Ambulance Victoria's Performance

Financial Year 2014/15 (1st July 2014 to 30th June 2015)

Ambulance Victoria has two official response time targets:

Respond to Code 1 incidents within 15 minutes for 85% of incidents state-wide, and
Respond to Code 1 incidents within 15 minutes for 90% of incidents in centres with populations greater than 7,500.

Response times are an important measure of the service we provide, but are only one of a number of measures used to gauge the effective delivery of an ambulance service.

Our response times are measured from the receipt of the triple zero (000) call until paramedics arrive on scene. Response times are influenced by many factors including traffic, distance required to travel, availability of ambulances and demand for our services.

We designate those patients that require urgent paramedic and hospital care as "Code 1," and these patients receive a "lights and sirens" response. The tables below provide information about our Code 1 response time performance by both Local Government Area (LGA) and Urban Centres and Localities (UCL).

Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

As part of our process of continual improvement, the response time performance shown below has been calculated using data sourced from the Computer Aided Dispatch (CAD) system used across Victoria. Definitions can be found in the Glossary at the end of this document.

Report Navigation This table shows the response time measures published in this document. Clicking on the items Map and Table will take you to the appropriate page.

	Local Government Area	Urban Centre Locality
CODE 1	% <= 15 Minutes MAP TABLE Average MAP TABLE	% <= 15 Minutes MAP TABLE Average MAP TABLE
CODE 2	Average MAP TABLE	Average MAP TABLE

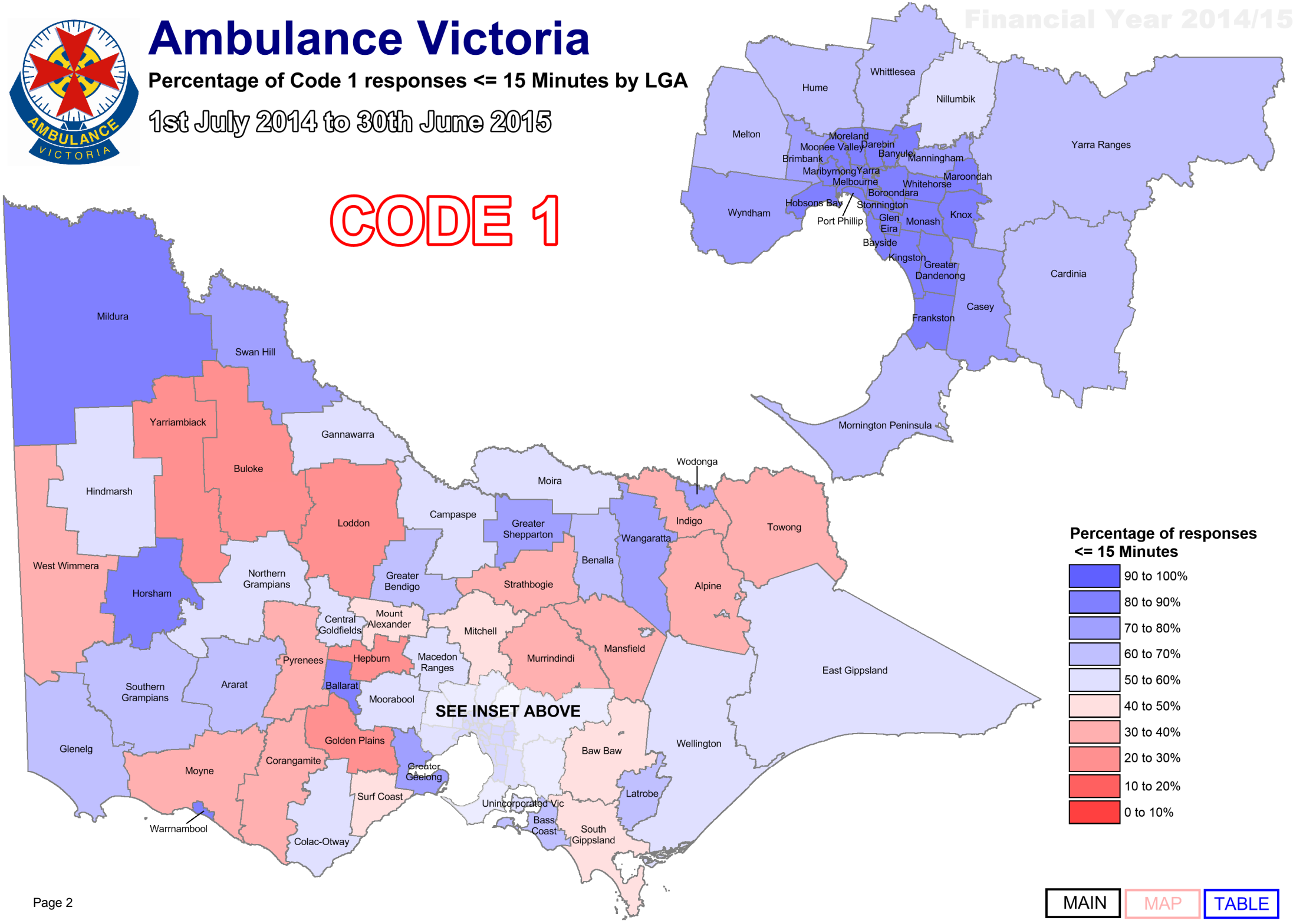
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA

1st July 2014 to 30th June 2015

Financial Year 2014/15

CODE 1



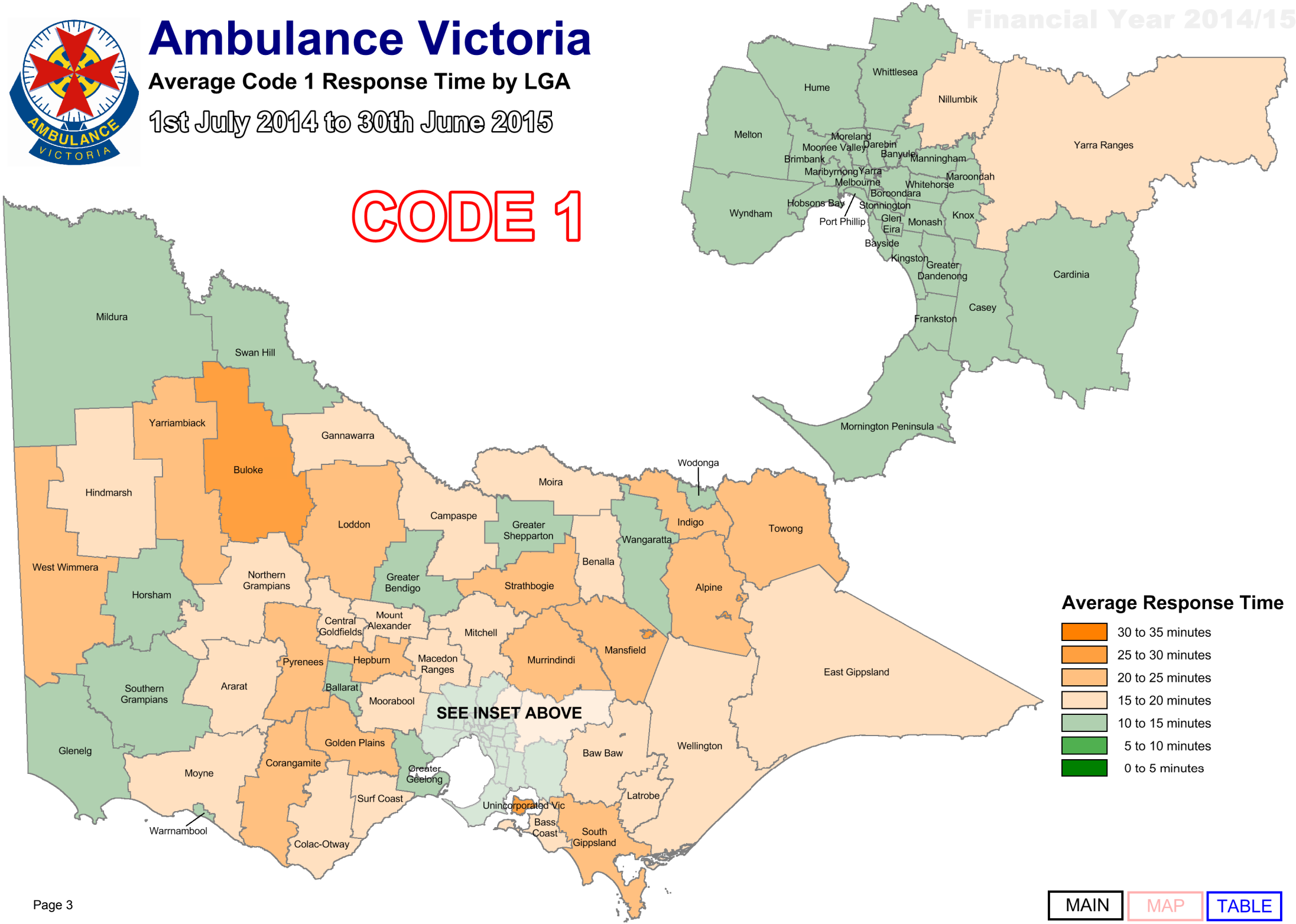
Ambulance Victoria

Average Code 1 Response Time by LGA

1st July 2014 to 30th June 2015

Financial Year 2014/15

CODE 1



Average Response Time

- 30 to 35 minutes
- 25 to 30 minutes
- 20 to 25 minutes
- 15 to 20 minutes
- 10 to 15 minutes
- 5 to 10 minutes
- 0 to 5 minutes

MAIN MAP TABLE

Ambulance Victoria

Code 1 First Response Performance by LGA

Financial Year 2014/15

1st July 2014 to 30th June 2015

LGA Name	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Alpine	37.6%	21:57	622
Ararat	60.0%	17:05	660
Ballarat	80.4%	12:14	5,889
Banyule	83.1%	11:38	5,949
Bass Coast	60.5%	15:34	2,692
Baw Baw	46.5%	19:22	2,641
Bayside	81.8%	12:40	4,178
Benalla	60.5%	16:43	826
Boroondara	86.0%	11:37	6,148
Brimbank	76.6%	12:48	10,718
Buloke	29.1%	25:36	358
Campaspe	59.1%	16:01	2,345
Cardinia	63.1%	14:42	4,357
Casey	79.8%	12:10	12,887
Central Goldfields	58.1%	16:37	944
Colac-Otway	58.0%	17:46	903
Corangamite	39.7%	20:18	695
Darebin	85.9%	11:21	8,930
East Gippsland	52.7%	18:17	3,325
Frankston	84.5%	11:23	9,341
Gannawarra	50.5%	18:38	442
Glen Eira	84.1%	11:41	6,844
Glenelg	67.1%	14:57	1,000
Golden Plains	21.4%	21:57	632
Greater Bendigo	68.2%	14:15	6,524
Greater Dandenong	85.2%	11:15	9,789
Greater Geelong	72.3%	13:26	14,100
Greater Shepparton	73.0%	13:25	4,313
Hepburn	20.3%	24:00	695
Hindmarsh	55.6%	19:07	378
Hobsons Bay	83.2%	11:38	4,670
Horsham	81.9%	11:33	1,335
Hume	66.5%	14:26	12,201
Indigo	30.0%	22:05	613
Kingston	84.3%	11:37	8,032
Knox	83.8%	11:37	7,067
Latrobe	61.0%	15:21	6,654
Loddon	27.7%	23:43	520
Macedon Ranges	55.3%	15:49	2,089
Manningham	77.2%	12:50	4,879
Mansfield	35.5%	23:31	425
Maribyrnong	87.8%	10:25	4,543
Maroondah	85.1%	11:17	6,009
Melbourne	88.3%	10:12	10,715
Melton	67.0%	13:53	6,746
Mildura	81.7%	11:41	3,774
Mitchell	42.0%	18:04	2,204
Moira	57.0%	16:39	1,956
Monash	83.3%	11:48	8,357
Moonee Valley	83.5%	12:06	6,174
Moorabool	52.0%	17:37	1,511
Moreland	82.3%	12:10	9,855
Mornington Peninsula	68.7%	13:43	9,377
Mount Alexander	48.6%	18:42	951
Moyne	35.1%	19:53	693
Murrindindi	32.3%	22:13	892
Nillumbik	52.3%	16:26	2,066
Northern Grampians	57.6%	16:46	639
Port Phillip	86.6%	10:54	5,908
Pyrenees	35.9%	20:43	429
Queenscliffe	34.6%	18:55	208
South Gippsland	40.8%	20:07	1,614
Southern Grampians	68.2%	14:31	781
Stonnington	85.8%	11:18	4,543
Strathbogie	34.9%	21:22	671
Surf Coast	45.7%	18:26	1,360
Swan Hill	71.9%	13:35	1,232
Towong	33.8%	23:34	320
Wangaratta	70.3%	14:22	1,640
Warrnambool	87.2%	10:41	1,778
Wellington	52.6%	18:08	2,462
West Wimmera	37.1%	21:58	194
Whitehorse	88.5%	10:36	7,300
Whittlesea	69.0%	14:08	9,345
Wodonga	75.0%	13:31	2,145
Wyndham	71.6%	13:39	7,674
Yarra	88.7%	10:24	5,037
Yarra Ranges	61.6%	15:15	7,702
Yarriambiack	29.8%	24:16	396
Unincorporated Vic	53.2%	25:27	130
Interstate LGAs	47.8%	19:15	1,155
Total AV	74.3%	13:15	318,115

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.

MAIN | MAP % <= 15 Minutes | MAP Average | TABLE

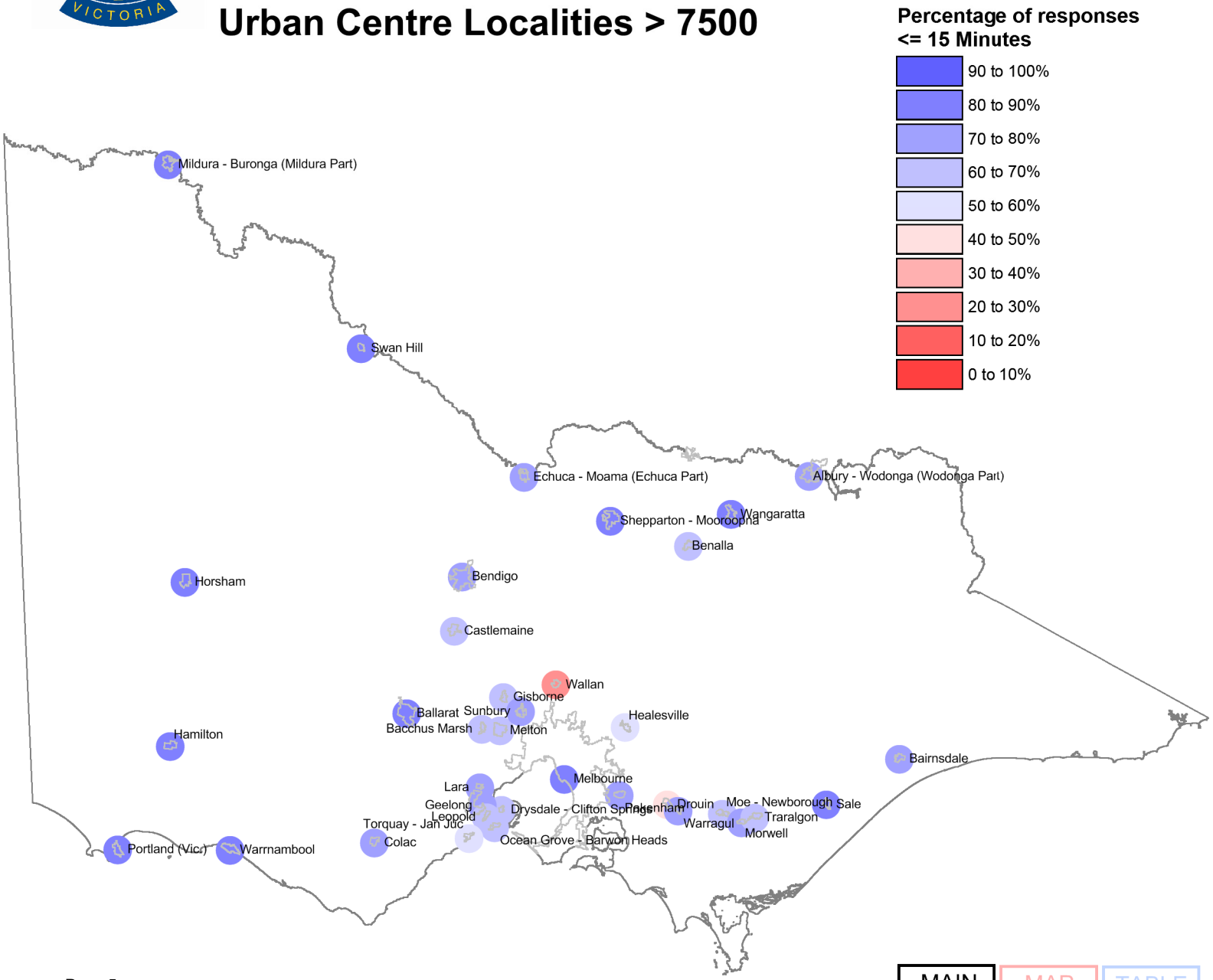
Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by UCL

1st July 2014 to 30th June 2015

Urban Centre Localities > 7500

CODE 1



UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	78.2%	13:06	1,971
Bacchus Marsh	69.1%	14:21	806
Bairnsdale	74.3%	13:23	1,144
Ballarat	81.9%	12:01	5,611
Benalla	69.7%	14:47	637
Bendigo	73.9%	13:19	5,671
Castlemaine	68.7%	15:35	562
Colac	77.1%	13:47	525
Drouin	47.5%	19:25	623
Drysdale - Clifton Springs	61.9%	15:07	565
Echuca - Moama (Echuca Part)	76.8%	12:56	990
Geelong	78.7%	12:31	10,318
Gisborne	67.9%	13:34	408
Hamilton	87.1%	10:39	526
Healesville	57.3%	16:18	662
Horsham	88.8%	10:15	1,183
Lara	74.8%	12:52	520
Leopold	64.3%	13:46	521
Melbourne	81.0%	12:01	211,372
Melton	67.9%	13:38	3,702
Mildura - Buronga (Mildura Part)	89.5%	10:06	2,729
Moe - Newborough	60.8%	15:20	1,787
Morwell	72.8%	13:27	1,835
Ocean Grove - Barwon Heads	63.4%	15:07	760
Pakenham	78.8%	12:20	2,359
Portland (Vic.)	82.5%	11:46	584
Sale	81.7%	11:14	820
Shepparton - Mooroopna	83.3%	11:56	3,346
Sunbury	73.2%	13:21	1,981
Swan Hill	88.5%	10:17	668
Torquay - Jan Juc	59.7%	15:10	635
Traralgon	65.3%	14:37	1,893
Wallan	22.0%	19:43	441
Wangaratta	87.6%	10:56	1,217
Warragul	70.2%	15:00	989
Warrnambool	88.5%	10:29	1,674
Total UCL > 7500	79.9%	12:13	272,035

MAIN MAP TABLE

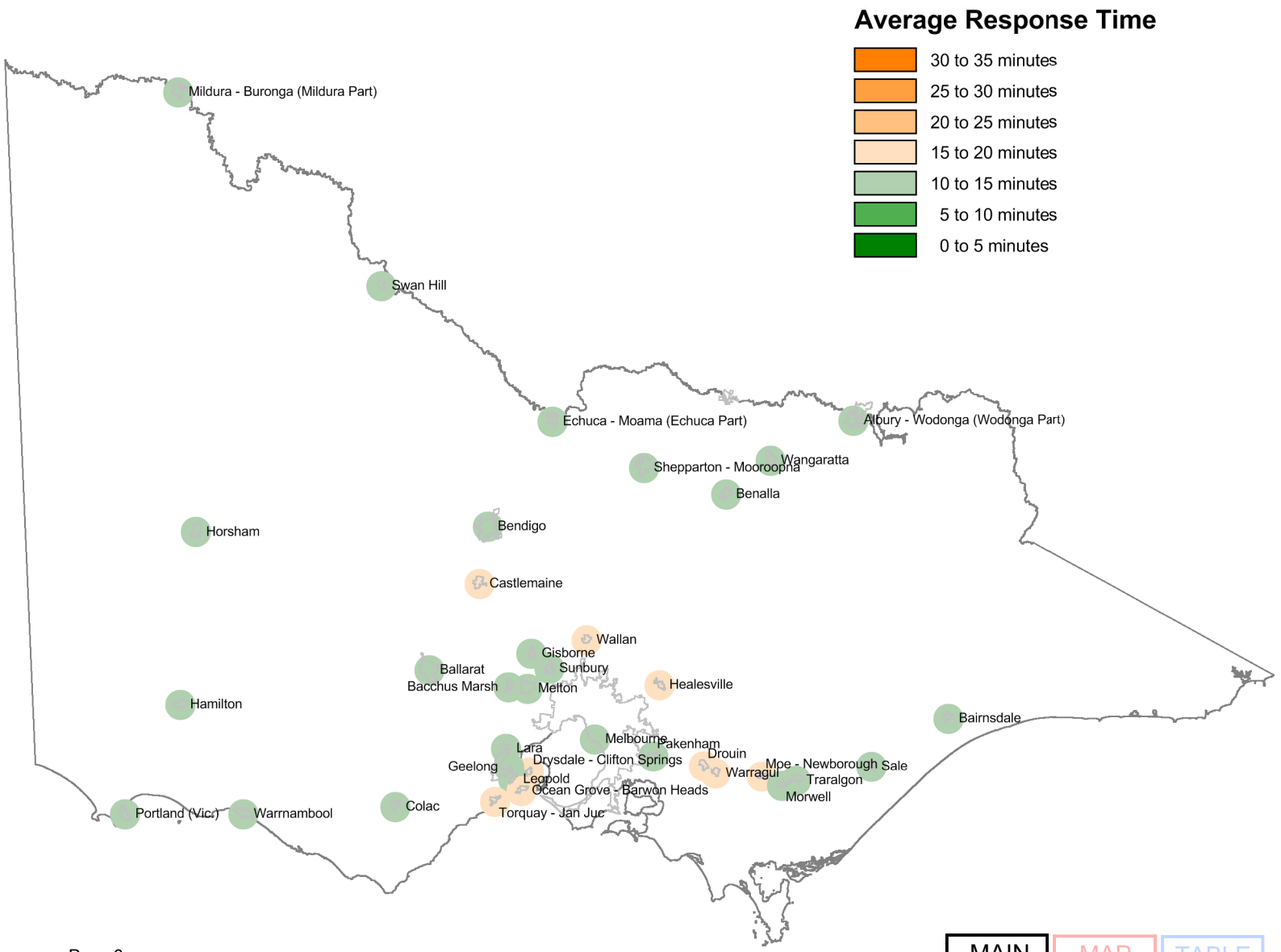
Ambulance Victoria

Average Code 1 Response Time by UCL

1st July 2014 to 30th June 2015

Urban Centre Localities > 7500

CODE 1



UCL Name	% Responses < = 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	78.2%	13:06	1,971
Bacchus Marsh	69.1%	14:21	806
Bairnsdale	74.3%	13:23	1,144
Ballarat	81.9%	12:01	5,611
Benalla	69.7%	14:47	637
Bendigo	73.9%	13:19	5,671
Castlemaine	68.7%	15:35	562
Colac	77.1%	13:47	525
Drouin	47.5%	19:25	623
Drysdale - Clifton Springs	61.9%	15:07	565
Echuca - Moama (Echuca Part)	76.8%	12:56	990
Geelong	78.7%	12:31	10,318
Gisborne	67.9%	13:34	408
Hamilton	87.1%	10:39	526
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Horsham	88.8%	10:15	1,183
Lara	74.8%	12:52	520
Leopold	64.3%	13:46	521
Melbourne	81.0%	12:01	211,372
Melton	67.9%	13:38	3,702
Mildura - Buronga (Mildura Part)	89.5%	10:06	2,729
Moe - Newborough	60.8%	15:20	1,787
Morwell	72.8%	13:27	1,835
Ocean Grove - Barwon Heads	63.4%	15:07	760
Pakenham	78.8%	12:20	2,359
Portland (Vic.)	82.5%	11:46	584
Sale	81.7%	11:14	820
Shepparton - Mooroopna	83.3%	11:56	3,346
Sunbury	73.2%	13:21	1,981
Swan Hill	88.5%	10:17	668
Torquay - Jan Juc	59.7%	15:10	635
Traralgon	65.3%	14:37	1,893
Wallan	22.0%	19:43	441
Wangaratta	87.6%	10:56	1,217
Warragul	70.2%	15:00	989
Warrnambool	88.5%	10:29	1,674
Total UCL > 7500	79.9%	12:13	272,035

MAIN MAP TABLE

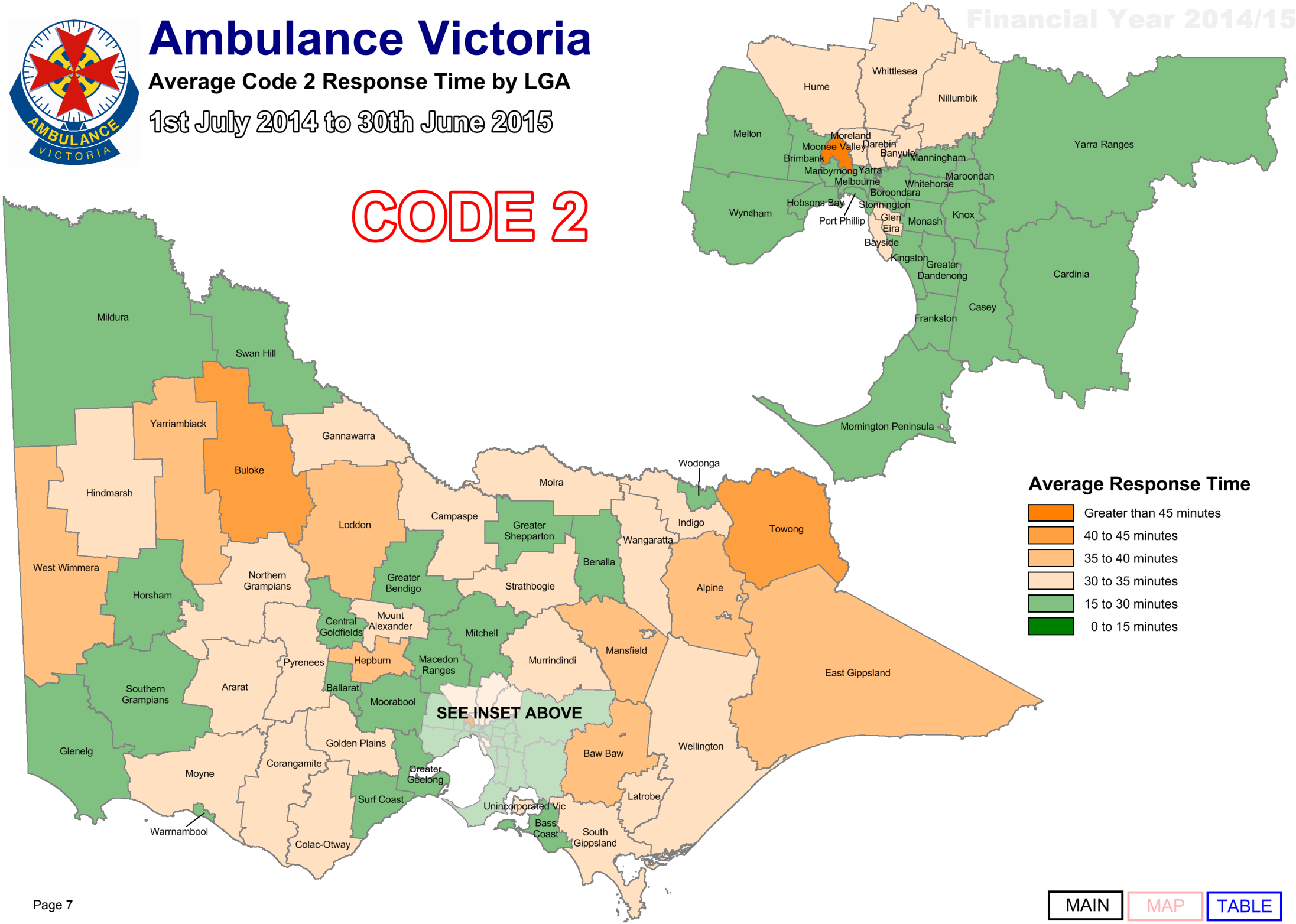
Ambulance Victoria

Average Code 2 Response Time by LGA

1st July 2014 to 30th June 2015

Financial Year 2014/15

CODE 2



Ambulance Victoria

Average Code 2 Response Time by LGA

Financial Year 2014/15

1st July 2014 to 30th June 2015

LGA Name	Average Response Time Minutes	Total Number of First Responses
Alpine	39:48	489
Ararat	31:51	436
Ballarat	23:18	2,866
Banyule	30:12	3,329
Bass Coast	28:51	1,605
Baw Baw	35:01	1,309
Bayside	32:33	2,541
Benalla	28:30	545
Boroondara	28:09	3,603
Brimbank	29:53	5,217
Buloke	44:12	256
Campaspe	31:40	1,379
Cardinia	25:47	2,125
Casey	24:33	6,854
Central Goldfields	29:19	602
Colac-Otway	30:42	668
Corangamite	32:26	555
Darebin	31:10	4,345
East Gippsland	35:05	1,914
Frankston	24:25	5,269
Gannawarra	32:34	303
Glen Eira	32:56	3,358
Glenelg	28:08	645
Golden Plains	33:30	279
Greater Bendigo	28:18	3,257
Greater Dandenong	25:30	4,952
Greater Geelong	26:51	7,379
Greater Shepparton	26:02	2,384
Hepburn	37:56	507
Hindmarsh	32:54	284
Hobsons Bay	27:19	2,539
Horsham	26:18	857
Hume	31:57	5,318
Indigo	33:21	329
Kingston	27:39	4,329
Knox	24:03	4,057
Latrobe	33:46	3,244
Loddon	37:39	240
Macedon Ranges	25:24	1,421
Manningham	28:54	2,539
Mansfield	37:47	352
Maribyrnong	27:18	2,336
Maroondah	25:51	3,495
Melbourne	27:09	6,325
Melton	28:18	3,118
Mildura	26:45	2,002
Mitchell	27:22	1,414
Moira	31:10	1,302
Monash	29:34	4,577
Moonee Valley	58:41	4,466
Moorabool	28:58	863
Moreland	32:14	4,971
Mornington Peninsula	26:17	5,508
Mount Alexander	33:19	639
Moyne	32:14	370
Murrindindi	31:32	510
Nillumbik	33:27	1,058
Northern Grampians	31:21	539
Port Phillip	29:13	3,179
Pyrenees	32:46	209
Queenscliffe	33:42	116
South Gippsland	33:36	891
Southern Grampians	26:31	503
Stonnington	29:49	2,312
Strathbogie	33:45	427
Surf Coast	28:40	707
Swan Hill	26:56	702
Towong	40:42	226
Wangaratta	30:28	1,045
Warrnambool	24:20	1,174
Wellington	31:31	1,490
West Wimmera	35:19	125
Whitehorse	26:29	4,278
Whittlesea	32:43	4,097
Wodonga	28:12	1,184
Wyndham	28:30	3,969
Yarra	28:42	2,341
Yarra Ranges	28:18	3,817
Yarriambiack	37:03	265
Unincorporated Vic	30:31	364
Interstate LGAs	32:12	471
Total AV	29:31	171,874

NOTE: The "Total AV" result includes a small number of incidents for which we are unable to determine the LGA.

MAIN MAP TABLE

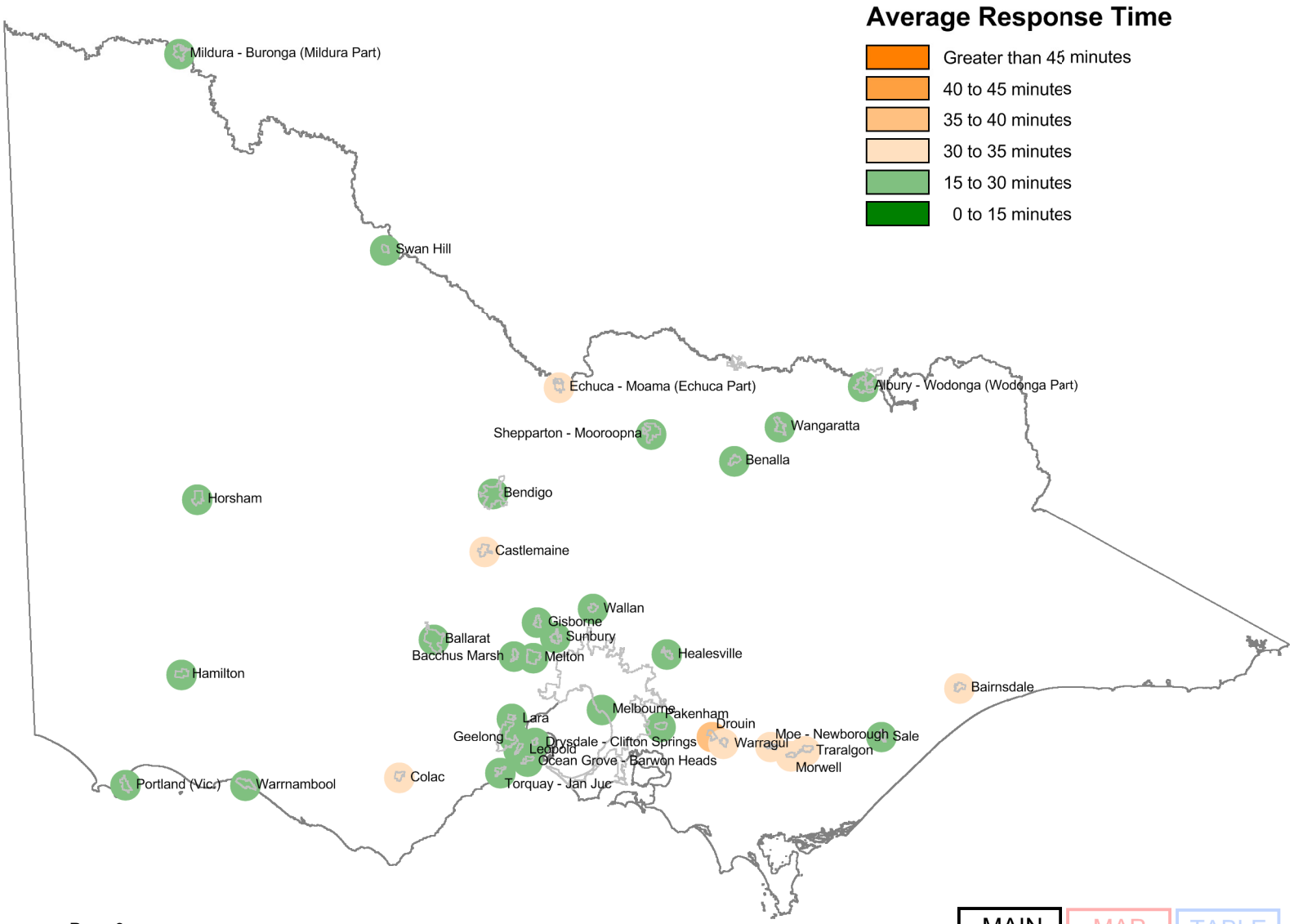
Ambulance Victoria

Average Code 2 Response Time by UCL

1st July 2014 to 30th June 2015

Urban Centre Localities > 7500

CODE 2



UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	27:33	1,090
Bacchus Marsh	27:10	567
Bairnsdale	33:32	710
Ballarat	22:55	2,753
Benalla	27:55	480
Bendigo	27:47	2,917
Castlemaine	32:22	472
Colac	30:20	479
Drouin	35:26	302
Drysdale - Clifton Springs	29:27	315
Echuca - Moama (Echuca Part)	32:41	713
Geelong	25:10	5,505
Gisborne	21:44	259
Hamilton	22:51	359
Healesville	29:16	395
Horsham	23:33	757
Lara	24:40	239
Leopold	26:44	200
Melbourne	29:35	112,496
Melton	26:37	1,831
Mildura - Buronga (Mildura Part)	23:39	1,473
Moe - Newborough	32:00	857
Morwell	32:32	927
Ocean Grove - Barwon Heads	27:09	377
Pakenham	23:06	1,218
Portland (Vic.)	25:59	413
Sale	26:12	601
Shepparton - Mooroopna	25:12	1,954
Sunbury	26:31	1,112
Swan Hill	24:24	414
Torquay - Jan Juc	27:25	293
Traralgon	34:12	1,013
Wallan	28:45	207
Wangaratta	29:05	835
Warragul	33:56	610
Warrnambool	24:22	1,133
Total UCL > 7500	28:58	146,276

MAIN MAP TABLE

Glossary

Response Time	**Response time** measures the time from a triple zero (000) call being answered and registered by the Emergency Services Telecommunications Authority (ESTA), to the time the first AV resource arrives at the incident scene. Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.
Code 1 incident	**Code 1** incidents require urgent paramedic and hospital care, based on information available at time of call.
Code 2 incident	**Code 2** incidents are acute and time sensitive, but do not require a lights and sirens response.
% <= 15mins	This is the percentage of Code 1 first responses arriving in 15 minutes or less. This is calculated by dividing the number of Code 1 first responses arriving in 15 minutes or less by the total number of Code 1 first arrivals. When AV respond to an incident, we sometimes dispatch multiple AV resources to that incident. "First response" refers to the first AV resource to arrive at the incident scene.
Average Response Time	The average response time is the average response time for the area being reported, which is calculated by dividing the sum of the response times by the number of response times within the area being reported. The average response time is provided in minutes and seconds.
Number of First Responses	This is the total number of first arrivals within the reported time period.
ULC (Urban Centres Localities)	These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population. Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.
LGA (Local Government Area)	Local government in Victoria comprises of 79 municipal districts. They are often referred to as **local government areas** (LGAs). The number of LGAs and their boundaries can change over time. LGAs are as defined by Local Government Victoria, which is part of the Department of Transport, Planning and Local Infrastructure.
Interstate LGAs	Incidents responded to by AV resources outside the Victorian LGA Boundaries