THE COUNCIL OF AMBULANCE AUTHORITIES

2023 CAA

Patient Experience Survey

October 2023

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Executive Summary

Overall Satisfaction

Over nine in ten patients from Australia (97%), New Zealand (98%), and Papua New Guinea (98%) were satisfied with their most recent experience using the local ambulance service.

- Overall, the level of satisfaction among respondents with the ambulance service remained exceedingly positive across all services. A substantial proportion of Australian respondents (81%), New Zealand respondents (89%), and Papua New Guinean respondents (85%) reported being 'very satisfied,' while a substantial number of Australian respondents (16%), New Zealand respondents (9%), and Papua New Guinean respondents (13%) stated they were 'satisfied' with their recent encounter.
- Among the Australian services assessed, five out of eight demonstrated an increase in NET satisfaction.
- A comparative analysis of New Zealand services revealed that the rate of 'very satisfied' reports showed no significant difference (89% for Hato Hone St John and 88% for Wellington Free Ambulance).
- Across all services, the proportion of respondents reporting satisfaction ranged from 96% to 99%.

Calls to the ambulance service

In Australia and Papua New Guinea 66% and 65% of patients, respectively, reported being connected to call takers more promptly than they had anticipated. A substantial majority of Australian and Papua New Guinean patients (93%), along with 92% of New Zealand patients, acknowledged the call taker's helpfulness and reassurance during their interactions.

- An upward trend in positive experiences with ambulance call takers was noticeable in Australia during the year 2023. Merely 1% of patients reported finding the call takers unhelpful, while 5% felt that they endured longer wait times for connection than they ideally should have.
- In Papua New Guinea, the results demonstrated a commendable performance, with only 2% of patients expressing dissatisfaction with call takers' helpfulness, and 12% reporting perceptions of longer-than-expected wait times for connection.

Waiting for an ambulance

Across Australia 61% of patients expressed that the wait time for the ambulance's arrival was quicker than they had anticipated. In Papua New Guinea 57% reported ambulance arrival was quicker than expected, and 60% in New Zealand (Wellington only).

- Within Australia, the proportion of respondents who reported a quicker wait for an ambulance spanned from 54% to 69%, with four services reporting rates exceeding 61%.
- In Wellington, there was a reduction of 5.6% in positive experiences compared to the preceding year.
- Papua New Guinea also observed a decrease in positive experiences with ambulance wait times, as 57% of respondents felt the ambulances arrived quicker than expected in 2023, as opposed to 80% in 2022.

Provision of care

The provision of care to patients in Australia garnered remarkable satisfaction, with 97% of Australian patients expressing their experience as 'good' or 'very good'.

- The results underscore the consistently high standard of care provided across all states and territories, with satisfaction levels remaining overwhelmingly positive throughout 2023, ranging from 95% to 98%.
- Similarly, in Papua New Guinea, 95 % of patients conveyed a positive overall experience of care, indicating a commendable level of service.
- In both Australia and Papua New Guinea, only 1% of patients who participated in the survey reported their received care from paramedics as 'very poor' or 'poor', underscoring the overall effectiveness and quality of care provided to most patients.

A significant majority of patients in both Australia and Papua New Guinea (93%) conveyed possessing high levels of trust and confidence in the ambulance staff responsible for their care.

- When evaluating the confidence levels across various Australian states and territories, minimal disparity was observed, as all services registered NET confidence scores ranging from 91% to 95%, indicating a consistent level of trust in ambulance personnel.
- In Papua New Guinea, the proportion of service users expressing confidence in the service staff remained steady at 93% in the year 2023, reflecting a continued sense of trust in the ambulance services provided.

A significant percentage of patients in Australia (95%) expressed that they received a 'very clear' or 'clear' explanation of their condition and the reasons for their treatment.

- The proportion of Australian patients reporting receiving such 'very clear' or 'clear' explanations showed a 1% increase from the preceding year.
- In both New Zealand and Papua New Guinea, a substantial proportion of patients (95% and 94% respectively) reported receiving a 'very clear' or 'clear' explanation of their condition and treatment plan. Additionally, Papua New Guinea's service showed an increase of four percentage points compared to the preceding year.

The level of comfort experienced by patients during their ambulance journey received high ratings across Australia, New Zealand (Wellington only), and Papua New Guinea, with 94%, 97%, and 93% of patients respectively expressing their satisfaction.

- In Australia, the comfort reported during the ambulance journey remained almost consistent with the findings from the previous year, with 95% of patients affirming their contentment.
- Similarly, in Wellington, New Zealand, 97% of patients felt 'very comfortable' or 'comfortable' during their ambulance journey, indicating no change from the preceding year.
- Meanwhile, in Papua New Guinea, 93% of patients rated their level of comfort during the journey as 'very comfortable' or 'comfortable', representing an encouraging increase of 2% from the data recorded in 2022.

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

1. Research Context

1.1. Background and objectives

Since 2002, 2007, and 2020 respectively, the CAA has conducted the Patient Experience Survey in Australia, New Zealand, and Papua New Guinea. This survey plays a crucial role in monitoring patient experiences to gauge the quality of ambulance services as reported by recent service users. Through gathering this valuable feedback, the CAA and its member organisations gain insights into the recent experiences of treatment and care provided by the services, thereby identifying areas of service delivery that could benefit from enhancement.

The survey encompasses a comprehensive assessment, prompting patients or their caregivers to rank their satisfaction with various aspects of ambulance services and treatment. Key areas evaluated include telephone assistance, timeliness of response, treatment received, competency of staff, journey comfort, and overall satisfaction.

The survey methodology differs among the three regions: in Australia, it is conducted as a mailout; in New Zealand, it is administered via SMS; and in Papua New Guinea, it takes place via telephone. The survey targets a sample of patients who have undergone emergency or urgent transportation by the respective services. Notably, data collection responsibilities rest with individual ambulance services in each jurisdiction, ensuring a thorough and region-specific evaluation of patient experiences.

The Council of Ambulance Authorities (CAA) serves as the collective representation for the eleven statutory ambulance services spanning Australia, New Zealand, and Papua New Guinea.

With a unified voice, the CAA endeavours to address evolving community needs by fostering patient-centred practices within the ambulance sector.

1.2. Research Methodology

To conduct the Patient Experience Survey, the CAA devised a standardised set of core questions. Specifically, all Australian services received clear instructions not to alter these questions, except for making necessary updates with locally relevant language, such as using 'paramedic' or 'ambulance officer'. The comprehensive questionnaire can be found in the appendix of this report.

Additionally, ambulance services had the option to include any supplementary questions they deemed necessary at the conclusion of the survey. Moreover, services were entrusted with finalising the formatting of the questionnaire, which included the addition of logos, or any other graphic elements as deemed appropriate.

To ensure a representative sample, each service was responsible for randomly selecting n=3,000 patients falling under Code 1 and Code 2 categories. For clarity, the definitions of Code 1 and Code 2 are provided below for reference.

Emergency incidents

Count the number of **Code 1 incidents**, defined as emergency events requiring one or more immediate ambulance responses under lights and sirens where the incident is potentially life threatening.

Urgent incidents

Count the number of **Code 2 incidents**, defined as urgent incidents requiring an immediate response by one or more ambulances without warning devices, with arrival desirable within 30 minutes.

The survey was executed and disseminated across all services within Australia. Consistent with the protocol followed in 2022, participants were presented with two options for survey completion: either through the conventional hardcopy questionnaire included in the survey pack or via an accessible online survey link.

In New Zealand, sampled patients were invited via SMS to participate in the survey online using their mobile devices.

In Papua New Guinea, the survey was conducted through telephone interviews in the patient's native language, with subsequent translation of the results into English for analytical purposes.

Fieldwork periods varied among the services, with all responses from Australia and Papua New Guinea being gathered between May and June 2023. In contrast, New Zealand employed an ongoing data collection method, with surveys conducted continuously throughout the year. For the sake of ensuring a robust sample size, this report incorporates multiple months of New Zealand survey data.

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

1.3. Response Rates

Table 1. Response Rate 2017-2023

	2019	2020	2021	2022	2023		
	Response Rate				Response Rate	Total responses	Margin of error (+/-)
New South Wales	30%	28%	22%	21%	24%	710	1.60%
Victoria	41%	26%	26%	25%	22%	651	1.67%
Queensland	21%	29%	24%	24%	22%	673	1.65%
Western Australia	21%	19%	17%	19%	20%	606	1.73%
South Australia	23%	29%	18%	19%	18%	549	1.82%
Tasmania	31%	41%	33%	30%	24%	718	1.59%
Australian Capital Territory	24%	29%	28%	16%	10%	292	2.49%
Northern Territory	9%	13%	14%	10%	9%	138	3.63%
Australia Overall	**25%**	**27%**	**23%**	**21%**	**19%**	**4,377**	**0.64%**
Hato Hone St John	15%	17%	16%	-	26%	796	1.51%
Wellington	16%	16%	17%	17%	11%	345	2.30%
New Zealand Overall	**-**		**-**	**-**	**19%**	**1,141**	**1.91%**
Papua New Guinea	**-**		**-**	**-**	**19%**	**583**	**1.82%**

** Australian response rates assume effective mail-out size n=3,000, except Northern Territory with an effective mail-out size n=1,500. Wellington Free New Zealand effective mail-out size n= 2,091. Margin of error data based on incidents data provided to the CAA.*

The response rates observed in the 2023 survey exhibited variability, spanning from 9% to 24%. The response rate in Australia settled at 19%, marking a decline of 2% compared to the response rate recorded in 2022.

Incorporated within the table is a margin of error (MoE), signifying a range of values where we can assert with 95% confidence that it contains the true value of the population. To elucidate, if a service possesses an MoE of 3%, we can confidently ascertain that the true measure, should we survey the entire population, would fall within 3% of the reported figure. These MoE values are derived through careful consideration of the sample size concerning the road and air patient incident data.

52%

of respondents used the ambulance service

2+ times in the past 12 months

1.4. How to interpret the report

The subsequent report presents comprehensive findings derived from the Patient Experience surveys conducted in 2023. Surveys that lacked clarity on whether the respondent was the actual patient transported or a relative or caregiver of the patient (Q1) were excluded from the analysis. To ensure accuracy, all percentages were reported while excluding responses such as 'Don't know,' 'Can't recall,' 'Not Applicable,' or any missing answers, whenever applicable.

A comparative analysis of the 2023 results with the data collected in 2022 is carried out for various questions. Specifically, the data for 'Overall Satisfaction' (Q10) reveals the 'NET Satisfied' figure achieved for each service since 2015. In keeping with past iterations, 'NET Positive' and 'NET Negative' scores (e.g., Q2, NET quicker and NET slower) are consistently reported, analogous to the way 'NET Satisfied' and 'NET Dissatisfied' have been presented in previous waves of the study.

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

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

Each question is represented through categorical tables and charts showcasing the 2023 results. These tables and charts display the outcomes for each service, as well as the overall figures for Australia, New Zealand, and Papua New Guinea.

It is important to note that while statistically significant, differences within countries (e.g. between states in Australia and services in New Zealand) are not explicitly displayed in charts but have been carefully noted in the commentary. Similarly, state-level results were compared against the Australian average, and significant differences, when observed, have been thoroughly discussed in the report.

1.5. Description of survey sample

Responses relating to patient demography, person completing the survey and frequency of usage for 2023 are outlined below. Demographic data is presented at a national level and is unweighted.

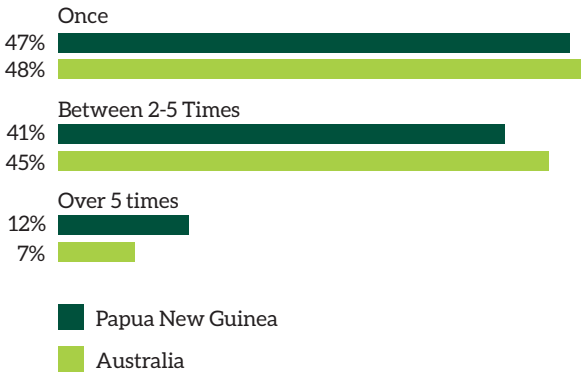
Figure 1. Demographic 2023

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

Gender and Age

Person Completing Survey

Usage of Ambulance Service in Last 12 Months



Gender and Age

In all three countries, a greater number of females participated in the survey compared to males. Specifically, in Australia, 53% of respondents were female. In New Zealand and Papua New Guinea, this figure stood at 52% and 58% respectively for female patients. Most respondents in all three countries were aged over 50 (86% Australia, 79% New Zealand and 80% Papua New Guinea).

Survey Respondent Characteristics

Distinct disparities emerged among Australia, New Zealand, and Papua New Guinea concerning the individuals completing the survey. In Australia, close to a quarter of the surveys (23%) were filled out by relatives or caregivers of the patients, whereas in New Zealand, this proportion was 15%. Remarkably, in Papua New Guinea, a significant majority of surveys (93%) were completed by carers or relatives of the patients, leaving only 7% completed by the patients themselves who had been transported.

Consistency within Australia and Contrasting Trends

An examination of survey completers within Australia between 2022 and 2023 reveals a steady breakdown across services, with no substantial changes in proportions. However, in Papua New Guinea, there was a notable increase in the proportion of relatives/carers who completed the survey in the current year. Conversely, in New Zealand, there was a significant decrease in the proportion of relatives/carers completing the survey, dropping from 48% in 2022 to 15% in 2023.

Usage Frequency in the Last 12 Months

In Australia, approximately half of the respondents (48%) stated that they had utilised the ambulance service once in the past 12 months, while an additional 45% reported using it between two and five times. A smaller percentage of respondents (7%) indicated that they had used the ambulance service 'more than five times' within the last year.

In Papua New Guinea, 47% of respondents reported using the ambulance service once in the preceding 12 months, with 53% of respondents using the service between two and five times.

This question was not asked in New Zealand.

2. Overall Satisfaction

Within the Australian context, the overall satisfaction levels remained unwaveringly positive, as the NET satisfaction rate increased by one percentage point to 97% when compared to the data from 2022. Remarkably, merely 2% of patients in Australia and 1% in both New Zealand and Papua New Guinea expressed sentiments of being 'very dissatisfied' or 'dissatisfied' with their experiences. Such findings underscore the consistently high level of contentment reported by the majority of service users across these regions.

Throughout most services, there were fluctuations in the overall satisfaction outcome between 2022 and 2023. However, the overall NET satisfaction level either remained consistent or improved in 2023 compared to 2022. In Papua New Guinea, satisfaction levels remained exceptionally positive, increasing from 97% in 2022 to an impressive 98% in 2023. A significant majority of respondents in Papua New Guinea indicated that they were 'very satisfied' or 'satisfied' with their overall experience, underscoring the enduring high level of contentment among service users in this region.

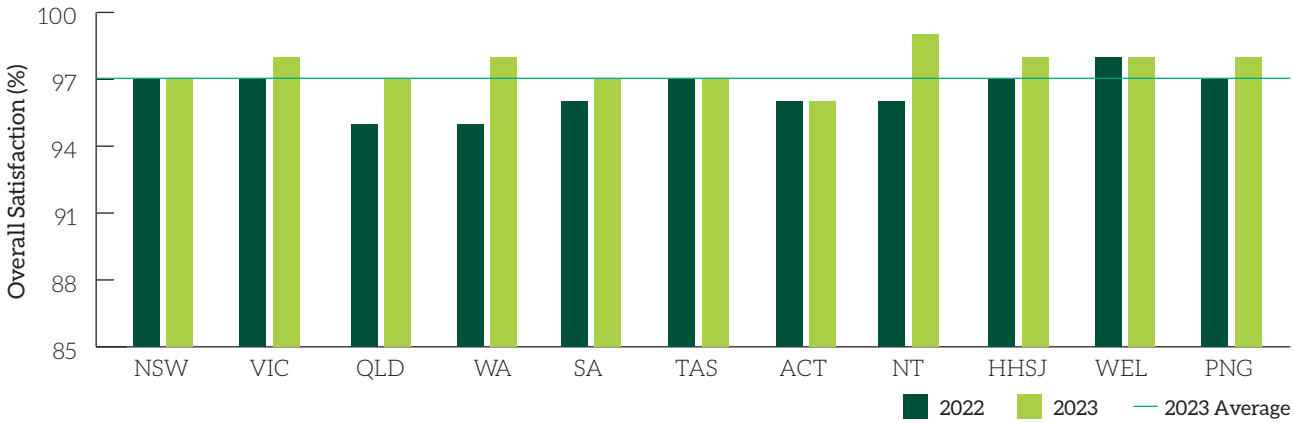
Consistent with the preceding waves of the study, the overall satisfaction ratings across all services continued to exhibit highly positive outcomes. In Australia, 97% of service users, and 98% of service users in both New Zealand and Papua New Guinea, conveyed being either 'very satisfied' or 'satisfied' with their overall experience.

Table 2. Overall satisfaction (Q10) – All Services (2023)

	Very Satisfied	Satisfied	Neither satisfied, nor dissatisfied	Dissatisfied	Very dissatisfied	**NET Satisfied**	**NET Dissatisfied**
New South Wales	79%	17%	1%	0%	1%	97%	2%
Victoria	81%	16%	2%	0%	0%	98%	1%
Queensland	81%	16%	1 %	1%	1%	97%	2%
Western Australia	84%	14%	1%	1%	0%	98%	1%
South Australia	85%	12%	2%	0%	0%	97%	1%
Tasmania	78%	19%	2%	0%	1%	97%	1%
Australian Capital Territory	79%	16%	1%	2%	2%	96%	3%
Northern Territory	84%	15%	1%	0%	1%	99%	1%
Australia Overall	**81%**	**16 %**	**1%**	**1%**	**1%**	**97%**	**2%**
Hato Hone St John	89%	9%	1%	1%	0%	98%	1%
Wellington	88%	9%	1%	0%	0%	97%	1%
New Zealand Overall	**89%**	**9%**	**1%**	**1%**	**0%**	**98%**	**1%**
Papua New Guinea	**85%**	**13%**	**1%**	**1%**	**0%**	**98%**	**1%**

Base Australia n=4,374; New Zealand n=1,133; Papua New Guinea n=587 (excludes 'missing')

Figure 2. Overall satisfaction (Q10) - All services (2022 vs 2023)



Q10. How satisfied were you overall with your last experience using the ambulance service? (Base Australia 2023 = 4,374, 2022 n=4,653; New Zealand 2023 n = 1,133, 2022 n=1,220; Papua New Guinea 2023 n= 587, 2022 n=237; excludes 'missing')

97% of patients in Australia were satisfied with their care.

Table 3. Overall satisfaction 2015-2023 (Q10) – Time series

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

Q10. How satisfied were you overall with your last experience using the ambulance service? (Base Australia 2023 n=4,374; New Zealand 2023 n=1,133; Papua New Guinea 2023 n=587; excludes 'missing')

The NET satisfaction reported by Australian respondents showed an increase of 1% compared to the previous year, reaching 97%. Similarly, both New Zealand and Papua New Guinea recorded a 1% rise in overall satisfaction, with figures reaching 98%.

The unwaveringly positive results across all three countries indicate that the standards of service delivery have firmly taken root across all services. This remarkable consistency in satisfaction levels signals a commendable commitment to excellence in service provision amongst CAA members..

98% of patients in New Zealand and Papua New Guinea were satisfied with their care.

"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, most respondents (66%) expressed that they experienced a quicker-than-expected connection to the ambulance service call taker, with 45% of participants noting that the connection was 'much quicker than anticipated.' Only a small percentage (5%) encountered a slower-than-expected connection, while 30% reported the time taken to be connected was as expected. Western Australia (71%) and Victoria (70%) exhibited the highest levels of satisfaction concerning the time taken to be connected.

In Papua New Guinea, a significant portion of participants (65%) also perceived a faster-than-expected connection to the ambulance service call taker. Within this group, 24% of patients stated that the connection time met their expectations. However, approximately 12% of respondents felt that the connection wait time was slower than what they had anticipated.

This question was not asked in New Zealand.

"Well trained confident paramedics. I felt safe and in good care. They provided reassurance to my family."

– Patient, NT

"They were so friendly and helpful. Every time I have used the ambulance services the paramedics have just gone above and beyond and I cannot thank them enough. I'm forever grateful."

– Patient, QLD

3.1. Calling the ambulance service

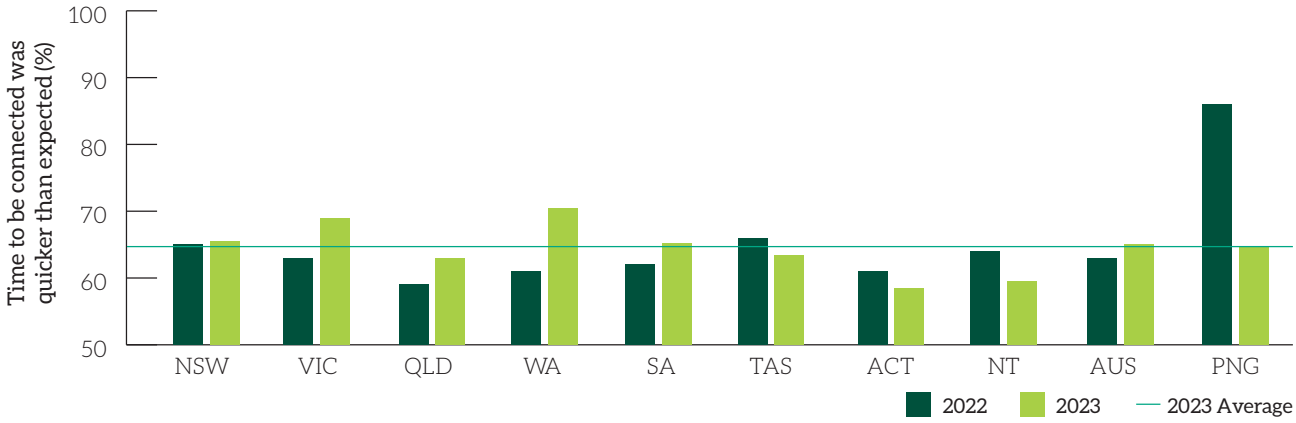
Time taken to be connected

Table 4. Time taken to be connected (Q2) – Australia and Papua New Guinea 2023

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	**NET Quicker**	**NET Slower**
New South Wales	43%	23%	31%	2%	2%	66%	4%
Victoria	49%	22%	25%	3%	2%	70%	5%
Queensland	43%	21%	31%	3%	1%	64%	5%
Western Australia	49%	21%	27%	2%	1%	71%	3%
South Australia	43%	22%	30%	3%	1%	65%	4%
Tasmania	41%	22%	30%	5%	2%	63%	7%
Australian Capital Territory	45%	13%	38%	1 %	3%	58%	4%
Northern Territory	47%	13%	35%	4%	1%	59%	5%
Australia Overall	**45%**	**21%**	**30%**	**3%**	**1%**	**66%**	**5%**
Papua New Guinea	**44%**	**21%**	**24%**	**9%**	**2%**	**65%**	**12%**

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=3,813; Papua New Guinea n=587; excludes 'missing', 'don't know/can't say')

Figure 3. Time taken to be connected – Australia and Papua New Guinea (Q2) – 2022 vs 2023



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 2023 n=3813, 2022 n=4,110; Papua New Guinea 2023 n=587, 2022 n=541; excludes 'missing', 'don't know/can't say')

Regarding the time taken to be connected, the overall NET positive results in Australia demonstrated a 3% increase, reaching 66%. 5% of respondents expressed that the wait time to be connected to a call taker was slower than anticipated.

The Net positive results experienced a decline in Northern Territory (from 64% in 2022 to 60% in 2023), Australian Capital Territory (from 61% in 2022 to 59% in 2023) and Tasmania (from 66% in 2022 to 63% in 2023). On the other hand, Victoria experienced a noteworthy improvement in the reported time taken to be connected to the call taker this year, with an impressive rise to 70% from 63% in 2022.

In Papua New Guinea, there was a decrease of 21% in NET Quicker, from 86% in 2022, to 65% in 2023.

"They were very helpful; they were very caring and made sure that everything was going to be alright. They did everything they needed to do, and they didn't have to do any more than what they did that night, they were more than helpful."

– Patient, VIC

Assistance provided by call taker

Table 5. Assistance provided by call taker (Q3) – All Services 2023

	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	64%	29%	6%	0%	0%	94%	1%
Victoria	66%	27%	6%	1%	0%	93%	1%
Queensland	71%	23%	6%	1%	0%	94%	1%
Western Australia	67%	28%	5%	0%	0%	94%	0%
South Australia	66%	27%	6%	0%	0%	93%	0%
Tasmania	63%	30%	6%	0%	0%	94%	0%
Australian Capital Territory	61%	29%	7%	2%	1%	89%	3%
Northern Territory	67%	26%	7%	0%	0%	93%	0%
Australia Overall	**66%**	**27%**	**6%**	**0%**	**0%**	**93%**	**1%**
Hato Hone St John	78%	18%	3%	1%	0%	96%	2%
Wellington	72%	15%	8%	1%	2%	88%	4%
New Zealand Overall	**75%**	**17%**	**6%**	**1%**	**1%**	**92%**	**3%**
Papua New Guinea	**82%**	**12%**	**5%**	**2%**	**0%**	**93%**	**2%**

Q3. Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler you were speaking with? (Base Australia n=3,677; New Zealand n=1,001, Papua New Guinea n=585; excludes 'missing', 'don't know/can't say')

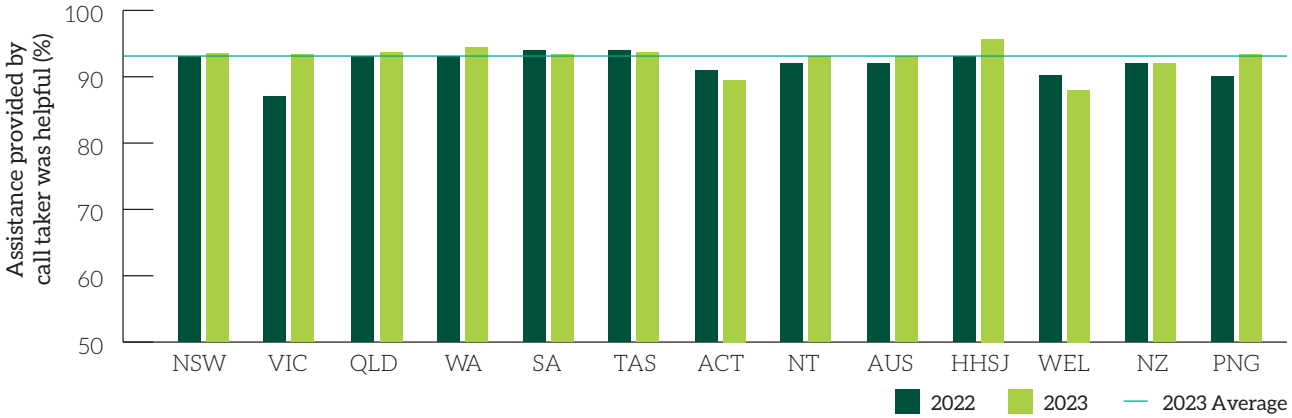
The Majority of respondents in Australia (93%), New Zealand (92%), and Papua New Guinea (93%) expressed that the assistance provided by the call taker was either 'very helpful and reassuring' or 'helpful and reassuring.'

None of the respondents from Western Australia, Tasmania, Northern Territory, and South Australia reported encountering unhelpful call takers. In the remaining Australian states and territories, New Zealand, and Papua New Guinea, only 1-4% of respondents noted any dissatisfaction with the call taker assistance.

9in10

patients rated the call taker as helpful

Figure 4. Assistance provided by call taker – All Services (Q3) – 2022 vs 2023



Q3. Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler you were speaking with? (Base Australia 2022 n=4,021, 2023 n=3,677; New Zealand 2022 n=573, 2023 n=1,001; Papua New Guinea 2022=542, 2023 n=585; excludes 'missing', 'don't know/can't say')

The overall results for Australia witnessed a positive trend in 2023, with NET positive results increasing to 93% as compared to the previous year's figure of 92%. This improvement was primarily driven by a rise in the number of respondents in Victoria (93%), Western Australia (94%), and Northern Territory (93%) who reported that the call taker was 'Very helpful' or 'Helpful'. There was also an increase in NSW and Queensland.

Remarkably, for the sixth consecutive year, only 1% of Australians indicated unhelpful assistance. About 6% of respondents reported the ambulance service call taker's helpfulness and reassurance as 'OK' in 2023.

In New Zealand, the proportion of respondents who perceived the call taker as 'Very helpful' or 'Helpful' remained constant at 92% in both 2023 and 2022.

In Papua New Guinea, there was an overall improvement of 3% in respondents indicating that the call taker was either 'Very helpful' or 'Helpful', with the figure rising from 90% in 2022 to 93% in 2023.

"The confidence, cheerfulness and caring nature of the paramedics, it is very calming for the patient being transported."

– Patient, SA

3.2. Waiting for the ambulance

Table 6. Time taken for ambulance to arrive (Q4) – All Services 2023

	Much quicker than I thought it would be	A little quicker than I thought it would be	About what I thought it would be	A little slower than I thought it would be	Much slower than I thought it would be	**NET Quicker**	**NET Slower**
New South Wales	36%	26%	31%	3%	4%	61%	7%
Victoria	43%	21%	25%	7%	4%	64%	11%
Queensland	38%	20%	28%	8%	6%	58%	14%
Western Australia	46%	22%	25%	5%	1%	69%	6%
South Australia	38%	24 %	27%	6%	4%	62%	10%
Tasmania	35%	21 %	29%	8%	7%	57%	15%
Australian Capital Territory	34%	20 %	26%	10%	10%	54%	20%
Northern Territory	36%	22 %	26%	9%	8%	58%	16%
Australia Overall	**39%**	**22%**	**28%**	**6%**	**5%**	**61%**	**11%**
Wellington	43%	18%	26%	9%	5%	60%	14%
Papua New Guinea	**40%**	**17%**	**28%**	**12%**	**3%**	**57%**	**15%**

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=4,170; Wellington n=331; Papua New Guinea n=587; excludes 'missing', 'don't know/can't say')

In Australia, nearly two thirds of respondents (61%) said that the ambulance arrived 'much' or 'a little' quicker than expected, with 39% of respondents reporting that it arrived 'much' quicker. Western Australia, Victoria and South Australia recorded the most positive experiences when it came to ambulance wait times 69%, 64% and 62% of patients reported that the ambulance arrived either 'much' or 'a little' quicker than expected, respectively.

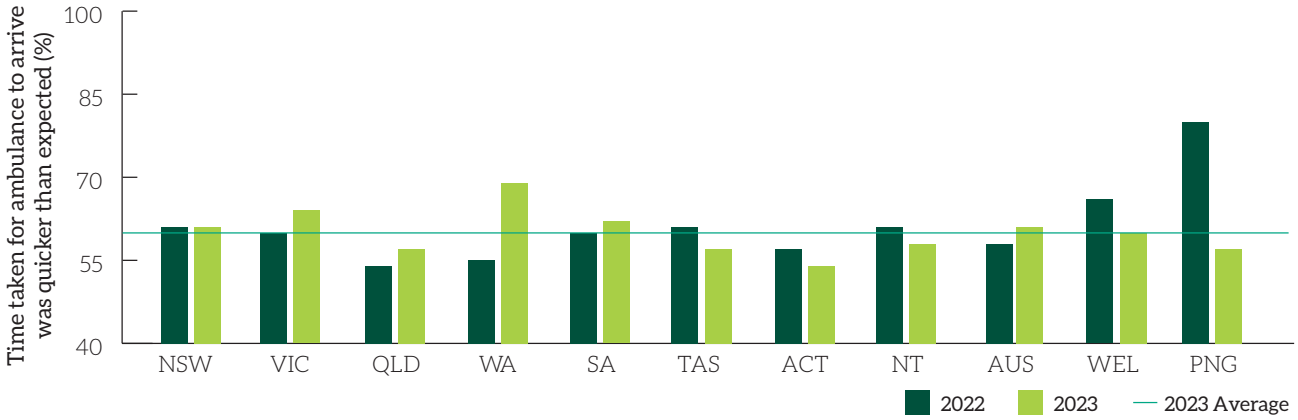
In Wellington, 60% indicated the ambulance arrived either 'much' or 'a little' quicker than expected. 57% of Papua New Guinea respondents reported they felt the ambulance either arrived 'much' or 'a little' quicker than expected.

61%

of patients in Australia reported the ambulance arrived quicker than expected.

Patients in New Zealand reported 60% and in Papua New Guinea, it was 57%.

Figure 5. Time taken for ambulance to arrive – All Services (Q4) – 2022 vs 2023



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, 2023 n=4,170; New Zealand (Wellington only) 2022 n=1,171, 2023 n=331; Papua New Guinea 2022 n=542, 2023 n=585 excludes 'missing', 'don't know/can't say')

Tasmania and Northern Territory experienced a decline in satisfaction regarding the timeliness of ambulance arrival, with decreases of 4% and 3%, respectively. Despite this, the overall satisfaction rate for Australia experienced a notable increase, rising by 3% from the previous year to reach 61%. Western Australia demonstrated a significant improvement in wait times satisfaction, increasing by 14% to achieve 69%.

In Papua New Guinea, there was a substantial decrease in positive experiences with wait times, as 57% of respondents reported that the ambulance arrived quicker than expected, marking a significant decline of 23 percentage points from the data reported in 2022.

In Wellington, NET positive results declined to 60% in 2023 from 64% in 2022.

This question was not asked to Hato Hone St John survey participants.

"I am thankful for the quick and professional support I got when I desperately need it."

– Patient, NZ

Reasonable wait time for an ambulance

Table 7. Reasonable time for an ambulance (Q9) – Australia 2023

	Average (minutes)	Standard deviation	Minimum	Q1	Median	Q3	Maximum
New South Wales	16	12	0	10	15	20	90
Victoria	20	15	1	10	15	25	180
Queensland	23	20	1	15	20	30	240
Western Australia	15	12	0	6	15	20	60
South Australia	21	16	1	10	15	30	180
Tasmania	22	19	0	15	15	30	360
Australian Capital Territory	19	12	0	10	15	20	99
Northern Territory	17	16	0	10	15	20	100
Australia Overall	**19**	**15**	**0**	**11**	**16**	**24**	**360**
Papua New Guinea	**21**	**13**	**0**	**10**	**20**	**30**	**90**

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=4,170; Papua New Guinea n=587; excludes 'missing', 'don't know/can't say')

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

Australian Respondents reported

19mins

is a reasonable wait time for an ambulance to arrive during an emergency.

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 19 minutes was a reasonable time to wait for an ambulance if they had an emergency. In 2023, those from Queensland had the most lenient expectations of ambulance wait times with an expected reasonable wait time of 23 minutes. This was followed by Tasmania with an expected reasonable wait time of 22 minutes. These figures were both significantly greater when compared against the Australian average. Western Australia had the quickest perceived reasonable wait time of 15 minutes.

Papua New Guinea reported the wait time average of 21 minutes.

This question was not asked in New Zealand.

Figure 6. Reasonable time for an ambulance – Australia (Q9) – 2022 vs 2023

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, 2023 n=4,170; Papua New Guinea 2022 n=542, 2023 n=587 excludes 'missing', 'don't know/can't say')

When completing the 2023 survey, participants were unrestricted in the reporting of the maximum number of minutes.

In 2023, Australians demonstrated decreased tolerance for wait times, expecting an average wait of 19 minutes, which was over 1 minute shorter compared to the previous year. Except for the Australian Capital Territory, Victoria, Queensland and South Australia, all other states and territories showed a decrease in their leniency regarding wait times. Several regions displayed a significant reduction in what was considered a reasonable wait time when comparing 2022 and 2023 results.

Western Australia experienced a notable decrease from 21.4 minutes in 2022 to 15.3 minutes in 2023, while Northern Territory reduced from 17.8 minutes in 2022 to 16.8 minutes in 2023. Similarly, New South Wales exhibited a decline from 19.6 minutes in 2022 to 16.3 minutes in 2023, and Tasmania saw a decrease from 23.3 minutes in 2022 to 22 minutes in 2023.

In Papua New Guinea, respondents reported an overall wait time of 21.1 minutes in 2023, which was 1.8 minutes shorter than the expected reasonable wait times reported in 2022.

"They responded quickly, the paramedics were calm and thorough and explained what to expect when I arrive at the hospital. They were both friendly and appear to love their job."

– Patient, QLD

3.3 Provision of care

Care Provided

Table 8. Paramedics' care (Q5) – Australia and Papua New Guinea 2023

	Very good	Good	OK	Poor	Very poor	NET Good	NET Poor
New South Wales	88%	9%	2%	0%	1%	97%	1%
Victoria	91%	7%	2%	0%	0%	98%	1%
Queensland	86%	10%	3%	0%	0%	96%	1%
Western Australia	88%	9%	2%	1%	0%	97%	1%
South Australia	91%	6%	2%	0%	0%	98%	1%
Tasmania	87%	10%	1%	1%	0%	98%	1%
Australian Capital Territory	88%	8%	2%	1%	1%	96%	3%
Northern Territory	89%	8%	3%	0%	0%	97%	0%
Australia Overall	**88%**	**9%**	**2%**	**0%**	**0%**	**97%**	**1%**
Papua New Guinea	**85%**	**11%**	**4%**	**1%**	**0%**	**95%**	**1%**

Q5. Could you rate how you felt about the level of care provided to you by the ambulance paramedics? (Base Australia n=4,419; Papua New Guinea n=585; excludes 'missing', 'don't know/can't say')

Overall, the experiences of respondents with the care provided by ambulance paramedics were overwhelmingly positive. In Australia, 88% of respondents rated their care as 'very good', while an additional 9% considered their care to be 'good'. Only 1% of the overall Australian sample reported their care as poor, indicating an exceptionally high level of satisfaction with the care received.

Across all states and territories in Australia, the reported level of care provided by ambulance paramedics was consistently high, ranging from 96% to 98%, with most respondents rating their care as either 'very good' or 'good'.

Similarly, nearly all respondents in Papua New Guinea expressed a significantly positive experience with the care they received, with a remarkable 95% indicating that their care was either 'very good' or 'good'.

This question was not asked in New Zealand.

Quick to respond and got me to hospital promptly after initial treatment at home, staff very courteous, friendly, explained clearly what they think was the proper procedure for me."

– Carer, VIC

Figure 7. Paramedics' care – Australia and Papua New Guinea (Q5) – 2022 vs 2023

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, 2023 n=4,419; Papua New Guinea 2022 n=546, 2021 n=585; excludes 'missing', 'don't know/can't say')

In Australia, five of the states and territories experienced a decrease in NET Good ranging from 0.2% to 2%.

In Papua New Guinea, there was a notable increase of 5% for the NET positive result, reaching an impressive 95%.

"The Queensland Ambulance Service and air sea rescue were both awesome in every way possible. I was surprised how quickly they arrived. I could not find one thing wrong with the way I was treated. Please pass on my many thanks to the officers involved. 11 out of 10."

– Patient, QLD

Trust and confidence in ambulance service staff

Table 9. Trust and confidence in quality of care and treatment (Q6) – All services 2023

Level of Confidence	Very high	High	Confident	Low	Very low	NET High	NET Low
New South Wales	67%	21 %	7%	1%	0%	91%	1%
Victoria	73%	22%	5%	0%	0%	95%	0%
Queensland	75%	18%	6%	1%	0%	93%	1%
Western Australia	72%	21%	6%	1%	1%	93%	1%
South Australia	70 %	24 %	5%	1%	0%	94%	1%
Tasmania	71%	19%	8%	1%	0%	91%	2%
Australian Capital Territory	78 %	13 %	5%	2%	2%	91%	4%
Northern Territory	74%	19%	7%	0%	0%	93%	0%
Australia Overall	**72%**	**20%**	**6%**	**1%**	**0%**	**93%**	**1%**
Papua New Guinea	**83%**	**10%**	**6%**	**1%**	**0%**	**93%**	**1%**

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=4,417; Papua New Guinea n=587; excludes 'missing', 'don't know/can't say')

The reported levels of trust and confidence in the quality of care and treatment provided by ambulance service staff were high across the board. In Australia, the average level of trust reached 93%, and all Australian services received scores ranging from 91% to 95%. The small range of variation observed among the services indicates a widespread and uniform high level of trust in ambulance service staff nationwide.

Similarly, in Papua New Guinea, over nine in ten respondents (93%) expressed either 'very high' or 'high' levels of confidence and trust in the ambulance service staff. Only 1% indicated having low levels of confidence, reflecting an overwhelmingly positive perception of trust in the region.

This question was not asked in New Zealand.

"They were very patient and confident. I couldn't fault anything they did. They were very reassuring that I would be safe in their hands."

– Patient, VIC

Figure 8. Trust and confidence in quality of care and treatment – All services (Q6) – 2022 vs 2023

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, 2023 n=4,417; Papua New Guinea 2022 n=545, 2023 n=587; excludes 'missing', 'don't know/ can't say')

The overall results for Australian services showed a slight increase in 2023, with a one percentage point rise from 92% in 2022 to 93% in 2023. Among the states, Tasmania and New South Wales experienced a decline in the proportion of respondents reporting "very high" or "high" levels of confidence. In Tasmania, there was a 4% decrease (from 95% in 2022 to 91% in 2023), and in NSW there was a 2% decrease (93% in 2022 to 91% in 2023). Increases in trust and confidence were observed in all other states.

Papua New Guinea recorded a consistent level of confidence with 93% of respondents indicating that they had 'very high' or 'high' levels of trust and confidence in the ambulance service.

"Very courteous, engaging and helpful paramedics, making me comfortable through the whole experience."

– Patient, SA

Service staff explanations

Table 10. Service staff explanations (Q7) – All services 2023

	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**
New South Wales	72%	22%	3%	1%	2%	94%	3%
Victoria	74%	21%	3%	2%	0%	95%	2%
Queensland	77%	18%	3%	1%	1%	96%	2%
Western Australia	71%	24%	2%	1%	1%	95%	2%
South Australia	73%	23%	3%	1%	1%	96%	1%
Tasmania	70 %	24%	4%	1%	1%	94%	2%
Australian Capital Territory	80%	15%	3%	0%	2%	95%	2%
Northern Territory	77%	20%	2%	2%	0%	97%	2%
Australia Overall	**73%**	**22%**	**3%**	**1%**	**1%**	**95%**	**2%**
Hato Hone St John	95%	5%	0%	0%	0%	100%	0%
Wellington	70 %	21%	7%	1%	1%	91%	2%
New Zealand Overall	**82%**	**13%**	**4%**	**0%**	**1%**	**95%**	**1%**
Papua New Guinea	**83%**	**12%**	**4%**	**2%**	**0%**	**94%**	**2%**

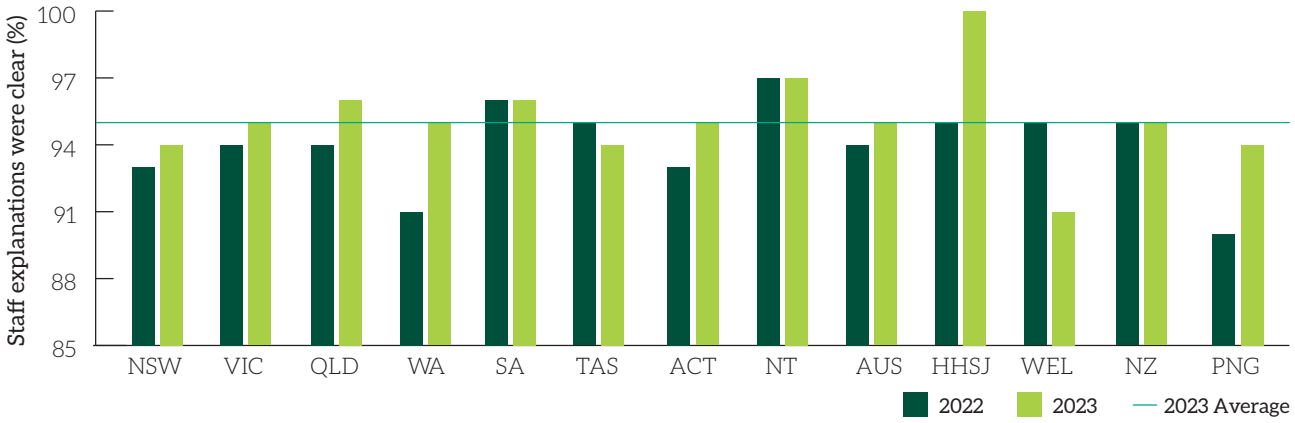
Q7. Did the ambulance service staff explain, in a way you could understand, your condition and reasons for the treatment they were providing? (Base Australia n=4,266; New Zealand n=1,115; Papua New Guinea n=579; excludes 'missing', 'don't know/can't say')

In Australia, the majority of respondents (95%) expressed that the ambulance service staff provided a clear explanation of their condition and reasons for treatment. Within this group, 73% considered the explanation to be 'very clear', while 22% found it to be 'reasonably clear'. Across the states and territories, all services reported a range between 94% to 97% when assessing the proportion of respondents who received a clear explanation. Only 2% of all Australian respondents perceived their explanation to be unclear.

Similarly, in New Zealand, 95% of respondents indicated that the ambulance service staff's explanation was clear. Notably, over eight in ten respondents (82%) reported that the explanation was 'very clear', signifying a high level of clarity in communication.

In Papua New Guinea, 94% of respondents reported receiving a 'very clear' or 'clear' explanation from the ambulance service staff, reflecting a notable level of comprehension and transparency in communication.

Figure 9. Service staff explanations – All Services (Q7) – 2022 vs 2023



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, 2023 n=4,266; New Zealand 2022 n=1,244, 2023 n=1115; Papua New Guinea 2022 n=535 2023 n=579; excludes 'missing', 'don't know/can't say')

For Australia overall, there was a slight increase compared to 2022, rising by 1% to reach 95%. At 4%, Western Australia had the biggest increase followed by ACT (2% increase). NSW and Victoria showed an increase of 1%. the results from Northern Territory and South Australia remained consistent with 2022, while there was a slight decrease in Tasmania (1%). In New Zealand, the results stayed at 95%.

In Papua New Guinea, there was a notable increase of four percentage points, with the 2023 results reaching 94%.

"Attended quickly and were calm and friendly. Very nice and made me feel comfortable considering I was very distressed."

– Patient, QLD

"Impressed with quick arrival. Very professional manner of officers - I was at my worksite. Excellent 'bedside manner'. Onboard triage was very helpful and appreciated."

– Patient, WA

Quality of the ride

Table 11. Quality of the ride (Q8) – All Services 2023

	Very comfortable	Comfortable	OK	Uncomfortable	Very uncomfortable	**NET Comfortable**	**NET Uncomfortable**
New South Wales	70%	24%	4%	1%	0%	94%	1%
Victoria	66%	27%	5%	1%	0%	94%	2%
Queensland	71%	22%	5%	1%	1%	93%	2%
Western Australia	70%	25%	4%	1%	0%	95%	1%
South Australia	70%	25%	4%	0%	0%	95%	1%
Tasmania	67%	27%	4%	1%	1%	94%	2%
Australian Capital Territory	78%	19%	2%	0%	0%	97%	1%
Northern Territory	78%	17%	5%	0%	0%	95%	0%
Australia Overall	**70%**	**25%**	**4%**	**1%**	**0%**	**94%**	**1%**
Wellington	80%	17%	2%	0%	1%	97%	1%
Papua New Guinea	**79%**	**14%**	**6%**	**1%**	**0%**	**93%**	**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=4,216; New Zealand (Wellington only) n=264; Papua New Guinea n=527; excludes 'missing', 'don't know/can't say')

Among all Australian patients, a vast majority (94%) reported having a comfortable experience during their ambulance journey. Over two-thirds (70%) of respondents expressed that the ride was 'very comfortable', and an additional quarter (25%) indicated that it was 'comfortable'.

Only a small proportion (1%) of respondents in Australia felt that the ambulance journey was 'uncomfortable' or 'very uncomfortable'.

Results from Wellington indicated that 97% of participants felt comfortable during their journey, with only 1% of respondents reporting any discomfort.

In Papua New Guinea, nine in ten (93%) patients reported that the paramedics' handling of the vehicle was either 'very comfortable' or 'comfortable', and only 1% felt that the journey was uncomfortable.

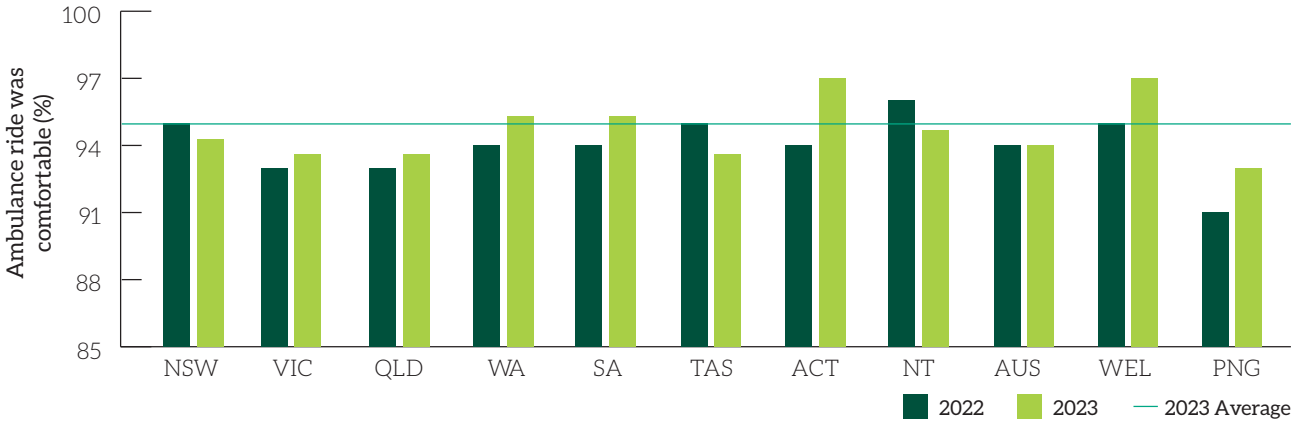
This question was not asked to respondents from Hato Hone St John.

94% of Australian, 97% of New Zealand (Wellington), and 93% of Papua New Guinean patients reported their most recent ambulance ride as comfortable.

"Very good treatment and communication."

– Patient, NT

Figure 10. Quality of the ride – All Services (Q8) – 2022 vs 2023



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, 2023 n=4,216; Wellington 2022 n=1,189, 2023 n=1,623; Papua New Guinea 2022 n=540, 2023 n=527; excludes 'missing', 'don't know/can't say')

For Australia overall, the NET positive rating remained consistent from 2022 to 2023. Increases were observed in Victoria, Queensland, Western Australia, South Australia, and Australian Capital Territory. The most notable increase was in Australian Capital Territory, with an increase of three percentage points, rising from 94% in 2022 to 97% in 2023. Decreases were observed in New South Wales and Northern Territory.

In Wellington, there was a 2% increase in the NET comfortable category, indicating a possible improvement in patient comfort during ambulance journeys.

In Papua New Guinea, 93% of respondents reported that the journey was either 'very comfortable' or 'comfortable', marking a 2% increase from 2022. These findings underscore the overall positive experiences of patients during their ambulance journeys in all three regions.

"They were professional, efficient, and empathetic. They were persistent and professional in finding a hospital for me."

– Patient, SA

"Living alone and quite anxious about what I was experiencing. They were very efficient and quickly put me more at ease. They were very understanding to my situation and symptoms. All good."

– Patient, NSW

"Despite his advanced age, my husband was always treated with the greatest care and respect by Ambulance Tasmania personnel. No stone was left unturned. All personnel were outstanding."

– Patient, Tasmania

Appendix

2023 CAA Patient Experience Survey

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

Q1 Is the person completing this survey:

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

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

Thinking about your call to the ambulance service

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

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

Q3 Throughout the 000/111 call, how helpful and reassuring was the ambulance service call handler you were speaking with?

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

Remembering back to your experience during the ambulance service's arrival and transport

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

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

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

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

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

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

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

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

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

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

Now think about your overall experience with the ambulance service

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

No of minutes

Q10 Please rate how satisfied 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

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

Q13 Please select the age group you (the patient) fall into.

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

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

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.

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	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very satisfied	81%	79%	80%	81%	76%	80%	81%	77%	74%	81%
Satisfied	15%	16%	16%	15%	14%	16%	15%	15%	19%	14%
Neither satisfied or dissatisfied	1%	2%	2%	1%	1%	1%	1%	3%	2%	1%
Dissatisfied	1%	1%	0%	1%	2%	1%	1%	1%	1%	2%
Very dissatisfied	1%	1%	1%	1%	0%	1%	0%	3%	1%	1%
NET SATISFIED	**96%**	**96%**	**96%**	**96%**	**90%**	**96%**	**96%**	**92%**	**93%**	**95%**
NET DISSATISFIED	**1%**	**2%**	**1%**	**2%**	**2%**	**1%**	**1%**	**4%**	**2%**	**3%**

NEW ZEALAND	Respondent		Gender			Age Group	
	Patient	Relative, carer	Male	Female	Other	50 & Under	Over 50
Very satisfied	89%	90%	90%	88%	88%	82%	90%
Satisfied	10%	7%	8%	10%	6%	13%	8%
Neither satisfied or dissatisfied	1%	1%	1%	1%	6%	3%	1%
Dissatisfied	0%	2%	0%	1%	0%	1%	1%
Very dissatisfied	0%	0%	0%	0%	0%	1%	0%
NET SATISFIED	**98%**	**97%**	**99%**	**98%**	**94%**	**95%**	**98%**
NET DISSATISFIED	**1%**	**2%**	**1%**	**1%**	**0%**	**2%**	**1%**

PAPUA NEW GUINEA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very satisfied	85%	86%	84%	86%	86%	83%	93%	86%	83%
Satisfied	15%	13%	14%	12%	12%	16%	7%	12%	17%
Neither satisfied or dissatisfied	0%	1%	1%	1%	1%	1%	0%	1%	0%
Dissatisfied	0%	1%	0%	1%	1%	0%	0%	1%	0%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET SATISFIED	**100%**	**99%**	**99%**	**99%**	**98%**	**99%**	**100%**	**98%**	**100%**
NET DISSATISFIED	**0%**	**1%**	**0%**	**1%**	**1%**	**0%**	**0%**	**1%**	**0%**

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

AUSTRALIA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Much quicker than I thought it would be	43%	42%	42%	44%	35%	40%	46%	49%	35%	43%
A little quicker than I thought it would be	18%	17%	19%	17%	12%	17%	18%	17%	14%	17%
About what I thought it would be	22%	30%	25%	22%	29%	24%	23%	24%	28%	26%
A little slower than I thought it would be	2%	2%	2%	2%	20%	2%	3%	4%	3%	3%
Much slower than I thought it would be	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
NET QUICKER	**61%**	**60%**	**60%**	**61%**	**47%**	**58%**	**64%**	**66%**	**50%**	**60%**
NET SLOWER	**4%**	**3%**	**3%**	**3%**	**21%**	**3%**	**4%**	**5%**	**4%**	**4%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Much quicker than I thought it would be	30%	45%	42%	33%	37%	49%	49%	43%	39%
A little quicker than I thought it would be	30%	20%	42%	43%	21%	22%	17%	20%	16%
About what I thought it would be	25%	24%	11%	21%	30%	17%	25%	25%	13%
A little slower than I thought it would be	13%	9%	5%	4%	10%	9%	8%	11%	10%
Much slower than I thought it would be	3%	2%	0%	0%	3%	3%	0%	2%	3%
NET QUICKER	**60%**	**65%**	**0%**	**0%**	**58%**	**71%**	**66%**	**63%**	**55%**
NET SLOWER	**15%**	**11%**	**0%**	**0%**	**12%**	**12%**	**8%**	**13%**	**13%**

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	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very helpful and reassuring	47%	62%	57%	55%	63%	52%	60%	67%	0%	1%
Helpful and reassuring	23%	24%	24%	21%	14%	20%	21%	20%	0%	0%
OK	5%	6%	5%	5%	14%	6%	5%	3%	0%	0%
Not helpful and not reassuring	0%	1%	0%	0%	3%	0%	0%	1%	0%	0%
Very unhelpful and not at all reassuring	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET HELPFUL	**70%**	**86%**	**81%**	**77%**	**77%**	**72%**	**81%**	**87%**	**1%**	**1%**
NET UNHELPFUL	**1%**	**1%**	**1%**	**1%**	**3%**	**0%**	**0%**	**1%**	**0%**	**0%**

NEW ZEALAND	Respondent		Gender			Age Group	
	Patient	Relative, carer	Male	Female	Other	50 & Under	Over 50
Very helpful and reassuring	77%	77%	77%	76%	100%	63%	78%
Helpful and reassuring	17%	17%	18%	17%	0%	22%	17%
OK	4%	4%	3%	5%	0%	12%	3%
Not helpful and not reassuring	1%	1%	1%	1%	0%	2%	1%
Very unhelpful and not at all reassuring	1%	0%	1%	1%	0%	0%	1%
NET HELPFUL	**94%**	**94%**	**95%**	**93%**	**100%**	**85%**	**95%**
NET UNHELPFUL	**2%**	**2%**	**2%**	**2%**	**0%**	**2%**	**2%**

PAPUA NEW GUINEA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Other	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very helpful and reassuring	73%	82%	79%	83%	0%	79%	80%	84%	59%
Helpful and reassuring	23%	11%	15%	10%	0%	14%	13%	10%	11%
OK	5%	5%	5%	4%	0%	6%	4%	4%	8%
Not helpful and not reassuring	0%	2%	0%	2%	0%	85%	3%	2%	1%
Very unhelpful and not at all reassuring	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET HELPFUL	**95%**	**93%**	**94%**	**93%**	**0%**	**92%**	**93%**	**94%**	**71%**
NET UNHELPFUL	**0%**	**2%**	**1%**	**3%**	**0%**	**1%**	**3%**	**2%**	**1%**

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	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Much quicker than I thought it would be	37%	34%	34%	38%	36%	37%	36%	30%	29%	35%
A little quicker than I thought it would be	21%	21%	23%	20%	11%	19%	22%	26%	20%	23%
About what I thought it would be	25%	28%	28%	24%	24%	25%	26%	29%	27%	27%
A little slower than I thought it would be	6%	7%	14%	7%	13%	7%	7%	6%	9%	6%
Much slower than I thought it would be	5%	8%	5%	6%	12%	5%	5%	7%	10%	5%
NET QUICKER	**58%**	**55%**	**57%**	**58%**	**47%**	**56%**	**58%**	**57%**	**49%**	**58%**
NET SLOWER	**11%**	**15%**	**18%**	**13%**	**25%**	**13%**	**11%**	**12%**	**19%**	**11%**

WELLINGTON	Respondent		Gender			Age Group	
	Patient	Relative, carer	Male	Female	Other	50 & Under	Over 50
Much quicker than I thought it would be	62%	62%	60%	64%	100%	50%	62%
A little quicker than I thought it would be	18%	10%	19%	16%	0%	19%	17%
About what I thought it would be	13%	17%	14%	14%	0%	18%	14%
A little slower than I thought it would be	4%	6%	5%	4%	0%	8%	5%
Much slower than I thought it would be	2%	5%	2%	3%	0%	6%	2%
NET QUICKER	**80%**	**72%**	**79%**	**79%**	**100%**	**69%**	**79%**
NET SLOWER	**7%**	**11%**	**7%**	**7%**	**0%**	**13%**	**7%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Much quicker than I thought it would be	38%	40%	35%	42%	36%	45%	35%	40%	31%
A little quicker than I thought it would be	20%	17%	22%	15%	16%	19%	19%	15%	21%
About what I thought it would be	15%	28%	28%	28%	34%	21%	29%	30%	13%
A little slower than I thought it would be	25%	11%	12%	12%	10%	14%	15%	14%	10%
Much slower than I thought it would be	3%	3%	3%	3%	4%	2%	1%	2%	4%
NET QUICKER	**58%**	**57%**	**57%**	**57%**	**52%**	**64%**	**54%**	**55%**	**52%**
NET SLOWER	**28%**	**14%**	**15%**	**15%**	**14%**	**16%**	**17%**	**16%**	**15%**

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	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very good	88%	87%	88%	87%	90%	88%	88%	80%	83%	87%
Good	8%	9%	8%	9%	6%	8%	8%	11%	11%	8%
OK	2%	2%	2%	2%	0%	2%	2%	4%	3%	2%
Poor	0%	1%	0%	1%	0%	0%	1%	2%	1%	2%
Very poor	1%	0%	0%	1%	0%	0%	0%	2%	1%	0%
NET GOOD	**26%**	**27%**	**96%**	**96%**	**97%**	**96%**	**97%**	**91%**	**94%**	**95%**
NET POOR	**1%**	**1%**	**1%**	**1%**	**0%**	**1%**	**1%**	**4%**	**2%**	**2%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very good	76%	85%	84%	85%	86%	83%	85%	86%	64%
Good	17%	10%	13%	9%	10%	11%	13%	10%	14%
OK	2%	4%	3%	4%	3%	5%	1%	4%	1%
Poor	5%	1%	0%	1%	1%	0%	1%	1%	0%
Very poor	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET GOOD	**7%**	**4%**	**3%**	**5%**	**4%**	**5%**	**3%**	**95%**	**79%**
NET POOR	**5%**	**1%**	**0%**	**1%**	**1%**	**0%**	**1%**	**1%**	**0%**

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

AUSTRALIA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very high level of confidence	72%	73%	74%	71%	67%	73%	72%	68%	70%	73%
High level of confidence	60%	33%	18%	20%	25%	19%	20%	21%	19%	19%
Confident	19%	9%	5%	6%	5%	6%	6%	7%	7%	6%
Low level of confidence	6%	2%	0%	1%	0%	1%	1%	1%	2%	2%
Very low level of confidence	0%	0%	0%	1%	0%	0%	0%	2%	1%	0%
NET GOOD	**80%**	**81%**	**93%**	**91%**	**92%**	**92%**	**92%**	**89%**	**89%**	**91%**
NET POOR	**60%**	**21%**	**1%**	**2%**	**0%**	**1%**	**1%**	**4%**	**3%**	**2%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very high level of confidence	79%	83%	81%	83%	86%	79%	80%	84%	62%
High level of confidence	12%	9%	11%	9%	8%	12%	11%	9%	8%
Confident	5%	6%	7%	5%	5%	7%	4%	6%	9%
Low level of confidence	2%	1%	0%	2%	1%	1%	3%	1%	1%
Very low level of confidence	2%	1%	0%	2%	1%	1%	3%	1%	1%
NET GOOD	**90%**	**92%**	**92%**	**92%**	**93%**	**91%**	**91%**	**92%**	**70%**
NET POOR	**5%**	**2%**	**1%**	**3%**	**1%**	**2%**	**5%**	**2%**	**1%**

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

AUSTRALIA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	72%	71%	71%	72%	77%	71%	72%	71%	72%	70%
A reasonably clear explanation of my condition & reasons for treatment were provided	20%	22%	21%	20%	16%	21%	20%	20%	19%	21%
Explanation of my condition & treatment were just OK	3%	2%	3%	2%	0%	3%	3%	3%	2%	4%
Some explanation was given but I could not understand it	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
No not at all	1%	1%	1%	1%	4%	1%	1%	3%	2%	1%
NET GOOD	**92%**	**92%**	**92%**	**91%**	**93%**	**92%**	**92%**	**91%**	**91%**	**91%**
NET POOR	**2%**	**2%**	**2%**	**3%**	**4%**	**2%**	**2%**	**5%**	**3%**	**2%**

NEW ZEALAND	Respondent		Gender			Age Group	
	Patient	Relative, carer	Male	Female	Other	50 & Under	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	90%	89%	90%	89%	100%	85%	90%
A reasonably clear explanation of my condition & reasons for treatment were provided	8%	9%	8%	9%	0%	12%	8%
Explanation of my condition & treatment were just OK	2%	2%	1%	2%	0%	3%	2%
Some explanation was given but I could not understand it	0%	0%	0%	0%	0%	0%	0%
No not at all	0%	0%	0%	0%	0%	1%	0%
NET GOOD	**98%**	**97%**	**98%**	**98%**	**100%**	**97%**	**98%**
NET POOR	**0%**	**0%**	**0%**	**0%**	**0%**	**1%**	**0%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
A very clear and thorough explanation of my condition & reasons for treatment were provided	77%	83%	82%	83%	85%	79%	85%	84%	54%
A reasonably clear explanation of my condition & reasons for treatment were provided	10%	12%	13%	11%	10%	14%	13%	10%	23%
Explanation of my condition & treatment were just OK	8%	3%	4%	4%	3%	5%	0%	4%	3%
Some explanation was given but I could not understand it	3%	2%	1%	2%	1%	2%	1%	2%	0%
No not at all	3%	0%	0%	1%	0%	0%	1%	0%	1%
NET GOOD	**87%**	**95%**	**95%**	**94%**	**95%**	**92%**	**97%**	**95%**	**76%**
NET POOR	**5%**	**2%**	**1%**	**3%**	**1%**	**3%**	**3%**	**2%**	**1%**

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

AUSTRALIA	Respondent		Gender			Usage			Age Group	
	Patient	Relative, carer	Male	Female	Other	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very comfortable	69%	63%	67%	68%	77%	70%	66%	63%	73%	68%
Comfortable	23%	21%	23%	22%	15%	21%	23%	25%	18%	21%
OK	4%	3%	10%	4%	5%	3%	5%	6%	3%	4%
Uncomfortable	1%	1%	1%	1%	0%	0%	1%	2%	1%	1%
Very uncomfortable	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
NET GOOD	**92%**	**84%**	**90%**	**90%**	**92%**	**91%**	**89%**	**88%**	**91%**	**89%**
NET POOR	**1%**	**1%**	**1%**	**1%**	**0%**	**4%**	**4%**	**5%**	**2%**	**1%**

WELLINGTON	Respondent		Gender			Age Group	
	Patient	Relative, carer	Male	Female	Other	50 & Under	Over 50
Very comfortable	91%	84%	89%	90%	100%	85%	89%
Comfortable	8%	14%	9%	9%	0%	12%	10%
OK	1%	1%	1%	1%	0%	2%	0%
Uncomfortable	0%	0%	0%	0%	0%	0%	0%
Very uncomfortable	0%	1%	0%	1%	0%	1%	0%
NET GOOD	**99%**	**98%**	**99%**	**99%**	**100%**	**97%**	**100%**
NET POOR	**0%**	**1%**	**0%**	**1%**	**0%**	**1%**	**0%**

PAPUA NEW GUINEA	Respondent		Gender		Usage			Age Group	
	Patient	Relative, carer	Male	Female	Once	Between 2-5 times	More than 5 times	50 & Under	Over 50
Very comfortable	70%	79%	77%	80%	82%	73%	81%	79%	64%
Comfortable	19%	14%	16%	13%	9%	19%	16%	14%	12%
OK	5%	6%	5%	6%	6%	6%	3%	6%	2%
Uncomfortable	5%	1%	1%	2%	2%	1%	0%	1%	1%
Very uncomfortable	0%	0%	1%	0%	0%	0%	0%	1%	0%
NET GOOD	**89%**	**93%**	**93%**	**93%**	**92%**	**93%**	**0%**	**93%**	**77%**
NET POOR	**5%**	**1%**	**2%**	**2%**	**3%**	**1%**	**0%**	**2%**	**1%**

"They arrived sooner than expected. The paramedics were so lovely, compassionate and thoughtful I couldn't have asked for better service."

– Patient, WA

THE COUNCIL OF
AMBULANCE
AUTHORITIES

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