



Parliamentary Budget Office

Ambulance funding and response times

Comparison across Victorian councils

Parliamentary Budget Office

We provide independent fiscal, economic and financial advice to all members of the Parliament of Victoria. Our objective is to inform policy development and public debate in parliament and the community.

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In brief

In this advice, we consider:

- government funding for ambulance services in Victoria
- Ambulance Victoria income from government and private sources
- ambulance response times across Victorian councils, with a particular focus on Code 1 responses.

Funding of ambulance services in Victoria

Victorian Government funding

The Victorian Government provides funding for ambulance services across the state through various transport methods including road, rotary (helicopter), fixed wing, and other modes of transport. Most of this funding goes towards Ambulance Victoria, while some is for private patient transport providers.

The state budget outlines the total amount of government funding for ambulance services, separated by:

- ambulance emergency services – relates to critical life-threatening situations that require swift transport to a hospital, and includes emergency responses designated to be code 1, 2 or 3
- ambulance non-emergency services – relates to situations where a patient is not in immediate danger but requires medical transportation.

Figure 1 – Victorian Government budgeted funding for ambulance funding

(\$ million)	2020–21	2021–22	2022–23	2023–24	2024–25
Ambulance emergency services	1,086.7	1,199.4	1,212.7	1,276.5	1,218.9
Ambulance non-emergency services	168.1	181.7	191.5	182.2	219.4
Total	1,254.8	1,381.1	1,404.2	1,458.7	1,438.2

Note: Funding relates to all ambulance services including road, rotary (helicopter), fixed wing, and all other modes of transport.

Source: Department of Treasury and Finance, Department of Health.

In 2024–25, the Victorian Government allocated \$1,438.2 million (\$1.4 billion) in funding for ambulance services, which represents a 1.4% decrease from 2023–24. This is driven by a reduction in funding for emergency services.

From 2020–21 to 2024–25, total government funding for emergency services increased by 14.6%, comprising:

- 12.2% growth in emergency services funding
- 30.5% growth in non-emergency services funding.

Ambulance Victoria income

Ambulance Victoria generates income from government and private sources, such as its membership service, patient transport fees, and donations. Ambulance Victoria is largely reliant on government funding as most of its income (around 70%) comes from government operating grants.

While government funding comprises most of its income, the additional private sources of income enable Ambulance Victoria to cover their expenses in order to operate effectively.

Figure 2 – Ambulance Victoria income streams for operating activities

(\$ million)	2022–23	2023–24
Government grants – operating	1,151.2	1,032.3
Government grants – capital	132.3	131.4
Transport fees	219.6	202.5
Membership scheme	100.8	103.4
Other sources	6.8	8.3
Total	1,610.6	1,477.9

Source: Ambulance Victoria.

Ambulance Victoria's overall income from operating activities decreased by 8.2% (\$132.7 million) from 2022–23 to 2023–24. Victorian Government operating grants accounted for nearly 90% of the decline, falling by \$118.9 million. Ambulance Victoria's annual report attributes this reduction to:

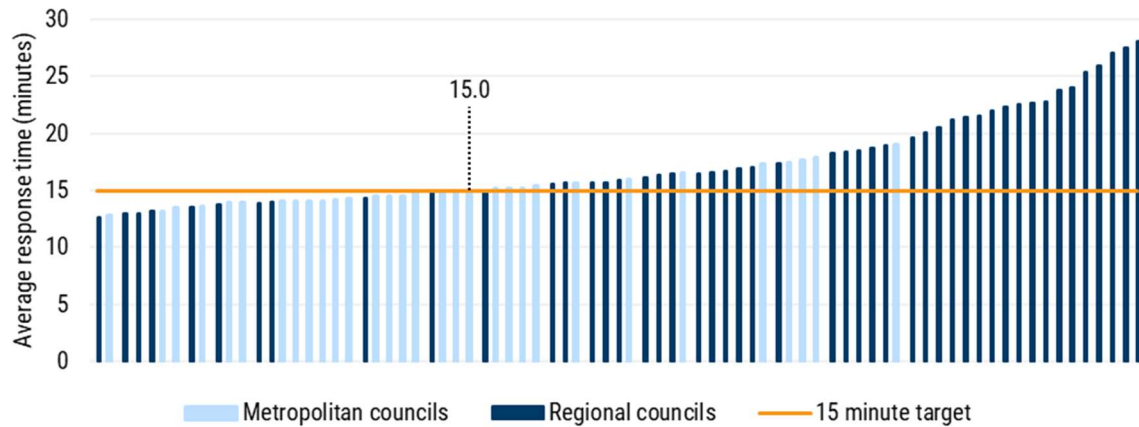
- the end of the Victorian Government's COVID-19 response in 2022–23
- industrial action during enterprise agreement negotiations which led to a pause in paramedics taking billing information from patients
- a change in funding arrangements associated with the establishment of Triple Zero Victoria.

Code 1 responses

Ambulance Victoria define their most critical response to an incident as a Code 1 response. When a Code 1 response is signalled, they aim for an ambulance to reach their destination within 15 minutes.

To assess how effectively Ambulance Victoria are meeting their target, we compare the average ambulance response times in each of Victoria's 79 councils against the 15 minute target for Code 1 responses in Figure 3.

There is a large variation in average response times between councils, ranging from around 13 minutes in Warrnambool (the fastest) to 28 minutes in Buloke (the slowest).

Figure 3 – Average code 1 response time by Victorian council (2023–24)

Note: Figure excludes unincorporated areas and interstate responses.

Source: Ambulance Victoria.

In 2023–24, Ambulance Victoria met their 15 minute response time targets in 36% of Victorian councils. Of the 29 councils where they met this target, 19 were metropolitan councils and 10 were regional. This meant the target was met in around 60% of metropolitan councils but just 20% of regional councils.

We have grouped the Victorian councils into different regions based on the Municipal Association of Victoria categorisation. We calculated a weighted average response time for each region based on the number of responses and average response times of each council within that region.

Figure 4 – Code 1 weighted average response time by region (2023–24)

Region	Number of first responses	Weighted average response time (minutes)
Metropolitan		
Inner Metropolitan South East	45,728	13:53
Metropolitan North	60,913	15:28
Metropolitan South	67,461	15:01
Metropolitan East	45,311	15:46
Metropolitan West	55,738	15:02
Regional		
Gippsland	24,229	16:05
Goulburn Ovens Murray	22,249	16:22
Great South Coast Barwon	30,107	14:57
Loddon Campaspe Mallee	24,868	16:33
Wimmera Southern Mallee Central Highlands	17,232	15:18

Region	Number of first responses	Weighted average response time (minutes)
Statewide		
Unincorporated areas	123	32:39
Interstate	1,368	20:09
Total responses	395,327	15:10

Source: Department of Health, Ambulance Victoria, Parliamentary Budget Office.

We estimate that the only regions to have a weighted average response time under the 15 minute target for Code 1 responses were:

- Inner Metropolitan South East (13:53 minutes)
- Great South Coast Barwon (14:57 minutes).

In general, councils in metropolitan regions have faster ambulance response times than those in regional areas. Apart from Inner Metropolitan South East, all other metropolitan regions had a weighted average response time between 15 and 16 minutes. The only regional area to fall within this time is Wimmera Southern Mallee Central Highlands.

Gippsland, Goulburn Ovens Murray, and Loddon Campaspe Mallee all had weighted average response times over 16 minutes.

Context

Request

On 19 November 2024, Mrs Rikki-Lee Tyrrell MP, Member for Northern Victoria, asked the Parliamentary Budget Officer to provide independent advice about the emergency ambulance response times and costs across each Victorian council.

Scope

In this advice, we outline:

- the level of government funding for ambulance services in Victoria
- Ambulance Victoria income from government and private sources
- ambulance response times across Victorian councils.

We primarily focus on ambulance response times for Code 1 responses as this code is the most urgent and is commonly reported across publications, including the state budget. We provide a breakdown of responses for Code 2, Code 3, and non-emergency responses in Attachment A.

Limitations

We were unable to provide a breakdown of the ambulance costs by each council as Ambulance Victoria are block-funded and do not report costs on an activity basis.

We also could not outline the level of government funding specific to ambulance road responses. Therefore, the total government funding we include in our report relates to road transports as well as rotary (helicopter), fixed wing, and other modes of transport.

We prepared this advice on 28 February 2025.

Background

Ambulance response codes

Ambulance Victoria is responsible for providing a statewide ambulance service that ranges from emergency first-response treatment and transport to less critical cases across Victoria. As the first response provider to emergency calls, it is required to arrive to the site of emergency as quickly as possible.

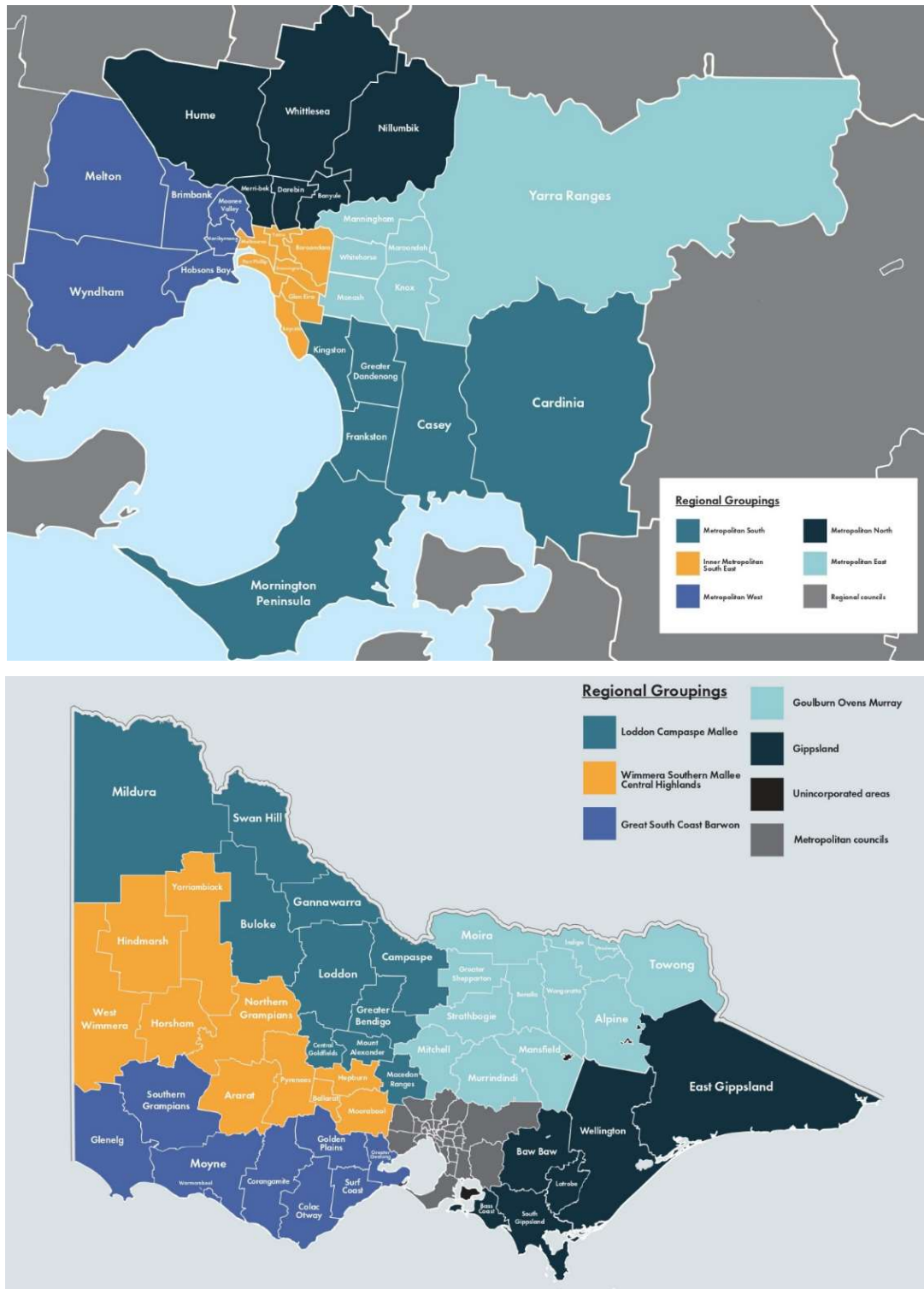
Ambulance Victoria classifies incidents based on their level of urgency:

- Code 1 – Life-threatening incidents that require urgent paramedic and hospital care based on information available at time of call. The target response time to arrive within 15 minutes or less of the time of call.
- Code 2 – Acute and time sensitive, but do not require a rapid response.
- Code 3 – Not urgent but still require an ambulance response.
- Non-emergency – Not urgent, patient has been medically assessed and authorised to receive ambulance transportation. This is covered by non-emergency patient transport regulations and is usually pre-booked.

Council groupings

We have used the Municipal Association of Victoria's council groupings to categorise Victorian councils into different regions. There are 5 groupings for metropolitan councils and 6 for regional councils.

Figure 5 – Metropolitan and regional groupings



Source: Municipal Association of Victoria.

Ambulance funding

In this section

This section outlines:

- Victorian Government funding allocated for ambulance services
- Ambulance Victoria's revenue from its various income streams.

Victorian Government funding of ambulance services

The Victorian Government provides funding for ambulance services for various transport methods including road, rotary (helicopter), fixed wing, and other modes of transport.

The state budget categorises ambulance funding into 2 categories:

- Ambulance emergency services – relates to critical life-threatening situations that require swift transport to a hospital, and includes emergency responses designated to be code 1, 2 or 3
- Ambulance non-emergency services – relates to situations where a patient is not in immediate danger but requires medical transportation.

Most of the ambulance funding (around 85%) is allocated towards emergency services as they require critical well-resourced responses and occur more frequently than non-emergency responses.

Figure 6 – Victorian Government budgeted funding for ambulance services

(\$ million)	2020–21	2021–22	2022–23	2023–24	2024–25
Ambulance emergency services	1,086.7	1,199.4	1,212.7	1,276.5	1,218.9
Ambulance non-emergency services	168.1	181.7	191.5	182.2	219.4
Total	1,254.8	1,381.1	1,404.2	1,458.7	1,438.2

Note: Funding relates to all ambulance services including road, rotary (helicopter), fixed wing, and all other modes of transport.

Source: Department of Treasury and Finance, Department of Health.

In 2024–25, the government allocated \$1,438.2 million in funding for ambulance services, which represents a 1.4% decrease from the prior year. Funding for ambulance emergency services declined by 4.5%, whereas funding for non-emergency responses increased by 20.4%.

From 2020–21 to 2024–25, total government funding for emergency services increased by 14.6%, comprising:

- 12.2% growth in emergency services funding
- 30.5% growth in non-emergency services funding.

Ambulance Victoria income

Ambulance Victoria receives income through a combination of streams, comprising:

- government funding – operating and capital grants provided by the Victorian Government

- patient transport fees – includes the direct cost users pay for ambulance transportation when they do not have an ambulance membership, and costs paid by private insurance companies to cover the cost of ambulance cover in their insurance plan.
- membership fees – derived from members paying for ambulance coverage on either annual or quarterly basis
- other sources – such as donations from organisations and individuals.

Figure 7 – Ambulance Victoria income streams for operating activities

(\$ million)	2022–23	2023–24
Government grants – operating	1,151.2	1,032.3
Government grants – capital	132.3	131.4
Transport fees	219.6	202.5
Membership fees	100.8	103.4
Other sources	6.8	8.3
Total	1,610.6	1,477.9

Source: Ambulance Victoria.

Ambulance Victoria gets nearly 80% of its funding for operating activities from the Victorian Government through operating and capital grants. Operating grants are the largest single funding component, accounting for around 70% of total funding.

Overall, Ambulance Victoria funding for operating activities fell 8.2% or \$132.7 million from 2022–23 to 2023–24. This was largely due to the decline in Victorian Government operating grants which fell \$118.9 million, equivalent to nearly 90% of the overall decline. The next largest impact was in transport fees collected, which fell \$17.1 million.

Ambulance Victoria's annual report attributes this reduction to:

- the end of the Victorian Government's COVID-19 response in 2023
- industrial action during enterprise agreement negotiations which led to a pause in paramedics taking billing information from patients
- a change in funding arrangements associated with the establishment of Triple Zero Victoria.

Code 1 responses

In this section

Code 1 responses are time critical and typically require a 'lights and sirens' response. Ambulance Victoria sets a target to respond to the incident within 15 minutes whenever a Code 1 response is signalled.

This section considers the Code 1 responses for each council in Victoria in 2023–24, including the:

- total number of responses
- average response time.

For each region, we also calculate the weighted average response times for all councils within that region.

Statewide performance

The state budget outlines 2 measures to assess the performance of ambulances in responding to Code 1 incidents, with targets of:

- 85% – overall responses reached within 15 minutes regardless of population
- 90% – responses reached within 15 minutes in centres with a population more than 7,500.

Figure 8 – Code 1 responses and budget performance measures

Victoria	Target	2021–22	2022–23	2023–24
Total number of Code 1 first responses	N/A	363,018	384,752	395,327
Code 1 responded to within 15 minutes	85%	67.5%	62.8%	66.3%
Code 1 responded to within 15 minutes in centres with more than 7,500 population	90%	71.9%	66.5%	70.2%

Source: Department of Treasury and Finance, Department of Health, Ambulance Victoria.

The total number of Code 1 responses across Victoria increased year-on-year from 2021–22 to 2023–24, growing by a total of 8.9% over this period. The 2 target measures were not achieved across this period.

Metropolitan councils

In general, councils in metropolitan regions have faster ambulance response times than those in regional areas because they contain smaller and more densely populated councils, limiting the distance required to travel to the site an incident.

Inner Metropolitan South

Inner Metropolitan South had the fastest total weighted average response times of any region in Victoria. There were 45,728 Code 1 responses in Inner Metropolitan South in 2023–24, which we estimate had a total weighted average response time of 13:53 minutes.

Figure 9 – Code 1 responses in Inner Metropolitan South (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Bayside	67.7%	4,149	15:09
Boroondara	71.4%	6,250	14:47
Glen Eira	71.3%	6,481	14:28
Melbourne	77.2%	12,375	12:47
Port Phillip	72.2%	6,097	14:00
Stonnington	71.8%	5,059	14:15
Yarra	76.2%	5,317	13:12
Total weighted average		45,728	13:53

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

With the exception of Bayside council, all other councils within the region met their 15 minute target in over 70% of responses. Despite the region being densely populated, no council met the statewide target of responding to 85% of Code 1 incidents within 15 minutes.

Metropolitan North

There were 60,913 Code 1 responses in Metropolitan North in 2023–24, which we estimate had a total weighted average response time of 15:28 minutes.

Figure 10 – Code 1 responses in Metropolitan North (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Banyule	73.8%	6,911	13:39
Darebin	76.4%	9,728	13:28
Hume	60.4%	17,821	15:55
Merri-bek	50.0%	10,287	17:52
Nillumbik	49.9%	2,616	17:27
Whittlesea	65.7%	13,550	15:00
Total weighted average		60,913	15:28

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

Metropolitan North had a range of average response times. Darebin and Banyule met their 15 minute targets in 76.4% and 73.8% of responses respectively, while Merri-bek and Nillumbik met their 15 minute targets for only 50% of responses or below.

Metropolitan South

There were 67,461 Code 1 responses in Metropolitan South in 2023–24, which we estimate had a total weighted average response time of 15:01 minutes.

Figure 11 – Code 1 responses in Metropolitan South (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Cardinia	52.4%	6,948	17:38
Casey	64.1%	20,032	15:10
Frankston	72.0%	10,349	13:54
Greater Dandenong	72.2%	10,498	14:03
Kingston	68.3%	8,354	14:32
Mornington Peninsula	62.7%	11,280	15:26
Total weighted average		67,461	15:01

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office

Within this region, the smaller sized councils (Frankston, Greater Dandenong, Kingston), had higher shares of responses meeting the 15 minute target, while the larger councils (Cardinia, Mornington Peninsula) had lower shares. Greater Dandenong had the highest share of responses meeting their 15 minute target at 72.2%, while Cardinia had the lowest (52.4%).

Metropolitan East

There were 45,311 Code 1 responses in Metropolitan East in 2023–24, which we estimated had a total weighted average response time of 15:46 minutes.

Figure 12 – Code 1 responses in Metropolitan East (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Knox	71.5%	8,389	14:03
Manningham	66.3%	5,486	15:08
Maroondah	72.6%	6,300	13:54
Monash	49.5%	9,007	19:02
Whitehorse	72.0%	7,767	14:07
Yarra Ranges	53.6%	8,362	17:18

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Total weighted average		45,311	15:46

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

With the exception of Monash council, which had just under 50% of Code 1 responses meeting their 15 minute target, the relatively smaller councils saw the fastest response times within this region (Knox, Manningham, Maroondah and Whitehorse).

Melbourne West

There were 55,738 Code 1 responses in Metropolitan West in 2023–24, which we estimate had a total weighted average response time of 15:02 minutes.

Figure 13 – Code 1 responses in Metropolitan West (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Brimbank	71.7%	12,282	14:02
Hobsons Bay	61.2%	5,285	15:39
Maribyrnong	67.6%	5,125	14:57
Melton	57.4%	12,272	16:30
Moonee Valley	68.5%	7,165	14:48
Wyndham	68.1%	13,609	14:31
Total weighted average		55,738	15:02

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

There were more consistent response rates in this region than other regions. Within this region, Brimbank had the highest share of Code 1 responses arriving in 15 minutes or less (71.7%), while the lowest was Melton (57.4%).

Regional councils

Gippsland

There were 24,229 responses in Gippsland in 2023–24, which we estimate had a total weighted average response time of 16:05 minutes.

Figure 14 – Code 1 responses in Gippsland (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Bass Coast	58.7%	3,027	16:27

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Baw Baw	63.9%	3,796	15:38
East Gippsland	52.9%	4,298	18:58
Latrobe	74.8%	7,867	12:59
South Gippsland	46.7%	2,012	18:43
Wellington	54.3%	3,229	18:22
Total weighted average		24,229	16:05

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

Latrobe was the only council in this region to have over 70% of responses meeting their 15 minute target time. There were 3 councils with rates below 55% – Wellington (54.3%), East Gippsland (52.9%), and South Gippsland (46.7%). This reflects the difference between relatively densely populated metropolitan councils, and regional councils where ambulances travel long distances to reach the site of an incident.

Goulburn Ovens Murray

There were 22,249 Code 1 incidents in Goulburn Ovens Murray in 2023–24, which we estimate had a total weighted average response time of 16:22 minutes.

Figure 15 – Code 1 responses in Goulburn Ovens Murray (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Alpine	44.3%	723	21:58
Benalla	60.7%	1,109	16:55
Greater Shepparton	73.1%	5,697	13:55
Indigo	32.3%	756	22:17
Mansfield	45.4%	500	22:40
Mitchell	75.6%	3,417	13:35
Moira	54.1%	2,616	17:01
Murrindindi	33.2%	1,013	24:01
Strathbogie	32.2%	914	22:48
Towong	31.4%	366	27:33
Wangaratta	68.5%	2,262	15:43
Wodonga	75.4%	2,876	13:58
Total weighted average		22,249	16:22

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

There was considerable variation in the share of responses meeting their 15 minute target within the council, ranging from, ranging from 75.6% in Mitchell to 31.4% in Towong.

Great South Coast Barwon

There were 30,107 Code 1 incidents in Great South Coast Barwon in 2023–24, which we estimate had a total weighted average response time of 13:53 minutes. Great South Coast Barwon had the fastest total weighted average response times in regional Victoria, and was the second fastest overall across Victoria. Compared to other regional regions, it contains a high concentration of residents residing in urban centres such as Geelong and Warrnambool.

Figure 16 – Code 1 responses in Great South Coast Barwon (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Colac-Otway	57.5%	1,133	18:13
Corangamite	40.2%	1,000	21:11
Glenelg	70.5%	1,332	14:47
Golden Plains	31.1%	1,049	21:23
Greater Geelong	73.2%	19,455	13:48
Moyne	36.6%	825	20:06
Queenscliffe	55.2%	252	16:31
Southern Grampians	63.4%	941	16:19
Surf Coast	59.2%	1,804	15:53
Warrnambool	82.7%	2,316	12:35
Total weighted average		30,107	14:57

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

The share of ambulances arriving in 15 minutes or less varied considerably between councils within this region, reflecting a disparity between densely populated councils (Warrnambool, Greater Geelong) and sparsely populated councils (Golden Plains, Moyne).

Warrnambool contains the highest rate of any council in Victoria at 82.7%. This sits in contrast to Golden Plains which saw 31.1% of responses meeting their 15 minute target.

Loddon Campaspe Mallee

There were 24,868 Code 1 incidents in Loddon Campaspe Mallee in 2023–24, which we estimate had a total weighted average response time of 16:33 minutes. Loddon Campaspe Mallee had the highest total weighted average response time of any region in Victoria. With the exception of Greater Bendigo, the region is generally rural and sparsely populated.

Figure 17 – Code 1 responses in Loddon Campaspe Mallee (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Buloke	30.3%	393	28:05
Campaspe	60.2%	2,816	16:06
Central Goldfields	54.0%	1,216	18:27
Gannawarra	39.3%	595	23:50
Greater Bendigo	64.0%	9,489	15:35
Loddon	25.6%	583	25:59
Macedon Ranges	56.1%	2,930	16:39
Mildura	71.3%	4,327	14:17
Mount Alexander	44.7%	1,120	20:31
Swan Hill	67.1%	1,399	15:40
Total weighted average		24,868	16:33

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

Loddon had 25.6% of Code 1 responses meeting their 15 minute target, which was the lowest of any council in Victoria. In contrast, Mildura was the best performing council in this region with 71.3% of Code 1 responses meeting their target.

Wimmera Southern Mallee Central Highlands

There were 17,232 Code 1 responses in Wimmera Southern Mallee Central Highlands in 2023–24, which we estimate had a weighted average response time of 15:18 minutes. Similar to other regional regions, it contains an urban centre in Ballarat, while many other councils within the region are rural.

Figure 18 – Code 1 responses in Wimmera Southern Mallee Central Highlands (2023–24)

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
Ararat	61.3%	789	16:37
Ballarat	78.8%	8,947	13:11
Hepburn	39.9%	1,038	19:40
Hindmarsh	51.1%	405	21:33
Horsham	78.5%	1,527	12:58
Moorabool	67.6%	2,131	15:03
Northern Grampians	58.5%	986	17:23
Pyrenees	33.1%	650	22:33

LGA	% below 15 minutes	Number of first responses	Average Response time (minutes)
West Wimmera	31.2%	237	27:01
Yarriambiack	34.5%	522	25:25
Total weighted average		17,232	15:18

Source: Ambulance Victoria, Department of Health, Parliamentary Budget Office.

Ballarat and Horsham both had more than 75% of their Code 1 responses arriving in 15 minutes or less at 78.8% and 78.5% respectively. In contrast, 4 councils had less than 40% of Code 1 responses meeting their 15 minute targets: Hepburn (39.9%), Yarriambiack (34.5%), Pyrenees (33.1%), and West Wimmera (31.2%).

Attachment A – Code 2, Code 3, and non-emergency responses

Code 2 responses

There were 211,418 Code 2 responses in 2023–24, which we estimate had a total weighted average response time of 43:53 minutes.

Figure 19 – Code 2 responses (2023–24)

Council	Grouping	Average response time	Number of first responses
Alpine	Goulburn Ovens Murray	42:09	656
Ararat	Wimmera Southern Mallee Central Highlands	39:34	756
Ballarat	Wimmera Southern Mallee Central Highlands	39:05	4,653
Banyule	Metropolitan North	44:15	3,657
Bass Coast	Gippsland	42:59	2,353
Baw Baw	Gippsland	37:35	2,214
Bayside	Inner Metropolitan South East	53:34	2,408
Benalla	Goulburn Ovens Murray	38:25	913
Boroondara	Inner Metropolitan South East	51:08	3,242
Brimbank	Metropolitan West	42:41	5,418
Buloke	Loddon Campaspe Mallee	55:15	288
Campaspe	Loddon Campaspe Mallee	43:39	2,004
Cardinia	Metropolitan South	41:51	3,086
Casey	Metropolitan South	42:01	8,699
Central Goldfields	Loddon Campaspe Mallee	44:36	1,016
Colac-Otway	Great South Coast Barwon	40:13	1,066
Corangamite	Great South Coast Barwon	43:51	713
Darebin	Metropolitan North	45:23	4,623
East Gippsland	Gippsland	46:36	2,952
Frankston	Metropolitan South	37:35	5,945

Council	Grouping	Average response time	Number of first responses
Gannawarra	Loddon Campaspe Mallee	50:51	452
Glen Eira	Inner Metropolitan South East	52:54	3,065
Glenelg	Great South Coast Barwon	40:02	1,062
Golden Plains	Great South Coast Barwon	46:01	455
Greater Bendigo	Loddon Campaspe Mallee	46:18	4,937
Greater Dandenong	Metropolitan South	42:09	4,971
Greater Geelong	Great South Coast Barwon	41:09	10,897
Greater Shepparton	Goulburn Ovens Murray	40:09	3,249
Hepburn	Wimmera Southern Mallee Central Highlands	42:03	631
Hindmarsh	Wimmera Southern Mallee Central Highlands	43:36	329
Hobsons Bay	Metropolitan West	44:04	2,545
Horsham	Wimmera Southern Mallee Central Highlands	40:30	1,197
Hume	Metropolitan North	42:10	7,251
Indigo	Goulburn Ovens Murray	44:46	436
Kingston	Metropolitan South	44:52	4,323
Knox	Metropolitan East	41:21	4,276
Latrobe	Gippsland	33:18	4,351
Loddon	Loddon Campaspe Mallee	48:24	384
Macedon Ranges	Loddon Campaspe Mallee	36:06	1,940
Manningham	Metropolitan East	48:03	2,716
Mansfield	Goulburn Ovens Murray	41:47	501
Maribyrnong	Metropolitan West	47:36	2,666
Maroondah	Metropolitan East	42:43	3,570
Melbourne	Inner Metropolitan South East	42:17	6,954
Melton	Metropolitan West	43:03	5,442
Mildura	Loddon Campaspe Mallee	48:08	2,649
Mitchell	Goulburn Ovens Murray	43:33	2,229
Moira	Goulburn Ovens Murray	40:40	1,962
Monash	Metropolitan East	43:25	4,736

Ambulance funding and response times

Council	Grouping	Average response time	Number of first responses
Moonee Valley	Metropolitan West	49:09	5,132
Moorabool	Wimmera Southern Mallee Central Highlands	1:23:12	1,378
Merri-bek	Metropolitan North	43:22	4,788
Mornington Peninsula	Metropolitan South	36:31	6,599
Mount Alexander	Loddon Campaspe Mallee	43:54	884
Moyne	Great South Coast Barwon	47:35	428
Murrindindi	Goulburn Ovens Murray	48:45	749
Nillumbik	Metropolitan North	45:03	1,348
Northern Grampians	Wimmera Southern Mallee Central Highlands	41:10	832
Port Phillip	Inner Metropolitan South East	48:12	3,024
Pyrenees	Wimmera Southern Mallee Central Highlands	46:38	328
Queenscliffe	Great South Coast Barwon	36:43	144
South Gippsland	Gippsland	39:41	1,270
Southern Grampians	Great South Coast Barwon	37:39	786
Stonnington	Inner Metropolitan South East	49:27	2,420
Strathbogie	Goulburn Ovens Murray	49:51	575
Surf Coast	Great South Coast Barwon	34:55	1,029
Swan Hill	Loddon Campaspe Mallee	40:15	1,182
Towong	Goulburn Ovens Murray	50:10	294
Wangaratta	Goulburn Ovens Murray	42:18	1,629
Warrnambool	Great South Coast Barwon	40:27	1,507
Wellington	Gippsland	40:51	2,049
West Wimmera	Wimmera Southern Mallee Central Highlands	44:40	206
Whitehorse	Metropolitan East	47:41	4,164
Whittlesea	Metropolitan North	41:44	6,012
Wodonga	Goulburn Ovens Murray	40:16	1,804
Wyndham	Metropolitan West	38:56	5,930
Yarra	Inner Metropolitan South East	45:04	2,634

Council	Grouping	Average response time	Number of first responses
Yarra Ranges	Metropolitan East	40:46	4,342
Yarriambiack	Wimmera Southern Mallee Central Highlands	47:46	254
Unincorporated	Unincorporated	37:15	191
Interstate LGAs	N/A	45:24	668
Total		43:53	211,418

Source: Department of Health, Ambulance Victoria.

Code 3 responses

There were 70,075 Code 3 responses in 2023–24, which we estimate had an overall average response time of 1:11:37 hours.

Figure 20 – Code 3 responses (2023–24)

Council	Grouping	Average response time	Number of first responses
Alpine	Goulburn Ovens Murray	55:44	299
Ararat	Wimmera Southern Mallee Central Highlands	1:04:14	446
Ballarat	Wimmera Southern Mallee Central Highlands	1:10:45	1,654
Banyule	Metropolitan North	1:16:37	1,176
Bass Coast	Gippsland	1:10:04	966
Baw Baw	Gippsland	58:53	881
Bayside	Inner Metropolitan South East	1:34:18	716
Benalla	Goulburn Ovens Murray	56:58	321
Boroondara	Inner Metropolitan South East	1:25:37	911
Brimbank	Metropolitan West	1:12:59	1,842
Buloke	Loddon Campaspe Mallee	1:22:00	123
Campaspe	Loddon Campaspe Mallee	1:02:23	733
Cardinia	Metropolitan South	1:05:22	944
Casey	Metropolitan South	1:13:12	2,762
Central Goldfields	Loddon Campaspe Mallee	1:03:11	316
Colac-Otway	Great South Coast Barwon	1:05:02	562

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Council	Grouping	Average response time	Number of first responses
Corangamite	Great South Coast Barwon	1:07:34	352
Darebin	Metropolitan North	1:23:12	1,398
East Gippsland	Gippsland	1:14:49	1,104
Frankston	Metropolitan South	1:04:07	2,048
Gannawarra	Loddon Campaspe Mallee	1:16:35	159
Glen Eira	Inner Metropolitan South East	1:33:25	801
Glenelg	Great South Coast Barwon	1:00:42	395
Golden Plains	Great South Coast Barwon	1:04:14	151
Greater Bendigo	Loddon Campaspe Mallee	1:14:48	1,593
Greater Dandenong	Metropolitan South	1:17:41	1,907
Greater Geelong	Great South Coast Barwon	1:04:49	3,568
Greater Shepparton	Goulburn Ovens Murray	1:03:58	1,005
Hepburn	Wimmera Southern Mallee Central Highlands	55:39	240
Hindmarsh	Wimmera Southern Mallee Central Highlands	1:00:05	130
Hobsons Bay	Metropolitan West	1:13:34	746
Horsham	Wimmera Southern Mallee Central Highlands	1:07:55	489
Hume	Metropolitan North	1:11:54	2,116
Indigo	Goulburn Ovens Murray	1:11:51	132
Kingston	Metropolitan South	1:18:59	1,209
Knox	Metropolitan East	1:08:58	1,447
Latrobe	Gippsland	54:35	1,830
Loddon	Loddon Campaspe Mallee	1:06:26	433
Macedon Ranges	Loddon Campaspe Mallee	50:22	598
Manningham	Metropolitan East	1:15:21	721
Mansfield	Goulburn Ovens Murray	58:43	199
Maribyrnong	Metropolitan West	1:23:08	966
Maroondah	Metropolitan East	1:16:27	1,207
Melbourne	Inner Metropolitan South East	1:23:54	1,934
Melton	Metropolitan West	1:11:55	1,569

Council	Grouping	Average response time	Number of first responses
Mildura	Loddon Campaspe Mallee	1:24:49	1,448
Mitchell	Goulburn Ovens Murray	1:02:55	790
Moira	Goulburn Ovens Murray	1:04:00	922
Monash	Metropolitan East	1:02:21	634
Moonee Valley	Metropolitan West	1:30:12	1,496
Moorabool	Wimmera Southern Mallee Central Highlands	1:24:38	942
Merri-bek	Metropolitan North	57:33	497
Mornington Peninsula	Metropolitan South	57:37	2,158
Mount Alexander	Loddon Campaspe Mallee	1:03:34	297
Moyne	Great South Coast Barwon	54:56	237
Murrindindi	Goulburn Ovens Murray	1:10:43	208
Nillumbik	Metropolitan North	1:11:05	294
Northern Grampians	Wimmera Southern Mallee Central Highlands	56:23	373
Port Phillip	Inner Metropolitan South East	1:35:19	899
Pyrenees	Wimmera Southern Mallee Central Highlands	57:01	281
Queenscliffe	Great South Coast Barwon	57:10	48
South Gippsland	Gippsland	56:56	553
Southern Grampians	Great South Coast Barwon	1:04:10	360
Stonnington	Inner Metropolitan South East	1:34:33	722
Strathbogie	Goulburn Ovens Murray	1:11:19	186
Surf Coast	Great South Coast Barwon	50:43	432
Swan Hill	Loddon Campaspe Mallee	1:06:23	408
Towong	Goulburn Ovens Murray	1:00:23	112
Wangaratta	Goulburn Ovens Murray	1:14:33	500
Warrnambool	Great South Coast Barwon	1:12:15	571
Wellington	Gippsland	59:20	890
West Wimmera	Wimmera Southern Mallee Central Highlands	57:11	69
Whitehorse	Metropolitan East	1:24:18	1,333

Council	Grouping	Average response time	Number of first responses
Whittlesea	Metropolitan North	1:10:20	2,058
Wodonga	Goulburn Ovens Murray	1:11:46	636
Wyndham	Metropolitan West	1:09:42	1,911
Yarra	Inner Metropolitan South East	1:38:58	836
Yarra Ranges	Metropolitan East	1:05:31	1,253
Yarriambiack	Wimmera Southern Mallee Central Highlands	1:01:56	135
Unincorporated	Unincorporated	56:38	40
Interstate LGAs	N/A	58:39	447
Total		1:11:37	70,075

Source: Department of Health.

Non-emergency responses

There were 362,425 non-emergency responses in 2023–24. Ambulance Victoria does not collect response times for non-emergency responses.

Figure 21 – Non-emergency responses (2023–24)

Council	Grouping	Number of first responses
Alpine	Goulburn Ovens Murray	256
Ararat	Wimmera Southern Mallee Central Highlands	657
Ballarat	Wimmera Southern Mallee Central Highlands	6,392
Banyule	Metropolitan North	14,059
Bass Coast	Gippsland	3,742
Baw Baw	Gippsland	2,845
Bayside	Inner Metropolitan South East	3,696
Benalla	Goulburn Ovens Murray	1,070
Boroondara	Inner Metropolitan South East	4,554
Brimbank	Metropolitan West	13,914
Buloke	Loddon Campaspe Mallee	492
Campaspe	Loddon Campaspe Mallee	3,397
Cardinia	Metropolitan South	2,540
Casey	Metropolitan South	13,524

Council	Grouping	Number of first responses
Central Goldfields	Loddon Campaspe Mallee	953
Colac-Otway	Great South Coast Barwon	817
Corangamite	Great South Coast Barwon	685
Darebin	Metropolitan North	5,682
East Gippsland	Gippsland	2,851
Frankston	Metropolitan South	8,221
Gannawarra	Loddon Campaspe Mallee	958
Glen Eira	Inner Metropolitan South East	8,617
Glenelg	Great South Coast Barwon	789
Golden Plains	Great South Coast Barwon	405
Greater Bendigo	Loddon Campaspe Mallee	8,831
Greater Dandenong	Metropolitan South	10,868
Greater Geelong	Great South Coast Barwon	10,763
Greater Shepparton	Goulburn Ovens Murray	15,290
Hepburn	Wimmera Southern Mallee Central Highlands	510
Hindmarsh	Wimmera Southern Mallee Central Highlands	290
Hobsons Bay	Metropolitan West	5,062
Horsham	Wimmera Southern Mallee Central Highlands	1,864
Hume	Metropolitan North	13,161
Indigo	Goulburn Ovens Murray	311
Kingston	Metropolitan South	5,135
Knox	Metropolitan East	7,875
Latrobe	Gippsland	8,100
Loddon	Loddon Campaspe Mallee	439
Macedon Ranges	Loddon Campaspe Mallee	1,707
Manningham	Metropolitan East	4,882
Mansfield	Goulburn Ovens Murray	114
Maribyrnong	Metropolitan West	5,570
Maroondah	Metropolitan East	7,471
Melbourne	Inner Metropolitan South East	26,047
Melton	Metropolitan West	5,228

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Council	Grouping	Number of first responses
Mildura	Loddon Campaspe Mallee	7,196
Mitchell	Goulburn Ovens Murray	2,558
Moira	Goulburn Ovens Murray	3,199
Monash	Metropolitan East	3,438
Moonee Valley	Metropolitan West	10,326
Moorabool	Wimmera Southern Mallee Central Highlands	6,589
Merri-bek	Metropolitan North	1,121
Mornington Peninsula	Metropolitan South	7,321
Mount Alexander	Loddon Campaspe Mallee	923
Moyne	Great South Coast Barwon	387
Murrindindi	Goulburn Ovens Murray	1,065
Nillumbik	Metropolitan North	1,039
Northern Grampians	Wimmera Southern Mallee Central Highlands	973
Port Phillip	Inner Metropolitan South East	1,906
Pyrenees	Wimmera Southern Mallee Central Highlands	244
Queenscliffe	Great South Coast Barwon	40
South Gippsland	Gippsland	1,228
Southern Grampians	Great South Coast Barwon	1,072
Stonnington	Inner Metropolitan South East	3,673
Strathbogie	Goulburn Ovens Murray	1,353
Surf Coast	Great South Coast Barwon	535
Swan Hill	Loddon Campaspe Mallee	1,222
Towong	Goulburn Ovens Murray	177
Wangaratta	Goulburn Ovens Murray	1,711
Warrnambool	Great South Coast Barwon	2,148
Wellington	Gippsland	2,694
West Wimmera	Wimmera Southern Mallee Central Highlands	180
Whitehorse	Metropolitan East	16,141
Whittlesea	Metropolitan North	16,338
Wodonga	Goulburn Ovens Murray	1,689
Wyndham	Metropolitan West	8,652

Council	Grouping	Number of first responses
Yarra	Inner Metropolitan South East	7,870
Yarra Ranges	Metropolitan East	4,960
Yarriambiack	Wimmera Southern Mallee Central Highlands	455
Unincorporated	Unincorporated	12
Interstate LGAs	N/A	1,356
Total		362,425

Source: Department of Health.

Attachment B – Data sources

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