%	98%	1%
New Zealand Overall	**88%**	**9%**	**1%**	**1%**	**1%**	**97%**	**2%**
Papua New Guinea	**52%**	**47%**	**0%**	**0%**	**0%**	**99%**	**0%**

Q17. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia n=4,667; New Zealand n=2,563; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't say').

Figure 1. Overall satisfaction (Q17) – all services (2025 vs 2026)



Q17. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia 2025 n=4,590, 2026 n=4,667; New Zealand 2025 n=2,299, 2026 n=2,563; Papua New Guinea 2025 n=534, 2026 n=403; excludes 'missing, 'Don't know/Can't say').

Overall, NET satisfied results remained consistently high in 2026, averaging 97% across all services.

Compared with 2025, results remained stable across most states and territories in Australia. Small increases were recorded in Queensland (98% to 99%) and South Australia (96% to 98%), while most other jurisdictions remained unchanged. The Northern Territory decreased from 96% to 91%, but remained above 90%.

In New Zealand, NET satisfied result at Hato Hone St John remained unchanged at 96% in 2026, while Wellington decreased slightly from 99% in 2025 to 98% in 2026.

Papua New Guinea recorded a NET satisfied result of 99% in 2026, compared with 100% in 2025.

"A heartfelt thank you to the incredible ambulance team for the outstanding care and support you provided. Your empathy, professionalism, calm reassurance, and clear communication made a difficult situation so much easier to navigate. We felt genuinely cared for every step of the way. Your dedication and compassion are truly appreciated. Thank you for everything you do." – Patient, NSW

"Very professional, caring, thorough, a credit to the service. Can only speak highly of your ambulance paramedics that came. Definitely the service has the best in helpful caring officers. They are the best and care and work as a team." – Patient, VIC

Overall Satisfaction 2017 – 2026

Table 3. Overall satisfaction (Q17) – Time series (2017 – 2026)

	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
New South Wales	97%	98%	98%	97%	96%	97%	97%	99%	98%	98%
Victoria	97%	98%	97%	99%	97%	97%	98%	97%	98%	98%
Queensland	98%	98%	96%	98%	96%	95%	97%	98%	98%	99%
Western Australia	99%	98%	99%	97%	97%	95%	98%	97%	97%	97%
South Australia	98%	98%	100%	99%	96%	96%	97%	97%	96%	98%
Tasmania	97%	98%	98%	98%	97%	97%	97%	97%	98%	98%
Australian Capital Territory	97%	97%	97%	98%	98%	96%	96%	97%	96%	96%
Northern Territory	97%	92%	95%	97%	99%	96%	99%	99%	96%	91%
Australia Overall	**97%**	**98%**	**98%**	**98%**	**96%**	**96%**	**97%**	**97%**	**97%**	**98%**
Hato Hone St John	97%	98%	97%	97%	96%	97%	98%	95%	96%	96%
Wellington	97%	96%	96%	98%	97%	98%	97%	97%	99%	98%
New Zealand Overall	**97%**	**98%**	**98%**	**98%**	**95%**	**97%**	**98%**	**96%**	**97%**	**97%**
Papua New Guinea	**-**	**-**	**-**	**94%**	**94%**	**97%**	**97%**	**93%**	**100%**	**99%**

Q17. How satisfied were you overall with your last experience using the Ambulance Service? (Base Australia n=4,667; New Zealand n=2,563; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't say').

The time series shows that overall satisfaction has remained consistently high since 2017, with most service-level NET satisfaction results at or above 91% across all survey waves.

In Australia, overall NET satisfaction remained stable between 96% and 98% throughout the 2017-2026 period. Satisfaction levels were generally consistent across jurisdictions in 2025-2026 period, with the Northern Territory recording the most notable decline, from 96% to 91%.

New Zealand also maintained consistently strong satisfaction results, with overall NET satisfaction ranging from 95% to 98% between 2017 and 2026. Over this period, Hato Hone St John recorded results of 95% to 98%, while Wellington Free Ambulance recorded results of 96% to 99%.

In Papua New Guinea, satisfaction generally increased from 2020, although it declined to 93% in 2024, before reaching 100% in 2025 and 99% in 2026.

3 Patient Experience

3.1 Calling the ambulance service

Time taken to be connected

Table 4. Time taken to be connected (Q7) – Australia and Papua New Guinea (2026)

	Much quicker than I, or the patient I care for, thought it would be	A little quicker than I, or the patient I care for, thought it would be	About what I, or the patient I care for, thought it would be	A little slower than I, or the patient I care for, thought it would be	Much slower than I, or the patient I care for, thought it would be	NET quicker	NET slower
New South Wales	46%	24%	24%	4%	3%	70%	6%
Victoria	51%	18%	24%	3%	3%	70%	6%
Queensland	43%	24%	27%	4%	2%	67%	6%
Western Australia	50%	22%	24%	3%	1%	73%	3%
South Australia	49%	20%	27%	3%	1%	69%	5%
Tasmania	43%	20%	32%	3%	3%	63%	6%
Australian Capital Territory	37%	23%	34%	3%	2%	61%	5%
Northern Territory	33%	21%	34%	4%	8%	54%	12%
Australia Overall	**46%**	**21%**	**28%**	**3%**	**2%**	**67%**	**5%**
Papua New Guinea	**62%**	**26%**	**7%**	**3%**	**2%**	**88%**	**5%**

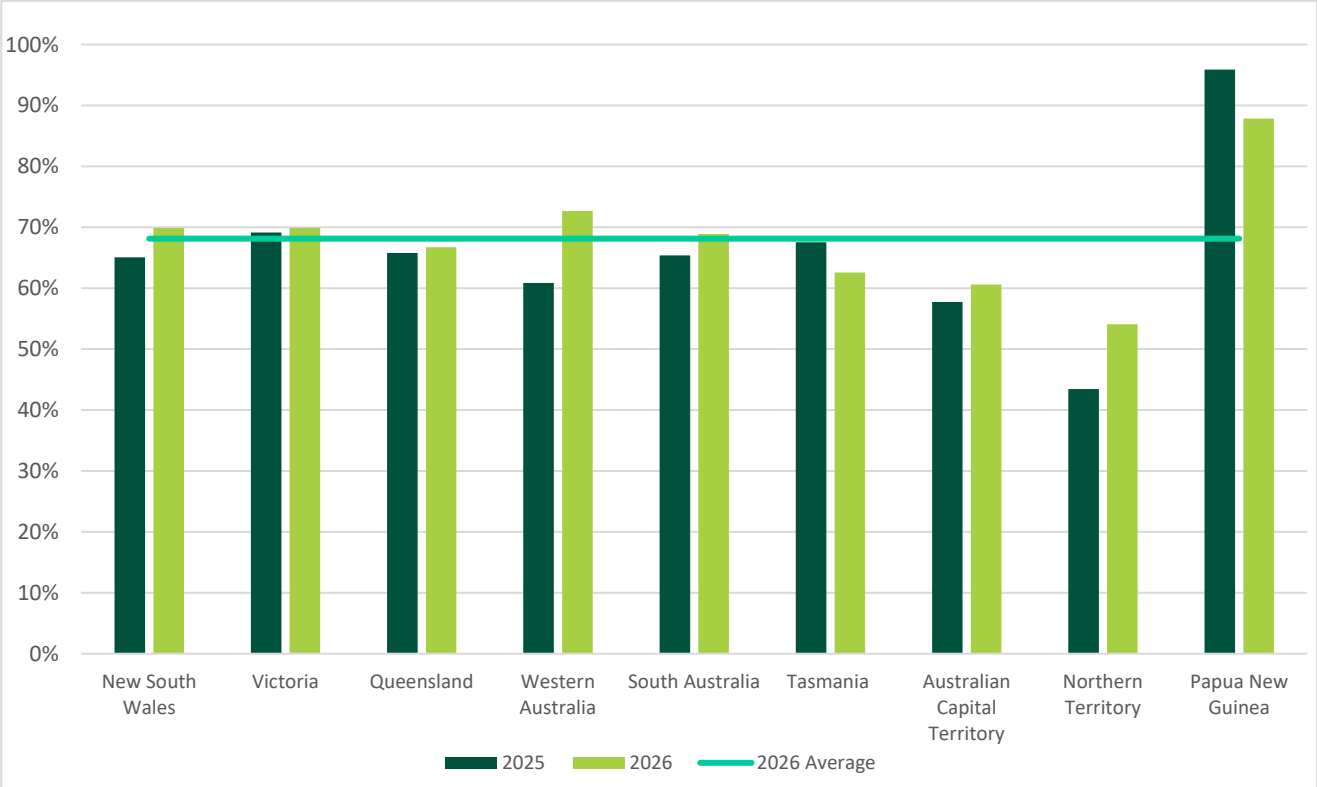
Q7. Thinking about the 000/111 call to the Ambulance Service, which of the following would best describe how you, or the patient you care for, felt about the length of wait time to be connected to the Ambulance Service call taker? (Base Australia n=4,019; Papua New Guinea n=403, excludes 'missing', 'Don't know/Can't say/did not make call').

In Australia, 67% of respondents reported being connected to an Ambulance Service call taker more quickly than expected, including 46% who said the connection was "much quicker". Western Australia recorded the highest proportion of quicker-than-expected connections (73%).

In Papua New Guinea, 88% of respondents felt they were connected more quickly than expected, including 62% who reported the connection was "much quicker".

This question was not included in the New Zealand survey.

Figure 2. Time taken to be connected (Q7) – Australia and Papua New Guinea (2025 vs 2026)



Q7. Thinking about the 000/111 call to the Ambulance Service, which of the following would best describe how you, or the patient you care for, felt about the length of wait time to be connected to the Ambulance Service call taker? (Base Australia n=4,019; Papua New Guinea n=403 (excludes 'missing', 'Don't know/Can't say/did not make call').

NET positive results remained high across all services in 2026, averaging 68%.

Across Australian jurisdictions, NET positive results ranged from 54% to 73%. Positive results increased in several jurisdictions compared with 2025, most notably in Western Australia (from 61% to 73%) and the Northern Territory (from 43% to 54%). Results in other jurisdictions remained relatively stable, with changes ranging from 1% to 5%.

In Papua New Guinea, the NET positive result was 88%, down from 96% in 2025, but remaining at a notably high level.

"Quick phone support, trusting caring paramedics who gave support and re-assurance. Very satisfied with the quality of service and speed." – Patient, VIC

"The entire experience was outstanding. From the first phone call their communication was excellent as they worked with us to find each other in an unfamiliar area while also navigating a horse float. Once the ambulance arrived, the team quickly assessed and controlled the situation, reassuring me that I had made the right decision to call." – Patient, SA

Assistance provided by call taker

Table 5. Assistance provided by call taker (Q8) – all services (2026)

	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	73%	22%	5%	0%	0%	95%	0%
Victoria	69%	24%	6%	1%	0%	93%	1%
Queensland	76%	20%	3%	1%	0%	96%	1%
Western Australia	74%	21%	3%	1%	0%	96%	1%
South Australia	69%	26%	4%	0%	0%	95%	0%
Tasmania	66%	27%	6%	0%	0%	93%	1%
Australian Capital Territory	65%	26%	8%	1%	1%	91%	2%
Northern Territory	59%	27%	13%	1%	0%	86%	1%
Australia Overall	**70%**	**24%**	**5%**	**1%**	**0%**	**94%**	**1%**
Hato Hone St John	78%	17%	4%	1%	1%	95%	1%
Wellington	76%	12%	10%	0%	1%	88%	2%
New Zealand Overall	**77%**	**16%**	**5%**	**1%**	**1%**	**93%**	**1%**
Papua New Guinea	**25%**	**45%**	**24%**	**4%**	**1%**	**70%**	**6%**

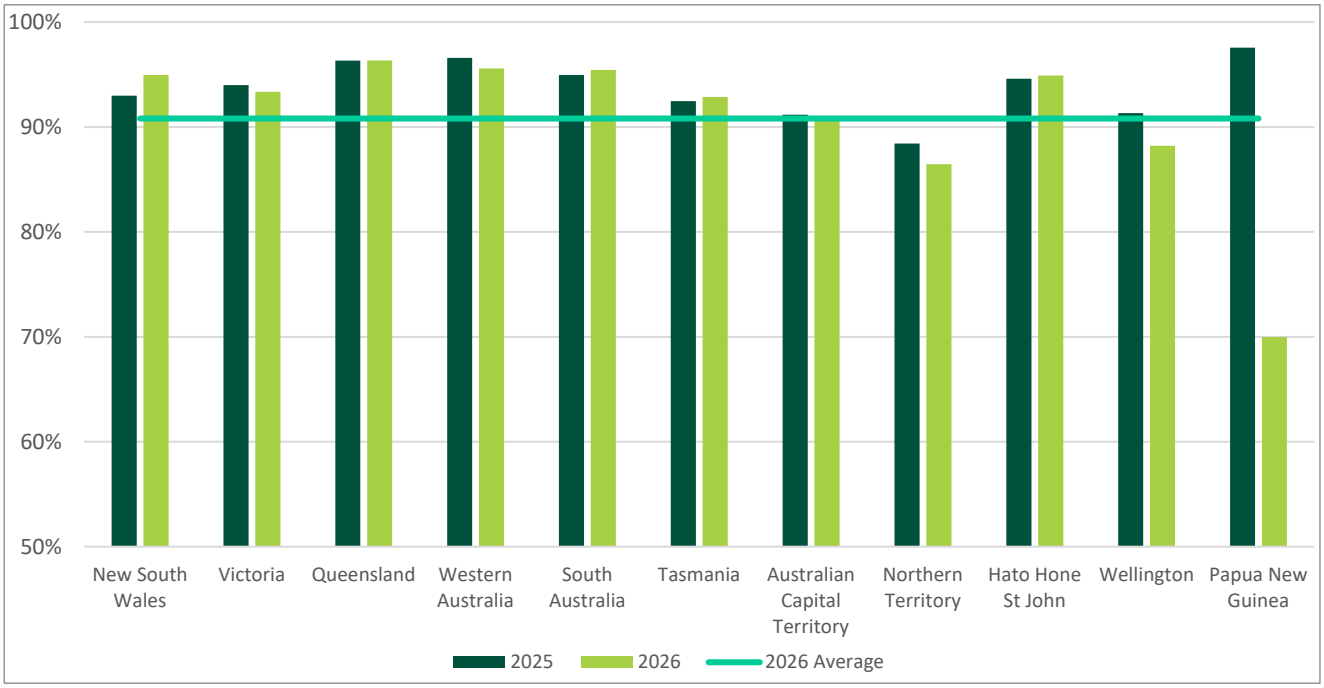
Q8. Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler? (Base Australia n=4,024; New Zealand n=2,631; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't say/did not make call').

Respondents in Australia and New Zealand reported highly positive experiences with the assistance provided by call takers. Overall, 94% of respondents in Australia and 93% in New Zealand rated the assistance as either "very helpful and reassuring" or "helpful and reassuring". The proportion of respondents selecting "very helpful and reassuring" was high, at 70% in Australia and 77% in New Zealand.

Feedback from Papua New Guinea was also generally positive, with 70% of respondents indicating that the assistance received was either "very helpful and reassuring" (25%) or "helpful and reassuring" (45%).

Levels of dissatisfaction were low across all three countries, at just 1% in Australia and New Zealand and 6% in Papua New Guinea.

Figure 3. Assistance provided by call taker (Q8) – all services (2025 vs 2026)



Q8. Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler? (Base Australia 2025 n=3,930, 2026 n=4,024; New Zealand 2025 n=2,304, 2026 n=2,631; Papua New Guinea 2025 n=534, 2026 n=403; excludes 'missing', 'Don't know/Can't say/did not make call').

Compared with 2025, results were largely stable across most services. The most notable change was observed in Papua New Guinea, where the NET positive rating declined from 98% in 2025 to 70% in 2026. Despite this decrease, the overall average across all services remained high at 91% in 2026.

Across Australia, NET positive ratings remained strong, ranging from 86% in the Northern Territory to 96% in both Queensland and Western Australia. Results in New Zealand were also relatively stable, with Hato Hone St John recording a 95% NET positive rating and Wellington Free Ambulance 88%, compared with 91% in 2025.

"The phone responders were amazing - controlled/managed the consultation impressively. Kind, understanding, empathetic, supportive." – Patient, QLD

"Phone exchange very helpful - tried to assist in particular crisis and stayed with me while I tried to assist my father, difficult for me till the ambos arrived. Paramedics calm and reassuring. Good ability to assess and get to work - using my information and the scene before them. Also good advice to prepare for arrival - open the door, lights on etc." – Patient, ACT

3.2 Waiting for the ambulance

Time taken for ambulance to arrive

Table 6. Time taken for ambulance to arrive (Q9) – all services (2026)

	Much quicker than I, or the patient I care for, thought it would be	A little quicker than I, or the patient I care for, thought it would be	About what I, or the patient I care for, thought it would be	A little slower than I, or the patient I care for, thought it would be	Much slower than I, or the patient I care for, thought it would be	**NET quicker**	**NET slower**
New South Wales	45%	23%	21%	6%	5%	68%	11%
Victoria	47%	20%	23%	5%	5%	67%	10%
Queensland	36%	22%	31%	6%	4%	59%	10%
Western Australia	50%	21%	22%	5%	2%	71%	7%
South Australia	42%	23%	26%	4%	4%	66%	8%
Tasmania	43%	17%	29%	5%	5%	60%	11%
Australian Capital Territory	32%	23%	32%	7%	6%	55%	13%
Northern Territory	25%	21%	28%	9%	17%	46%	26%
Australia Overall	**42%**	**21%**	**26%**	**5%**	**5%**	**63%**	**10%**
Hato Hone St John	45%	17%	24%	7%	6%	63%	13%
Wellington	32%	23%	32%	9%	4%	55%	13%
New Zealand Overall	**41%**	**19%**	**26%**	**8%**	**5%**	**60%**	**13%**
Papua New Guinea	**21%**	**27%**	**21%**	**19%**	**11%**	**48%**	**31%**

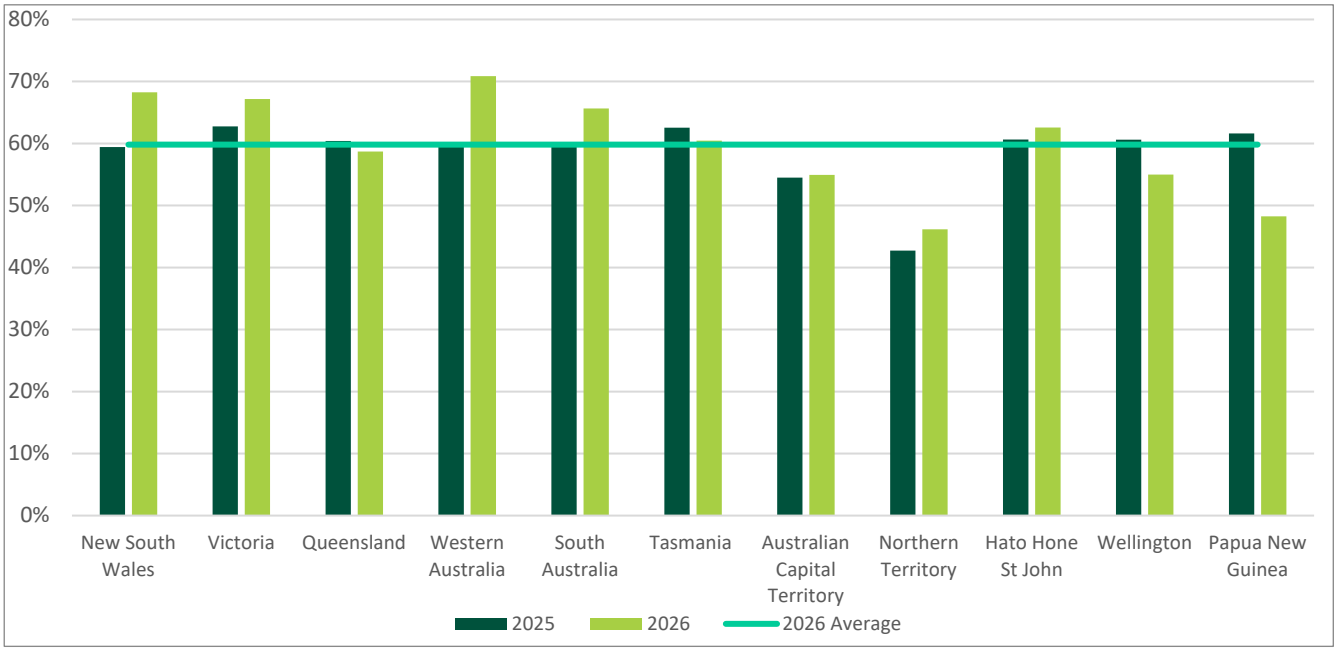
Q9. How would you, or the person you care for, describe your feelings about the time it took for the ambulance to arrive? (Base Australia n=4,380; New Zealand n=2,667; Papua New Guinea n=402; excludes 'missing', 'Don't know/Can't recall').

In Australia, 63% of respondents reported that the ambulance arrived quicker than expected, including 42% "much quicker" and 21% "a little quicker". Western Australia recorded the highest positive response at 71%.

Similarly, 60% of respondents in New Zealand reported quicker-than-expected arrival times, including 41% "much quicker" and 19% "a little quicker". In Papua New Guinea, the corresponding figure was lower at 48%, comprising 21% "much quicker" and 27% "a little quicker".

Slower-than-expected arrivals were reported by 10% of respondents in Australia, 13% in New Zealand and 31% in Papua New Guinea.

Figure 4. Time taken for ambulance to arrive (Q9) – all services (2025 vs 2026)



Q9. How would you, or the person you care for, describe your feelings about the time it took for the ambulance to arrive? (Base Australia 2025 n=4,379, 2026 n=4,380; New Zealand 2025 n=2,393, 2026 n=2,667; Papua New Guinea 2025 n=534, 2026 n=402; excludes 'missing', 'Don't know/Can't recall').

Overall, the average NET quicker response rate for ambulance arrival times across services was 60% in 2026.

In Australia, NET quicker ratings ranged from 46% in the Northern Territory to 71% in Western Australia. Western Australia recorded the largest increase compared with 2025, up 11% from 60% in 2025, followed by New South Wales, up 9% from 59% in 2025 to 68% in 2026. Results for the remaining jurisdictions were relatively stable, with changes ranging from 0 to 5%.

In New Zealand, NET quicker ratings were broadly similar to 2025. Hato Hone St John recorded a slight increase from 61% in 2025 to 63% in 2026, while Wellington Free Ambulance decreased from 61% in 2025 to 55% in 2026.

Papua New Guinea experienced a decline in perceived response times, with the NET quicker rating decreasing from 62% in 2025 to 48% in 2026.

"The ambulance team were wonderful. They arrived very quickly, took the time to assess dad and answered all questions. They really made a very uneasy situation much more calm." – Patient, NSW

"The paramedics were friendly, considerate, and thorough. Actual time for ambulance to arrive was very quick, once the consultation over the phone took place with a medical person. You know you are in good hands when the paramedics walk through the door." – Patient, AV

3.3 Provision of care

Care provided

Table 7. Paramedics' care (Q10) – Australia and Papua New Guinea (2026)

	Very good	Good	OK	Poor	Very poor	NET Good	NET Poor
New South Wales	90%	7%	2%	1%	1%	97%	1%
Victoria	91%	7%	1%	0%	0%	98%	0%
Queensland	92%	7%	1%	0%	0%	99%	0%
Western Australia	93%	5%	1%	1%	0%	98%	1%
South Australia	91%	8%	1%	0%	0%	98%	1%
Tasmania	91%	7%	1%	0%	0%	98%	0%
Australian Capital Territory	89%	8%	2%	1%	1%	97%	2%
Northern Territory	87%	9%	3%	1%	1%	96%	2%
Australia Overall	**91%**	**7%**	**1%**	**0%**	**0%**	**98%**	**1%**
Papua New Guinea	**37%**	**44%**	**17%**	**0%**	**1%**	**81%**	**1%**

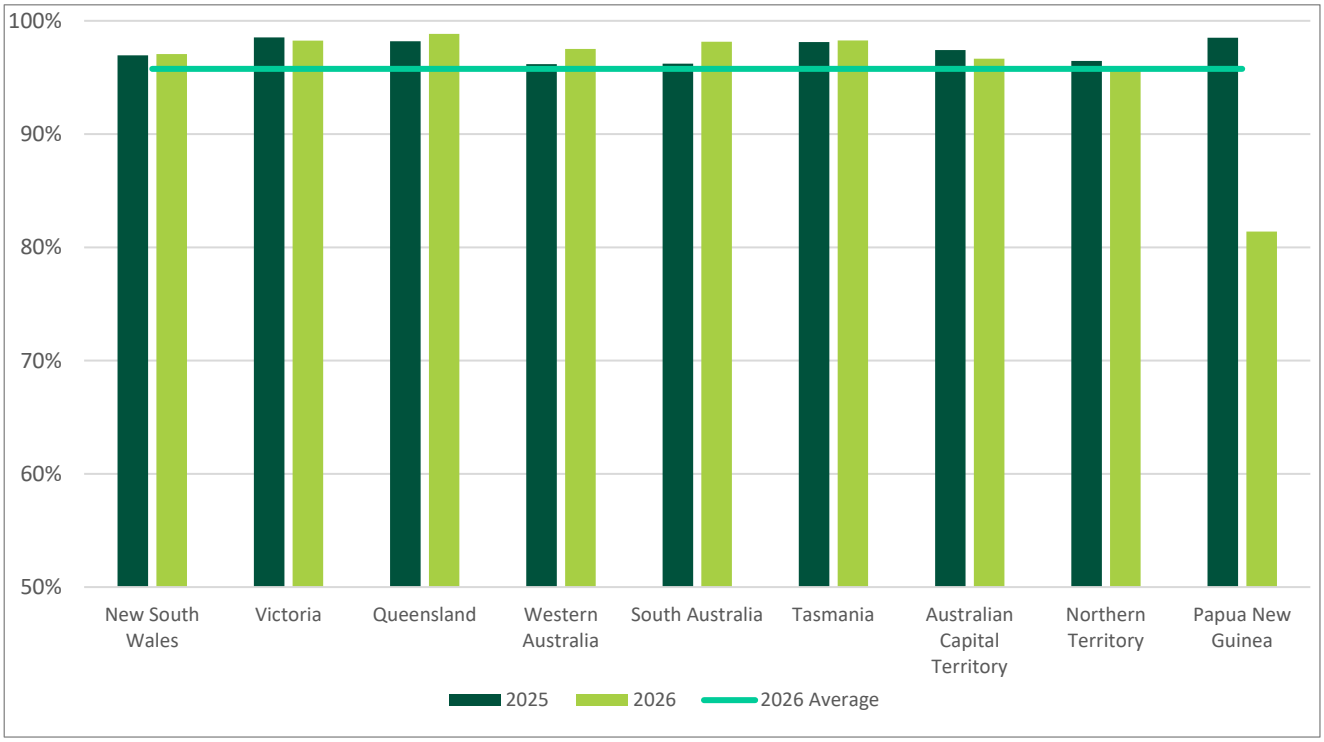
Q10. Please rate how you felt about the level of care provided to you, or the patient you care for, by the ambulance paramedics overall, including initial assessment, treatment, and transport? (Base Australia n=4,646; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't recall').

Overall, respondents' experiences with the care provided by ambulance paramedics were highly positive in Australia. In 2026, 98% of respondents rated their care as either "very good" or "good", with 91% describing their experience as "very good" and 7% as "good". Only 1% of respondents reported either a "poor" or "very poor" experience.

In Papua New Guinea, respondents also reported generally positive experiences with the care provided by ambulance paramedics. In 2026, 81% of respondents rated their care as either "very good" or "good". The distribution between these two positive ratings was relatively even, with 37% describing their experience as "very good" and 44% as "good". A further 17% of respondents said their experience was "OK". The proportion of respondents describing their care as either "poor" or "very poor" was only 1%.

This question was not included in the New Zealand survey.

Figure 5. Paramedics' care (Q10) – Australia and Papua New Guinea (2025 vs 2026)



Q10. Please rate how you felt about the level of care provided to you, or the patient you care for, by the ambulance paramedics overall, including initial assessment, treatment, and transport? (Base Australia 2025 n=3,044, 2026 n=4,646; Papua New Guinea 2025 n=534, 2026 n=403; excludes 'missing', 'Don't know/Can't recall').

The 2026 NET Good rating for ambulance paramedic care was exceptionally high across all services, averaging 96%.

Ambulance care ratings remained stable across Australia in 2026, with 98% of respondents reporting a positive experience, unchanged from 2025. At the jurisdictional level, NET Good ratings ranged from 96% in the Northern Territory to 99% in Queensland, with most jurisdictions recording results comparable to those reported in 2025.

In Papua New Guinea, the NET Good rating was 81% in 2026, compared with 99% in 2025.

"They arrived fairly quickly and immediately assessed the situation. They were very professional and efficient. They put us both at ease and we felt we were in safe hands. Once at the hospital, the offloading was done with care and did not cause further pain. They stayed with me until I was taken by emergency staff into a bed." – Patient, NT

"The paramedics were exemplary in every way. Skilled, kind and explaining everything to me. I felt safe with them. This has always been the case with my experience of St John's ambulance service." – Patient, WA

Trust and confidence in ambulance paramedics

Table 8. Trust and confidence in quality of care and treatment (Q11) – Australia and Papua New Guinea (2026)

	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	72%	21%	6%	1%	0%	93%	1%
Victoria	79%	16%	4%	0%	0%	95%	1%
Queensland	76%	19%	4%	0%	0%	95%	0%
Western Australia	80%	16%	3%	1%	0%	96%	1%
South Australia	70%	24%	5%	1%	0%	94%	1%
Tasmania	77%	16%	7%	0%	0%	93%	1%
Australian Capital Territory	72%	19%	6%	1%	1%	91%	2%
Northern Territory	74%	15%	7%	4%	0%	89%	4%
Australia Overall	**76%**	**18%**	**5%**	**1%**	**0%**	**94%**	**1%**
Papua New Guinea	**31%**	**33%**	**34%**	**1%**	**1%**	**63%**	**2%**

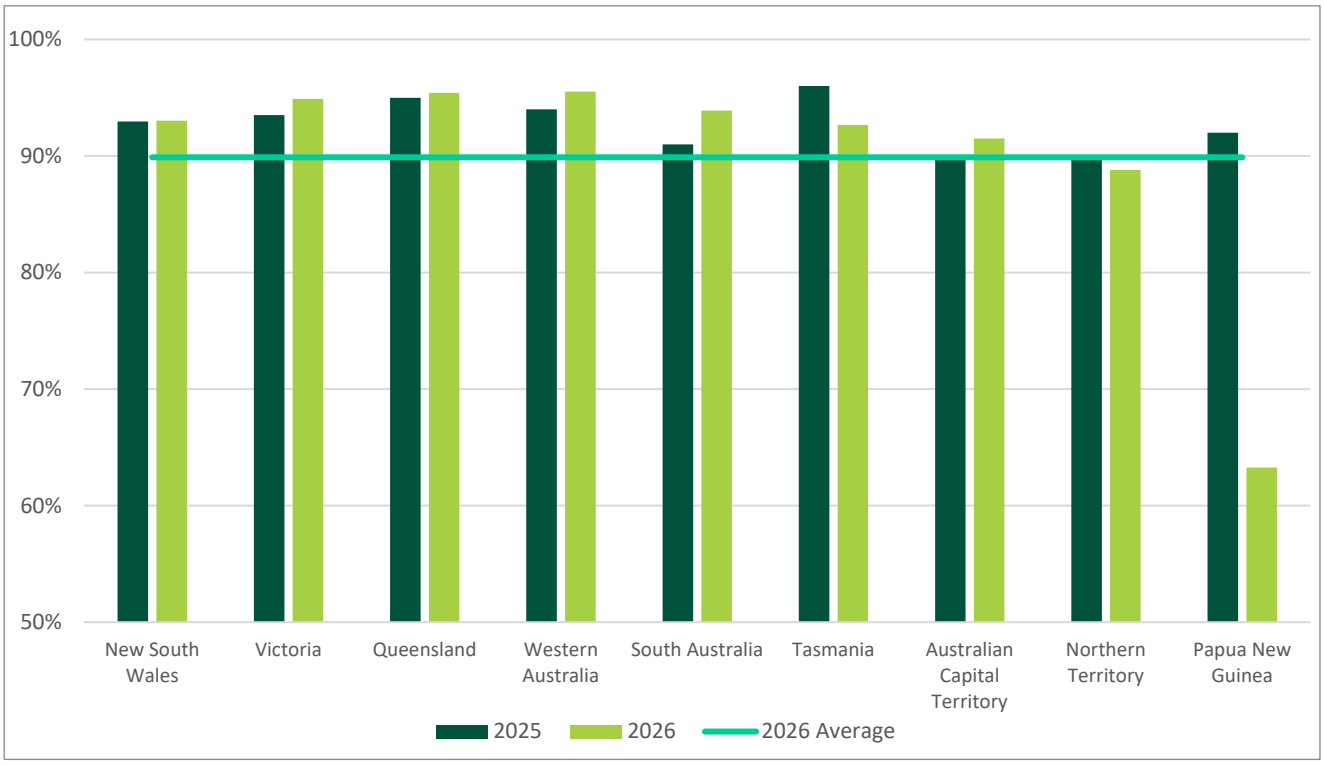
Q11. How would you rate the level of trust and confidence you, or the patient you care for, had in the ambulance services staff and their ability to provide quality care and treatment? (Base Australia n=4,641; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't recall').

Australia recorded a 94% NET high level of confidence in ambulance paramedic care in 2026. This comprised 76% of respondents who rated their trust and confidence in ambulance paramedics as "very high" and a further 18% who rated it as "high". An additional 5% described their level of confidence as "OK", while only 1% reported a low level of confidence.

In Papua New Guinea, 63% of respondents reported a high level of confidence in ambulance paramedics in 2026, including 31% who described their confidence as "very high" and 33% as "high". A further 34% described their level of confidence as "OK", while 2% reported low confidence.

This question was not included in the New Zealand survey.

Figure 6. Trust and confidence in quality of care and treatment (Q11) – Australia and Papua New Guinea (2025 vs 2026)



Q11. How would you rate the level of trust and confidence you, or the patient you care for, had in the ambulance services staff and their ability to provide quality care and treatment? (Base Australia 2025 n=3,044, 2026 n=4,641; Papua New Guinea 2025 n=534, 2026 n=403; excludes 'missing', 'Don't know/Can't recall').

The average NET high level of confidence of all services remained high in 2026, at 90%.

In Australia, 94% of respondents reported a NET high level of confidence in ambulance paramedics in 2026, an increase of one percentage point from 93% in 2025. Across jurisdictions, results ranged from 89% in the Northern Territory to 96% in Western Australia. Several jurisdictions recorded increases from 2025, led by South Australia, which rose by three percentage points, from 91% to 94%. Western Australia increased by two percentage points, from 94% to 96%, while Victoria increased from 94% to 95% and the Australian Capital Territory from 90% to 91%.

In Papua New Guinea, the NET High level of confidence rating was 63% in 2026, down from 92% in 2025.

"From the moment the ambulance arrived, the officers displayed remarkable thoroughness in their approach. They executed their duties with a level of expertise that instilled confidence and comfort not only in me but also in my family members who were present." – Patient, WA

"The knowledge and confidence the ambulance crew had was amazing, was comforting to feel in very safe hands." – Patient, SA

Service staff explanations

Table 9. Paramedic explanations (Q12) – all services (2026)

	A very clear and thorough explanation	A reasonably 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	78%	18%	3%	0%	1%	96%	1%
Victoria	79%	19%	2%	0%	0%	97%	1%
Queensland	76%	22%	2%	0%	0%	98%	0%
Western Australia	80%	17%	2%	0%	1%	97%	1%
South Australia	81%	16%	2%	0%	1%	97%	1%
Tasmania	86%	12%	2%	0%	0%	98%	0%
Australian Capital Territory	76%	19%	3%	1%	1%	95%	2%
Northern Territory	74%	19%	2%	2%	4%	93%	5%
Australia Overall	**80%**	**17%**	**2%**	**0%**	**1%**	**97%**	**1%**
Wellington	76%	20%	2%	1%	1%	96%	1%
New Zealand Overall	**76%**	**20%**	**2%**	**1%**	**1%**	**96%**	**1%**
Papua New Guinea	**38%**	**36%**	**20%**	**4%**	**3%**	**74%**	**6%**

Q12. Did the paramedic/s explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia n=4,546; New Zealand (Wellington Free Ambulance) n=749; Papua New Guinea n=402; excludes 'missing', 'Don't know/Can't recall/ this was not possible').

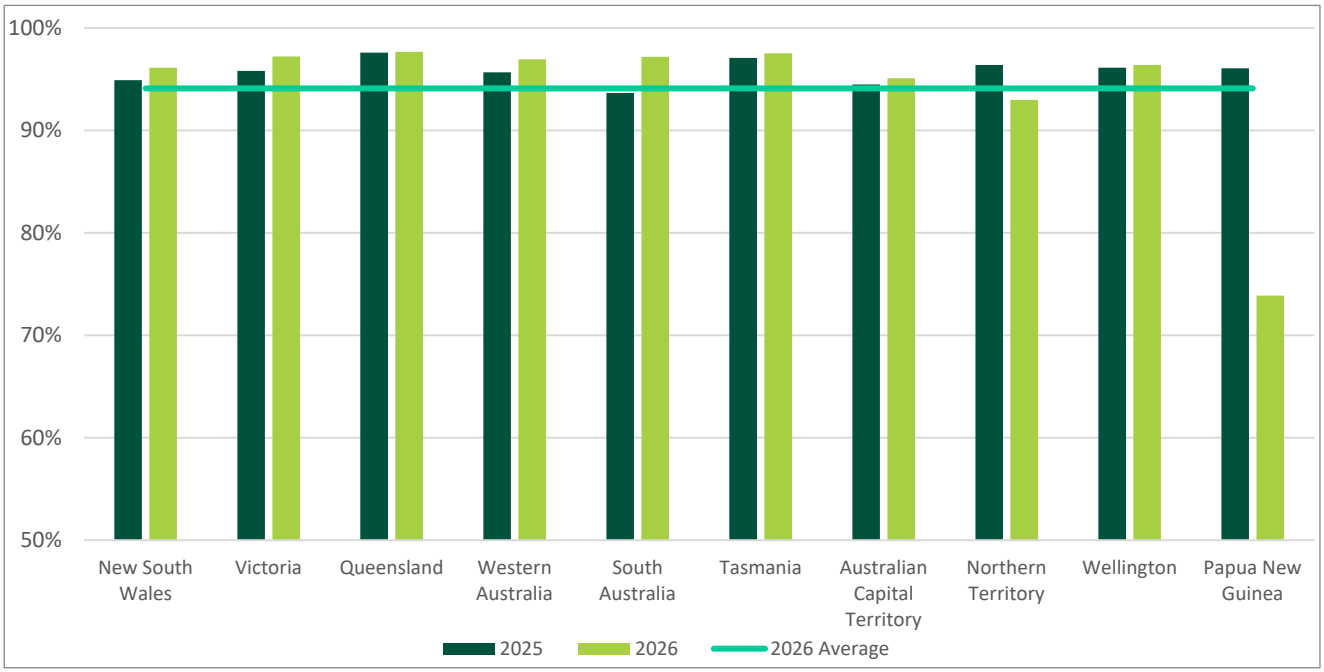
In Australia, 97% of respondents reported that ambulance paramedics provided a clear explanation of their condition and treatment in 2026, while only 1% felt the explanation was unclear. Queensland and Tasmania recorded the highest result (98% clear), with both services also reporting the lowest NET unclear rating, at approximately 0%.

In New Zealand, 96% of respondents from Wellington Free Ambulance reported receiving a clear explanation of their condition and treatment, while 1% felt the explanation was unclear.

In Papua New Guinea, 74% of respondents reported receiving a clear explanation of their condition and

treatment in 2026, while 6% reported unclear explanations.

Figure 7. Paramedic explanations (Q12) – all services (2025 vs 2026)



Q12. Did the paramedic/s explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia n=4,546; New Zealand (Wellington Free Ambulance) n=749; Papua New Guinea n=402; excludes 'missing', 'Don't know/Can't recall / this was not possible').

The average NET clear rating for explanations provided by ambulance paramedics across all services was 94% in 2026.

In Australia, NET clear ratings ranged from 93% in the Northern Territory to 98% in Queensland and Tasmania. South Australia recorded the largest increase compared with 2025, rising from 94% to 97%, while results for most other services remained broadly consistent with those reported in 2025. The Northern Territory recorded a decrease from 96% to 93%.

In New Zealand, Wellington Free Ambulance continued to record strong performance, with results remaining stable at 96%, consistent with 2025. This question was not included in the Hato Hone St John survey.

In Papua New Guinea, 74% of respondents reported receiving a clear explanation of their condition and treatment in 2026, compared with 96% in 2025.

"The simple & reassuring explanation of what was happening. I am an "elder" - this was great. Even after entry to hospital." – Patient, TAS

"The treating St John's ambulance staff member was really kind and reassuring, very soft and nice, explained everything very well that I had no doubts and no questions and due to being in pain, the driver understood and kept that in mind when driving to the hospital." – Patient, WA

Involvement in Treatment and Care Decision-Making

Table 10. Satisfaction with involvement in treatment or care decisions (Q13) - all services (2026)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	NET satisfied	NET dissatisfied
New South Wales	78%	20%	1%	1%	0%	98%	1%
Victoria	83%	15%	1%	0%	0%	98%	1%
Queensland	82%	17%	1%	0%	0%	99%	0%
Western Australia	83%	14%	2%	1%	1%	97%	2%
South Australia	79%	19%	2%	1%	0%	98%	1%
Tasmania	82%	16%	1%	0%	0%	99%	0%
Australian Capital Territory	80%	16%	2%	1%	1%	96%	2%
Northern Territory	77%	17%	5%	0%	1%	94%	1%
Australia Overall	**81%**	**16%**	**2%**	**0%**	**0%**	**98%**	**1%**
Wellington	78%	15%	5%	1%	1%	93%	1%
New Zealand Overall	**78%**	**15%**	**5%**	**1%**	**1%**	**93%**	**1%**
Papua New Guinea	**32%**	**63%**	**5%**	**0%**	**0%**	**95%**	**1%**

Q13. How satisfied were you with the level of involvement you, or the person you care for, had in decisions about treatment or care during the interaction with the paramedics? (Base Australia n=4,588; New Zealand (Wellington Free Ambulance) n=712; Papua New Guinea n=403; excludes 'missing', 'Not applicable / I was not in a position to participate in decisions about my care').

In 2026, respondents' satisfaction with their involvement in treatment or care decisions remained high across all services.

Australia achieved a NET satisfaction score of 98%, with Queensland and Tasmania recording the highest results (99%). Within Australia, 81% of respondents were "very satisfied" and 16% were "satisfied". NET dissatisfaction remained low across all Australian jurisdictions, ranging from 0% to 2%.

In New Zealand, Wellington Free recorded a NET satisfaction score of 93%, with a further 5% of respondents reporting that they were "neither satisfied nor dissatisfied", and only 1% reporting that they were not satisfied with their level of involvement in treatment decisions.

In Papua New Guinea, NET satisfaction was 95%, with 5% of respondents reporting that they were "neither satisfied nor dissatisfied" and 1% reporting NET dissatisfaction.

Figure 8. Satisfaction with involvement in treatment or care decisions (Q13) - all services (2026)

Q13. How satisfied were you with the level of involvement you, or the person you care for, had in decisions about treatment or care during the interaction with the paramedics? (Base Australia n=4,588; New Zealand (Wellington Free Ambulance) n=712; Papua New Guinea n=403; excludes 'missing', 'Not applicable / I was not in a position to participate in decisions about my care').

The average NET satisfaction rating across all services regarding respondents' level of involvement in treatment or care decisions was high in 2026, at 97%.

Across Australia, NET satisfaction ratings ranged from 94% in the Northern Territory to 99% in Queensland and Tasmania.

Satisfaction was also high in New Zealand, with Wellington Free Ambulance recording a NET satisfaction rating of 93%. This question was not included in the Hato Hone St John survey.

Papua New Guinea also recorded a high NET satisfaction rating of 95%.

This question was newly introduced in the 2026 Patient Experience Survey and therefore no 2025 results are available for comparison.

"Paramedics were very understanding in recognising patient needs and preferences. They were very reassuring, offering sound advice and recommendations." – Patient, TAS

"Their respect and empathy with my older parent. They respected his decision making and dignity and really took my views as his carer into account." – Patient, NT

Quality of Empathy and Understanding

Table 11. Satisfaction with paramedics' empathy and understanding (Q14) - Australia and Papua New Guinea (2026)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	NET satisfied	NET dissatisfied
New South Wales	82%	16%	2%	0%	0%	98%	1%
Victoria	84%	14%	1%	0%	0%	98%	1%
Queensland	85%	14%	1%	0%	0%	99%	0%
Western Australia	84%	13%	1%	0%	1%	97%	2%
South Australia	83%	15%	2%	0%	1%	98%	1%
Tasmania	83%	15%	1%	1%	0%	98%	1%
Australian Capital Territory	83%	14%	2%	1%	1%	96%	2%
Northern Territory	81%	15%	3%	1%	1%	96%	2%
Australia Overall	**83%**	**14%**	**1%**	**1%**	**1%**	**98%**	**1%**
Papua New Guinea	**37%**	**61%**	**2%**	**0%**	**0%**	**98%**	**0%**

Q14. How satisfied were you, or the person you care for, with the level of empathy and understanding shown by the paramedics? (Base Australia n=4,641; Papua New Guinea n=403; excludes 'missing', 'Not applicable/I did not interact with the paramedics in a way that involved personal care').

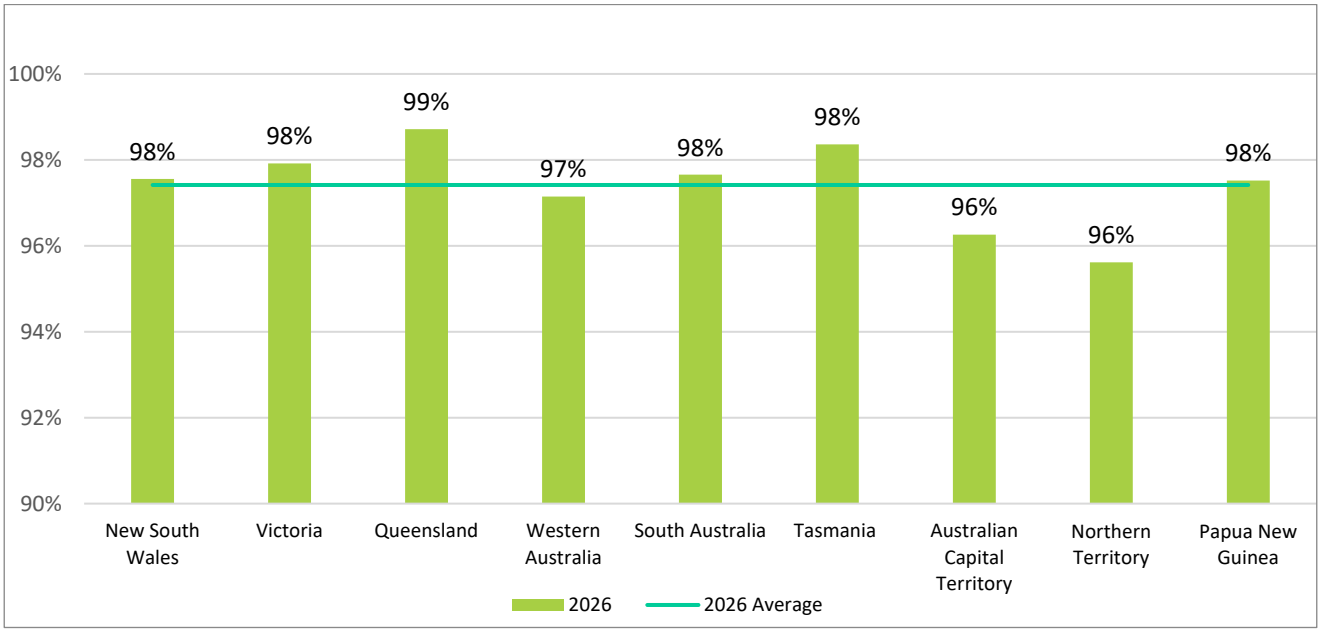
Overall satisfaction with the empathy and understanding demonstrated by paramedics was high in both Australia and Papua New Guinea.

In Australia, NET satisfaction reached 98%, comprising 83% of respondents who were "very satisfied" and 14% who were "satisfied". The proportion reporting that they were "very satisfied" ranged from 81% in the Northern Territory to 85% in Queensland. NET dissatisfaction was 1%, while a further 1% were "neither satisfied nor dissatisfied".

In Papua New Guinea, NET satisfaction was also 98%, with 37% of respondents indicating they were "very satisfied" and 61% reporting they were "satisfied". An additional 2% were "neither satisfied nor dissatisfied", while less than 1% reported dissatisfaction.

This question was not included in the New Zealand surveys.

Figure 9. Satisfaction with paramedics' empathy and understanding (Q14) - Australia and Papua New Guinea (2026)



Q14. How satisfied were you, or the person you care for, with the level of empathy and understanding shown by the paramedics? (Base Australia n=4,641; Papua New Guinea n=403; excludes 'missing',' Not applicable/I did not interact with the paramedics in a way that involved personal care').

Overall, average NET satisfaction with the level of empathy and understanding demonstrated by paramedics was high across all services, at 97%.

In Australia, NET satisfaction was consistently high across ambulance services, ranging from 96% in the Australian Capital Territory and Northern Territory to 99% in Queensland. Results were relatively consistent across jurisdictions, with only minor variation between services.

Papua New Guinea also recorded a high NET satisfaction result of 98%.

This question was included in the Patient Experience Survey for the first time in 2026. Therefore, no 2025 results are available for comparison.

"The officers were efficient and did their job to the best of their abilities. Good communication and showed empathy for me having a difficult condition." – Patient, QLD

"The staff were incredibly professional, calm, and caring during a stressful situation. They explained everything clearly, responded quickly, and made me feel safe and respected the entire time. Their teamwork and compassion really stood out, and I'm grateful for the support and care I received from SA Ambulance Service." – Patient, SA

Quality of Respect for Privacy and Dignity

Table 12. Satisfaction with paramedics' respect for privacy and dignity (Q15) - Australia and Papua New Guinea (2026)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	NET satisfied	NET dissatisfied
New South Wales	85%	12%	1%	1%	1%	98%	2%
Victoria	87%	11%	1%	0%	0%	99%	0%
Queensland	87%	12%	0%	0%	0%	100%	0%
Western Australia	87%	11%	1%	0%	0%	98%	1%
South Australia	86%	13%	1%	0%	0%	99%	1%
Tasmania	85%	14%	1%	0%	0%	99%	1%
Australian Capital Territory	85%	11%	2%	0%	1%	96%	1%
Northern Territory	82%	16%	2%	0%	1%	97%	1%
Australia Overall	**86%**	**12%**	**1%**	**0%**	**0%**	**98%**	**1%**
Papua New Guinea	**46%**	**54%**	**0%**	**0%**	**0%**	**100%**	**0%**

Q15. How satisfied were you with how the paramedics respected your privacy and dignity, or that of the person you care for, during the care provided? (Base Australia n=4,640; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't say').

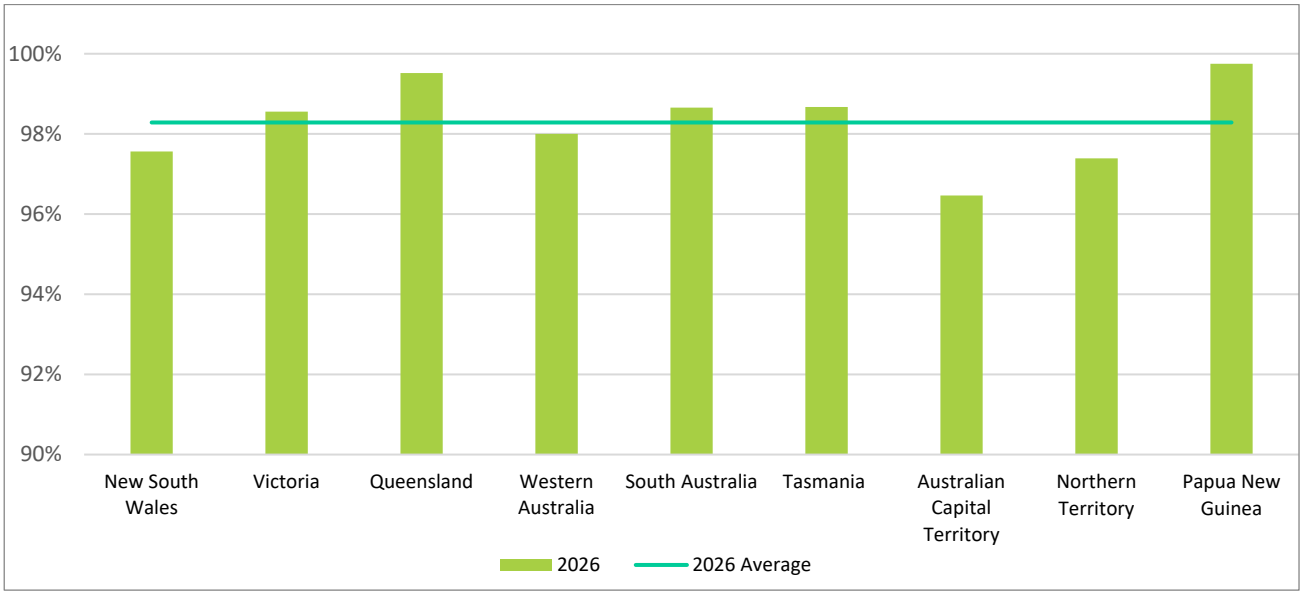
Regarding ratings of how paramedics respected patients' privacy and dignity, the results were highly positive overall.

In Australia, 98% of respondents reported NET satisfaction, with 86% selecting "very satisfied" and 12% "satisfied". The proportion of respondents who were "very satisfied" ranged from 82% in the Northern Territory to 87% in Victoria, Queensland and Western Australia. Overall, only 1% of respondents were "neither satisfied nor dissatisfied", while a further 1% reported NET dissatisfaction.

Papua New Guinea recorded a NET satisfaction result of 100%, with responses split between "very satisfied" (46%) and "satisfied" (54%). No respondents selected a neutral or dissatisfied response.

This question was not included in the New Zealand survey.

Figure 10. Satisfaction with paramedics' respect for privacy and dignity (Q15) - Australia and Papua New Guinea (2026)



Q15. How satisfied were you with how the paramedics respected your privacy and dignity, or that of the person you care for, during the care provided? (Base Australia n=4,640; Papua New Guinea n=403; excludes 'missing', 'Don't know/Can't say').

Overall, NET Satisfaction with how paramedics respected patients' privacy and dignity was exceptionally high across all services, averaging 98%. Across Australian jurisdictions, NET Satisfaction ranged from 96% in the Australian Capital Territory to 100% in Queensland. Papua New Guinea recorded an overall NET Satisfaction result of 100%.

This question was introduced in the 2026 Patient Experience Survey. Therefore, no 2025 results are available for comparison.

"The best aspect of the Ambulance Service is undoubtedly its people. The majority of Ambulance Officers I have encountered have demonstrated exceptional compassion, professionalism, and genuine care. During some of the most frightening moments of my life, they have consistently reassured both me and my family that everything possible was being done and that I was going to be okay. Due to the complexity of my chronic health conditions and my rural location, I have relied on the Ambulance Service on numerous occasions. Most officers have always made me feel welcome to access the service and have treated me with dignity and respect. They have taken the time to engage not only with me but also with my family. As my children are very aware of my health conditions and are often frightened when I become unwell, seeing familiar and caring paramedics arrive at our home provides enormous reassurance to my entire family." – Patient, NSW

"Paramedics show so much kindness and respect to my husband and I. Amazing professionalism as well! Thank you!! Their empathy and respect for dignity." – Patient, QLD

Quality of Respect for Cultural, Linguistic and Identity-Based Needs

Table 13. Satisfaction with respect for cultural, linguistic and identity-based needs (Q16) - Australia and Papua New Guinea (2026)

	Very satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	NET satisfied	NET dissatisfied
New South Wales	62%	31%	6%	1%	0%	93%	1%
Victoria	72%	23%	4%	0%	1%	95%	1%
Queensland	71%	23%	5%	0%	1%	94%	1%
Western Australia	73%	21%	4%	1%	1%	93%	3%
South Australia	68%	26%	5%	0%	1%	94%	1%
Tasmania	75%	22%	2%	0%	0%	97%	0%
Australian Capital Territory	64%	25%	7%	0%	5%	88%	5%
Northern Territory	66%	34%	0%	0%	0%	100%	0%
Australia Overall	**71%**	**24%**	**4%**	**0%**	**1%**	**95%**	**1%**
Papua New Guinea	**3%**	**96%**	**0%**	**0%**	**0%**	**100%**	**0%**

Q16: If you, or the person you care for, identify as belonging to a group that may experience specific cultural, linguistic, or identity-based needs (for example, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTQIA+ communities), how satisfied were you with the way the paramedics respected and addressed these needs? (Base Australia n=1,440; Papua New Guinea n=402; excludes 'missing', 'Not applicable/I or the patient I care for do not identify as being from a culturally or linguistically diverse background in this area').

In Australia, 95% of respondents reported NET satisfaction with how paramedics respected and responded to their cultural, linguistic and identity-based needs. This comprised 71% who were "very satisfied" and 24% who were "satisfied". A further 4% of respondents were "neither satisfied nor dissatisfied", while 1% reported NET dissatisfaction.

In Papua New Guinea, NET satisfaction reached 100%, with 3% of respondents reporting that they were "very satisfied" and 96% "satisfied". No respondents selected a neutral or dissatisfied response.

This question was not included in the New Zealand survey.

Figure 11. Satisfaction with respect for cultural, linguistic and identity-based needs (Q16) - Australia and Papua New Guinea (2026)

Q16: If you, or the person you care for, identify as belonging to a group that may experience specific cultural, linguistic, or identity-based needs (for example, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTQIA+ communities), how satisfied were you with the way the paramedics respected and addressed these needs? (Base Australia n=1,440; Papua New Guinea n=402; excludes 'missing', 'Not applicable/I or the patient I care for do not identify as being from a culturally or linguistically diverse background in this area').

Overall, participating ambulance services received high satisfaction ratings for their respect and responsiveness to respondents' cultural, linguistic, and identity-based needs, with average NET satisfaction reaching 95%.

Across Australian jurisdictions, NET satisfaction ranged from 88% in the Australian Capital Territory to 100% in the Northern Territory, with most services recording results in the 90% range.

In Papua New Guinea, NET satisfaction reached 100%.

As this question was introduced in the 2026 Patient Experience Survey, no 2025 results are available for comparison.

"The paramedics were kind respectful and compassionate towards my dad throughout the experience. They respected his cultural background and having difficulties, spoke in simple English so he could clearly understand, repeating information when needed. When dad initially refused to attend hospital, they calmly reassured and encouraged him to go. Explaining it was the best way to ensure everything was ok. Our family is very grateful for the care our dad received." – Patient, VIC

"The gentleness and respect shown to me and the non-judgemental attitude of the paramedics." – Patient, ACT

Appendix

2026 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.

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

Q1 Is the person completing this survey:

The patient	A relative, or carer of the patient

A Few Questions About the Patient

Q2 Which of the following best describes the patient?

Male	Female	Self-described

Q3 Does the patient identify as a First Nations person from Australia, New Zealand, or Papua New Guinea?

Aboriginal	Torres Strait Islander	Aboriginal and Torres Strait Islander	Māori (New Zealand)	First Nations person from Papua New Guinea	No	Prefer not to say

Q4 Please select the age group of the patient.

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 +

Q5 How many times has the patient used the Ambulance Service in the last 12 months?

Once	Between 2-5 times	More than 5 times

Q6: What is the patient's postcode?

Postcode _____

Thinking About the Call

Q7 Thinking about the 000/111 call to the Ambulance Service, which of the following would best describe how you, or the patient you care for, felt about the length of wait time to be connected to the Ambulance Service call taker?

Much quicker than I, or the patient I care for, thought it would be	A little quicker than I, or the patient I care for, thought it would be	About what I, or the patient I care for, thought it would be	A little slower than I, or the patient I care for, thought it would be	Much slower than I, or the patient I care for, thought it would be	Don't know / Can't recall / Did not make the call

Q8 Throughout the 000/111 call, how helpful and reassuring was the Ambulance Service call handler?

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

Q9: How would you, or the person you care for, describe your feelings about the time it took for the ambulance to arrive?

Much quicker than I, or the patient I care for, thought it would be	A little quicker than I, or the patient I care for, thought it would be	About what I, or the patient I care for, thought it would be	A little slower than I, or the patient I care for, thought it would be	Much slower than I, or the patient I care for, thought it would be	Don't know / Can't recall

Thinking About the Experience with Paramedics' Treatment and Care

Q10 Please rate how you felt about the level of care provided to you, or the patient you care for, by the ambulance paramedics overall, including initial assessment, treatment, and transport?

Very Good	Good	OK	Poor	Very Poor	Don't know / Can't recall

Q11 How would you rate the level of trust and confidence you, or the patient you care for, 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

Q12 Did the paramedic/s explain, in a way that could be understood, the presenting condition and reasons for the treatment they were providing?

A very clear and thorough explanation of the condition & reasons for treatment were provided	A reasonably clear explanation of the condition & reasons for treatment were provided	Explanation of condition & treatment were just OK	Some explanations were given but could not be understood	No, not at all	Don't know / Can't recall / This was not possible

Q13 How satisfied were you with the level of involvement you, or the person you care for, had in decisions about treatment or care during the interaction with the paramedics?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Not applicable / I was not in a position to participate in decisions about my care

Q14 How satisfied were you, or the person you care for, with the level of empathy and understanding shown by the paramedics?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Not applicable / I did not interact with the paramedics in a way that involved personal care

Q15 How satisfied were you with how the paramedics respected your privacy and dignity, or that of the person you care for, during the care provided?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't know/ Can't say

Q16 If you, or the person you care for, identify as belonging to a group that may experience specific cultural, linguistic, or identity-based needs (for example, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTQIA+ communities), how satisfied were you with the way the paramedics respected and addressed these needs?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Not applicable / I or the patient I care for do not identify as being from a culturally or linguistically diverse background in this area

Thinking about the Overall Experience

Q17 Please rate how satisfied overall you, or the patient you care for, were with your last experience using the Ambulance Service.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't know / Can't recall

Q18 What were the best things about the experience with the ambulance service?

[Enter response]

Q19 What could the ambulance service do to improve the service provided to patients?

[Enter response]

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.

Produced in September 2026

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