



Ambulance Victoria's Performance

2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

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 the first AV resource arrives 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).

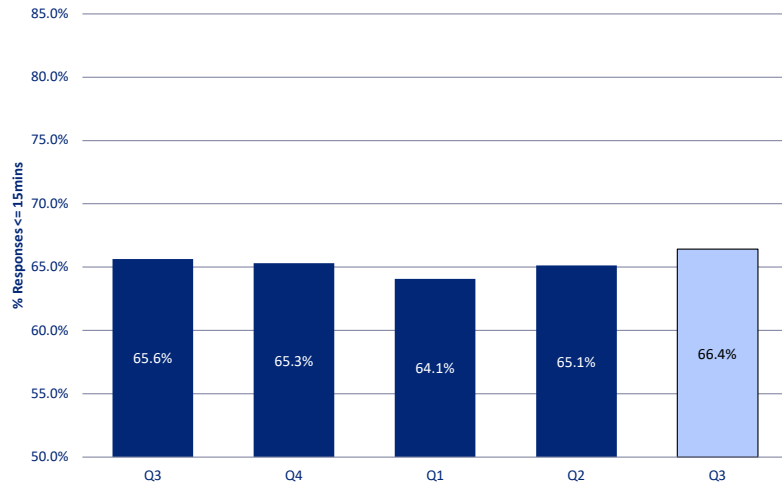
Code 2 incidents are acute, but not time critical and do not require a lights and sirens response. AV's average Code 2 response time performance has also been provided.

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, Table and Chart will take you to the appropriate page.

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

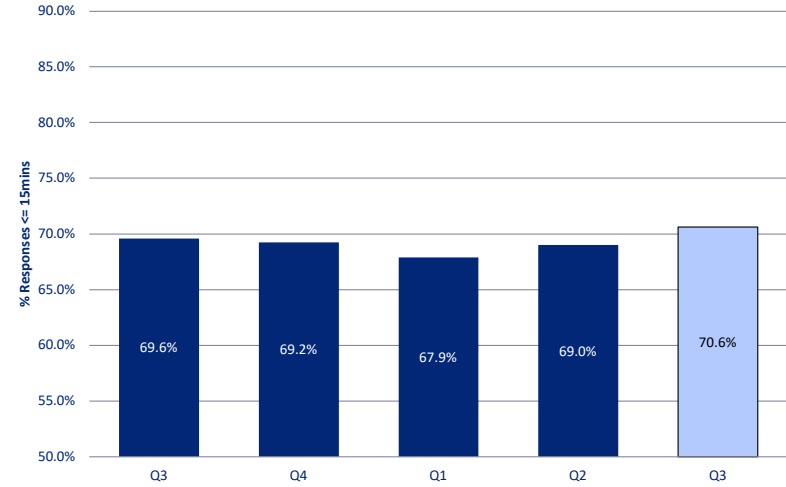
AV State-wide Code 1 First Response Performance - Percentage <= 15 Minutes



MAP

TABLE

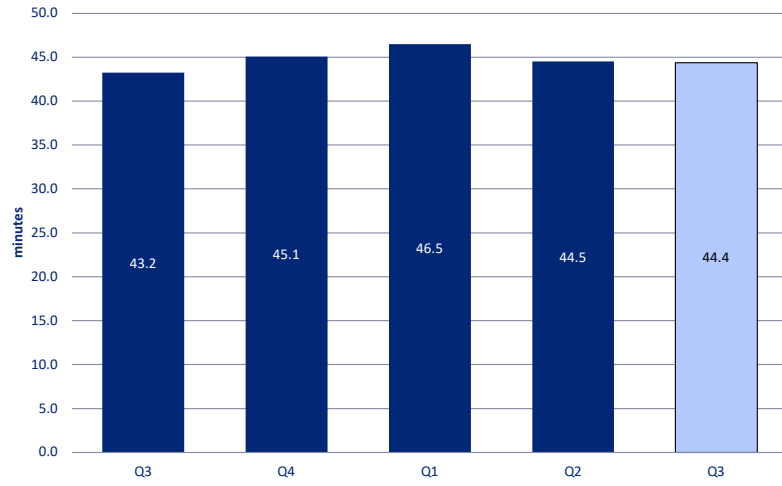
AV State-wide Code 1 First Response Performance for UCLs > 7,500 Persons - Percentage <= 15 Minutes



MAP

TABLE

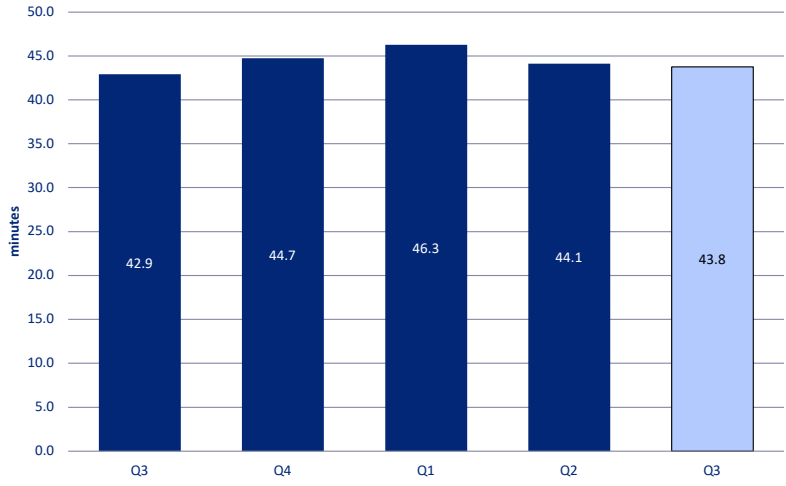
AV State-wide Code 2 First Response Performance - Average



MAP

TABLE

AV State-wide Code 2 First Response Performance for UCLs > 7,500 Persons - Average



MAP

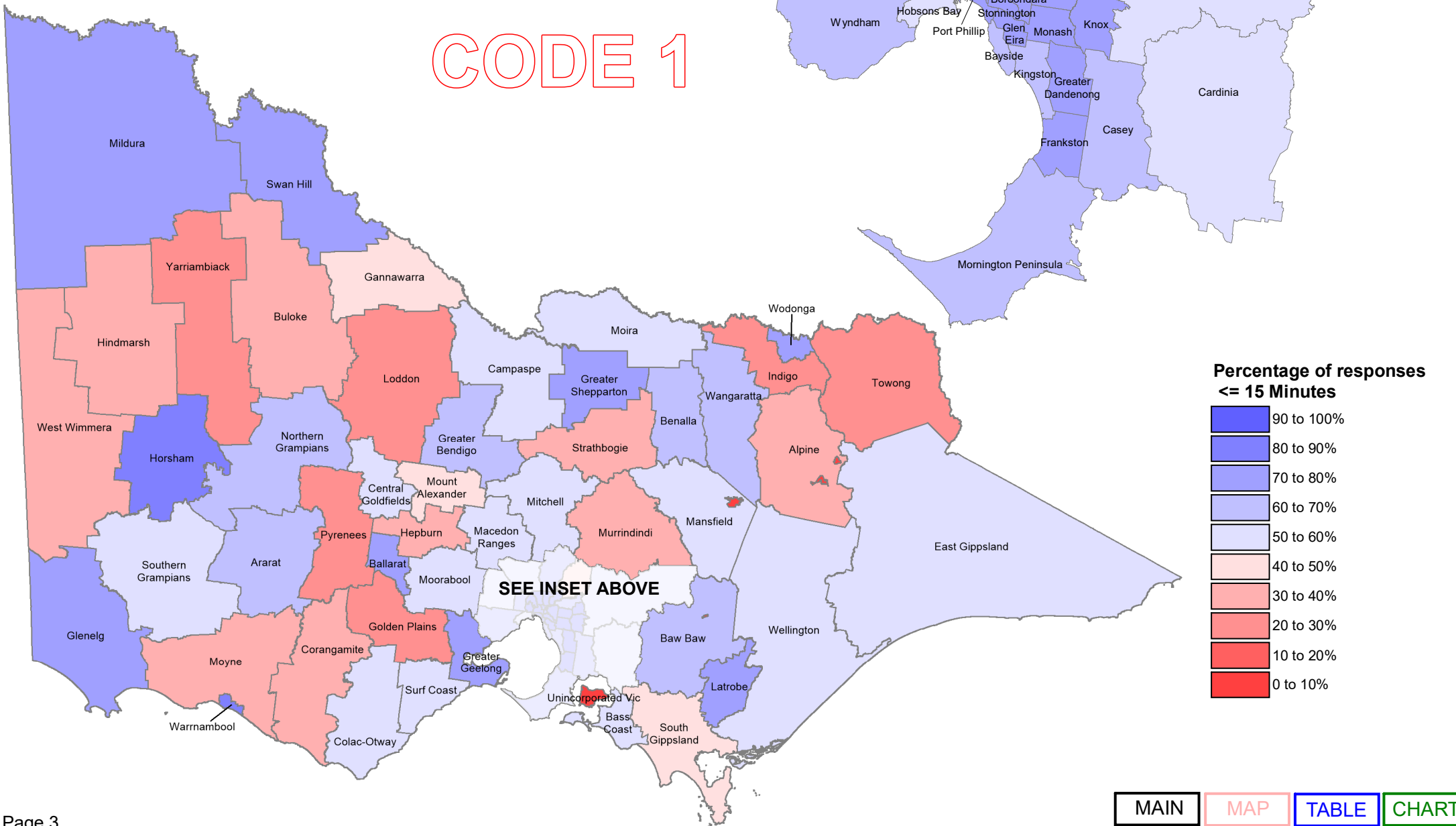
TABLE



Ambulance Victoria

Percentage of Code 1 responses <= 15 Minutes by LGA
2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

CODE 1





Code 1 First Response Performance by LGA

Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

Qtr 2 2025/26

Qtr 3 2025/26

LGA Name

Table with 4 columns: LGA Name, % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Lists 95 LGAs and a Total AV row.

Table with 4 columns: % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Lists 95 LGAs and a Total AV row.

Table with 4 columns: % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Lists 95 LGAs and a Total AV row.

Table with 4 columns: % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Lists 95 LGAs and a Total AV row.

Table with 4 columns: % Responses <= 15 Minutes, Average Response Time Minutes, Total Number of First Responses. Lists 95 LGAs and a Total AV row. This table is highlighted with a red border.

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



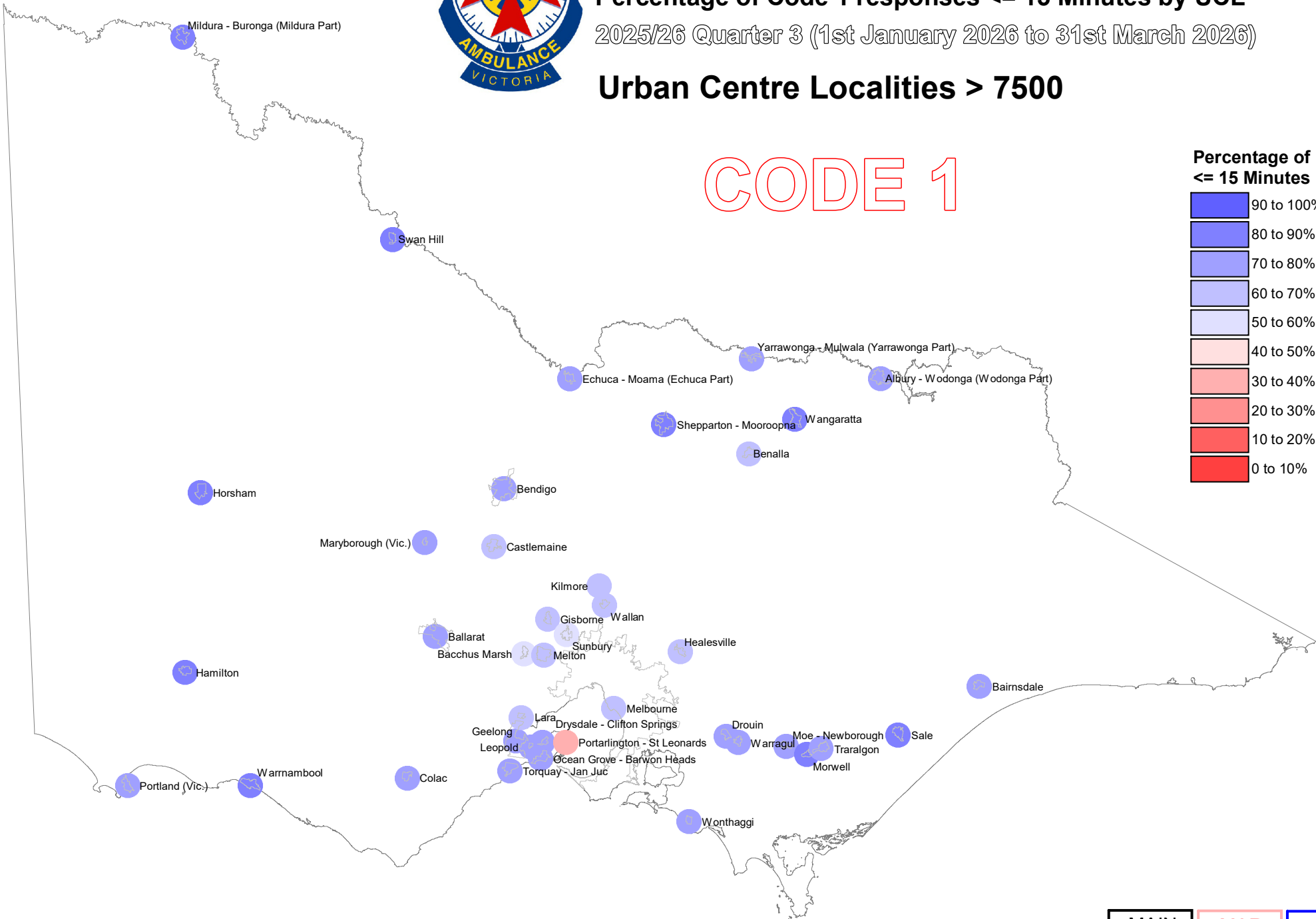
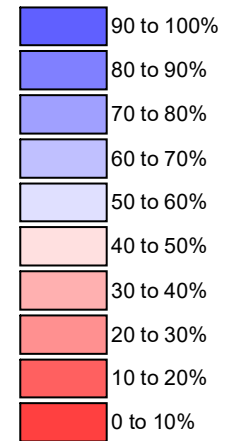
Ambulance Victoria

Percentage of Code 1 responses \leq 15 Minutes by UCL
2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

Urban Centre Localities $>$ 7500

CODE 1

Percentage of responses \leq 15 Minutes





Ambulance Victoria

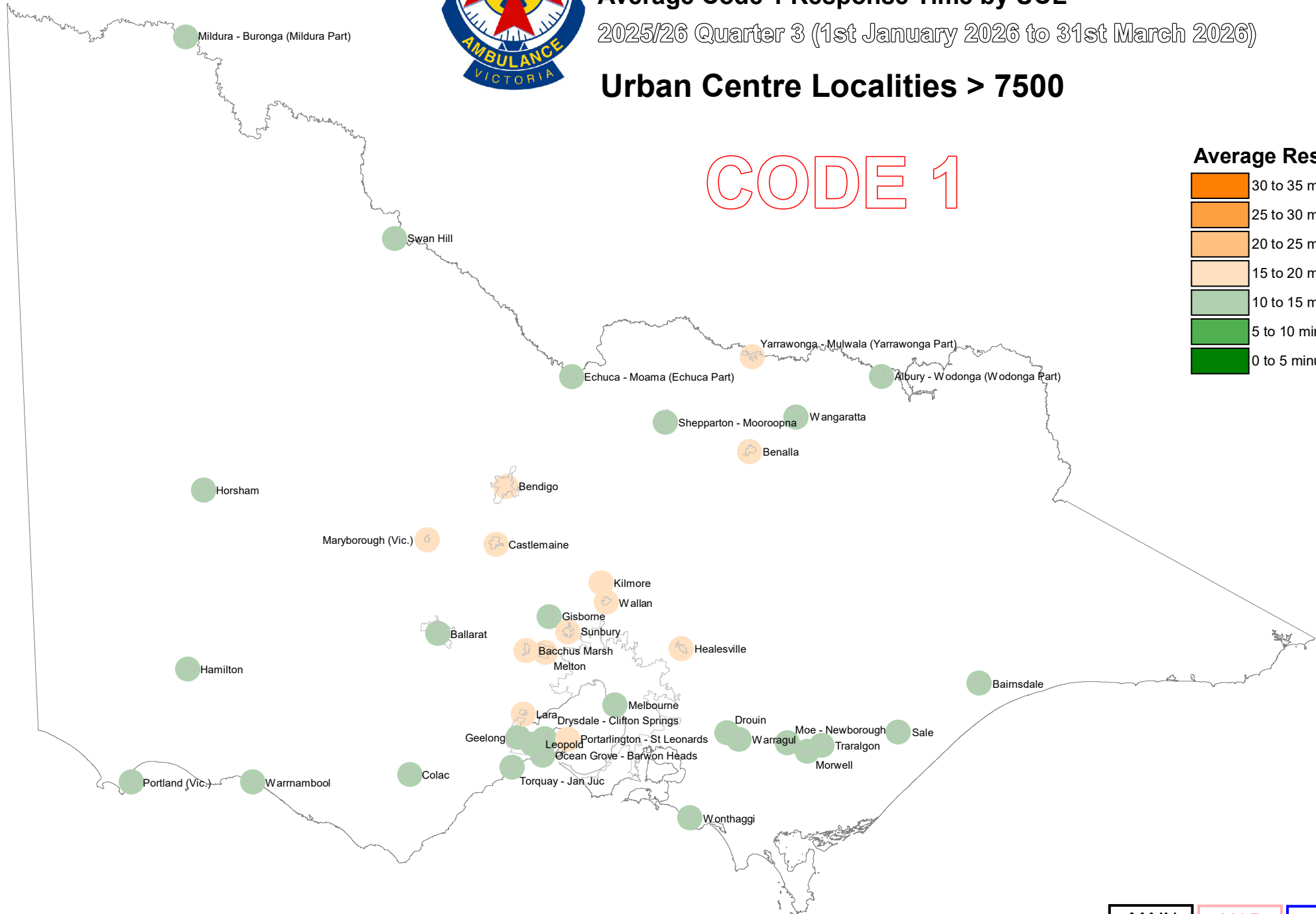
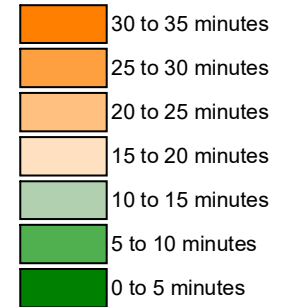
Average Code 1 Response Time by UCL

2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

Urban Centre Localities > 7500

CODE 1

Average Response Time





Code 1 First Response Performance by UCL

UCL Name

Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

Qtr 2 2025/26

Qtr 3 2025/26

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	78.8%	13:55	685
Bacchus Marsh	59.4%	15:58	308
Bairnsdale	72.3%	14:58	368
Ballarat	79.2%	13:11	2,021
Benalla	66.5%	15:23	233
Bendigo	69.7%	14:40	1,898
Castlemaine	71.0%	14:36	145
Colac	80.1%	13:57	166
Drouin	76.8%	14:55	211
Drysdale - Clifton Springs	75.5%	13:15	273
Echuca - Moama (Echuca Part)	80.1%	12:47	272
Geelong	76.4%	13:20	3,272
Gisborne	71.3%	15:03	129
Hamilton	85.9%	10:55	142
Healesville	67.3%	16:01	171
Horsham	90.1%	10:19	312
Kilmore	65.9%	15:57	129
Lara	65.2%	14:33	230
Leopold	76.3%	13:31	177
Maryborough (Vic.)	70.0%	15:42	207
Melbourne	67.9%	14:50	61,867
Melton	61.1%	16:16	1,430
Mildura - Buronga (Mildura Part)	89.1%	11:06	736
Moe - Newborough	77.6%	13:40	500
Morwell	84.2%	11:56	512
Ocean Grove - Barwon Heads	77.7%	13:14	309
Portarlington - St Leonards	41.4%	18:36	220
Portland (Vic.)	87.0%	11:24	177
Sale	81.4%	12:26	258
Shepparton - Mooroopna	79.2%	13:30	1,151
Sunbury	52.5%	17:17	615
Swan Hill	87.2%	10:45	203
Torquay - Jan Juc	69.5%	14:23	279
Traralgon	73.7%	13:41	570
Wallan	61.0%	15:51	228
Wangaratta	81.3%	13:18	396
Warragul	77.3%	12:49	353
Warrnambool	86.7%	11:33	525
Wonthaggi	79.9%	13:07	189
Yarrawonga - Mulwala (Yarrawonga Part)	78.1%	14:08	178

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
78.8%	13:25	613	
55.2%	16:38	348	
76.9%	13:21	342	
76.6%	13:38	2,114	
68.9%	16:47	196	
70.7%	14:28	1,963	
66.0%	15:24	188	
72.4%	15:46	203	
68.0%	16:50	253	
70.3%	15:18	279	
78.1%	13:35	247	
75.4%	13:43	3,460	
62.6%	15:25	190	
83.2%	12:32	149	
61.1%	18:14	167	
87.9%	10:55	297	
72.2%	14:40	162	
70.9%	13:49	244	
76.6%	12:16	171	
69.8%	16:32	222	
67.9%	14:48	64,493	
62.0%	15:32	1,513	
86.7%	11:39	744	
77.2%	13:11	504	
85.1%	11:48	511	
71.7%	13:08	300	
28.3%	19:36	173	
82.9%	12:05	181	
75.5%	13:41	318	
82.6%	12:32	1,071	
49.9%	17:32	641	
86.8%	10:52	220	
62.0%	15:30	234	
72.2%	14:00	604	
59.0%	15:59	273	
82.6%	12:36	447	
74.1%	13:56	351	
85.3%	11:55	537	
78.1%	14:16	187	
68.2%	16:49	170	

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
76.5%	13:45	705	
52.2%	17:58	335	
76.8%	14:03	379	
78.3%	13:35	2,325	
68.4%	16:34	247	
68.5%	15:15	2,144	
55.4%	19:26	184	
70.3%	16:45	209	
68.5%	15:15	260	
75.8%	14:23	281	
76.8%	14:35	263	
77.6%	13:24	3,559	
69.8%	13:50	179	
82.2%	12:54	135	
60.2%	17:22	171	
89.2%	11:03	314	
59.7%	17:34	159	
70.3%	14:46	256	
77.6%	13:00	174	
65.8%	17:21	231	
66.1%	15:11	66,140	
59.5%	16:55	1,653	
87.2%	11:28	728	
79.0%	12:39	539	
81.9%	12:34	509	
74.7%	13:45	269	
35.2%	19:15	182	
84.9%	12:34	212	
83.1%	12:22	266	
81.3%	13:00	1,136	
50.7%	17:57	592	
85.9%	11:42	206	
58.7%	16:00	259	
71.6%	13:56	669	
55.3%	16:52	313	
83.1%	12:55	451	
77.7%	13:42	368	
86.8%	11:53	515	
76.1%	13:33	213	
71.3%	15:00	188	

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
79.8%	13:33	667	
60.8%	16:16	342	
77.7%	14:21	332	
78.8%	13:33	2,170	
68.9%	16:20	235	
69.3%	15:03	1,990	
63.2%	17:02	152	
78.8%	14:46	217	
77.9%	13:22	271	
70.2%	14:23	265	
80.3%	13:32	259	
75.2%	13:48	3,559	
77.0%	12:44	174	
80.2%	13:37	121	
63.4%	16:39	161	
88.5%	11:21	339	
65.0%	16:15	180	
61.6%	15:45	219	
72.1%	14:07	147	
68.1%	15:38	213	
67.4%	15:04	65,326	
60.2%	16:32	1,609	
89.9%	11:03	682	
73.4%	14:16	537	
82.8%	12:48	563	
72.6%	14:54	277	
39.4%	18:48	203	
82.5%	12:29	211	
79.5%	12:48	254	
82.7%	12:48	1,038	
54.6%	18:08	604	
88.9%	10:44	225	
65.5%	14:54	255	
72.0%	13:39	647	
64.2%	15:57	296	
82.5%	12:43	440	
77.9%	13:02	371	
83.2%	12:34	542	
76.4%	13:54	208	
70.5%	15:49	190	

	% Responses <= 15 Minutes	Average Response Time Minutes	Total Number of First Responses
79.2%	13:27	607	
57.7%	15:30	307	
76.0%	14:32	359	
75.6%	14:16	2,102	
69.9%	15:45	239	
70.6%	15:03	1,832	
60.1%	18:48	153	
74.9%	14:34	179	
70.3%	14:25	246	
72.0%	14:47	293	
78.1%	13:36	297	
75.4%	13:44	3,240	
69.3%	14:05	179	
80.0%	13:33	110	
65.5%	15:50	165	
89.7%	11:14	341	
65.5%	15:38	174	
62.3%	15:03	204	
74.0%	13:46	154	
74.1%	15:51	197	
69.7%	14:43	60,984	
60.0%	16:41	1,543	
84.6%	12:10	725	
76.7%	13:03	519	
81.0%	12:51	538	
74.2%	12:48	298	
35.8%	19:40	204	
78.4%	14:01	185	
81.5%	12:56	265	
82.5%	13:18	1,086	
53.1%	18:06	610	
86.8%	11:14	219	
70.9%	14:10	230	
70.5%	14:36	617	
60.1%	15:03	281	
80.6%	13:39	423	
77.4%	13:56	354	
84.0%	12:32	563	
79.3%	13:02	242	
72.3%	15:47	191	

MAIN

MAP
≤ 15 Minutes

MAP
Average

TABLE

CHART

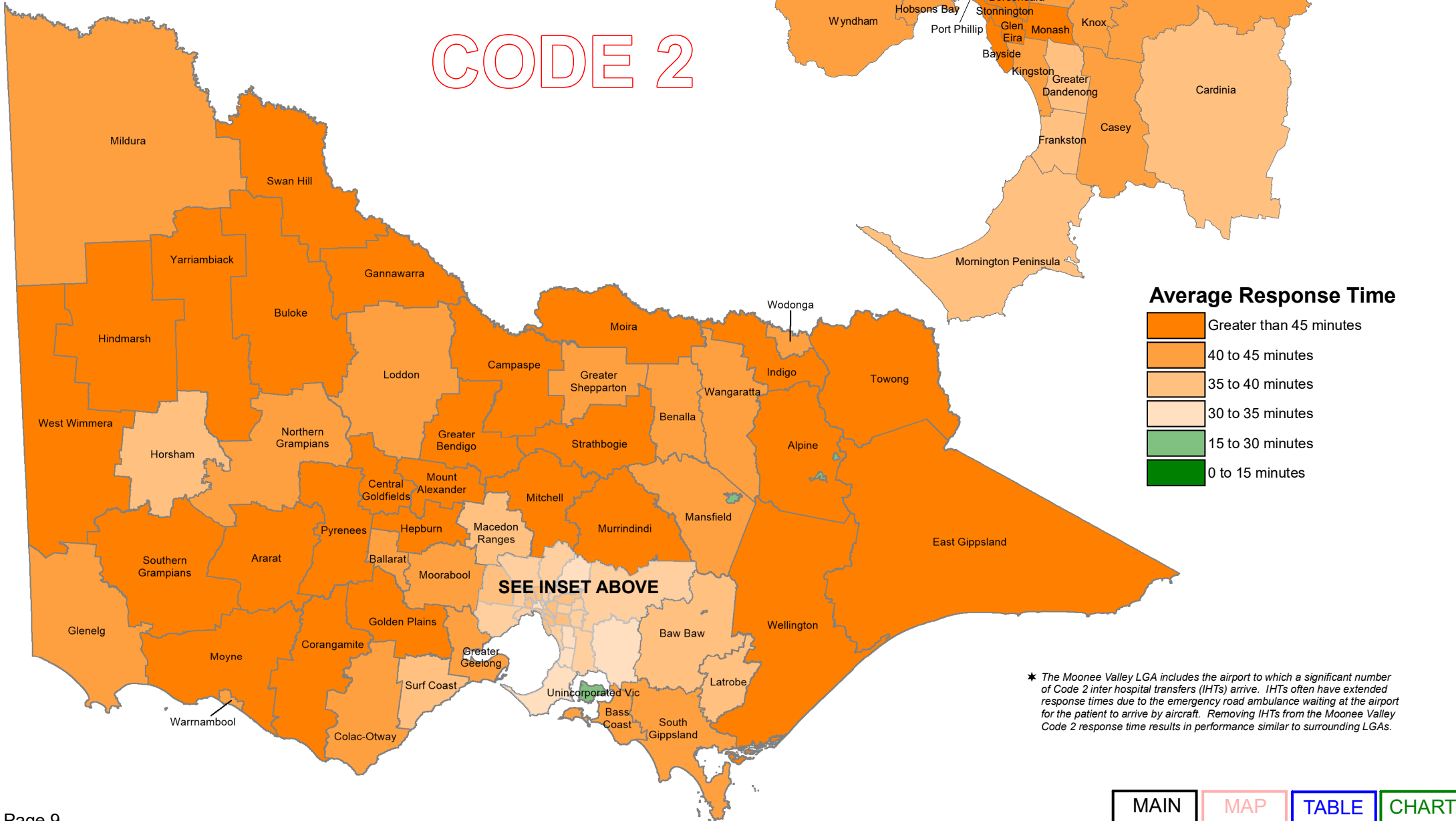


Ambulance Victoria

Average Code 2 Response Time by LGA

2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

CODE 2





Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

Qtr 2 2025/26

Qtr 3 2025/26

Code 2 First Response Performance by LGA

LGA Name

Table with 3 columns: LGA Name, Average Response Time Minutes, Total Number of First Responses. Lists 79 LGAs and a Total AV row.

Table with 3 columns: Average Response Time Minutes, Total Number of First Responses. Data for Qtr 4 2024/25.

Table with 3 columns: Average Response Time Minutes, Total Number of First Responses. Data for Qtr 1 2025/26.

Table with 3 columns: Average Response Time Minutes, Total Number of First Responses. Data for Qtr 2 2025/26.

Table with 3 columns: Average Response Time Minutes, Total Number of First Responses. Data for Qtr 3 2025/26. This table is highlighted with a red border.

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

* The Moonee Valley LGA includes the airport to which a significant number of Code 2 inter hospital transfers (IHTs) arrive. IHTs often have extended response times due to the emergency road ambulance waiting at the airport for the patient to arrive by aircraft. Removing IHTs from the Moonee Valley Code 2 response time results in performance similar to surrounding LGAs.



Ambulance Victoria

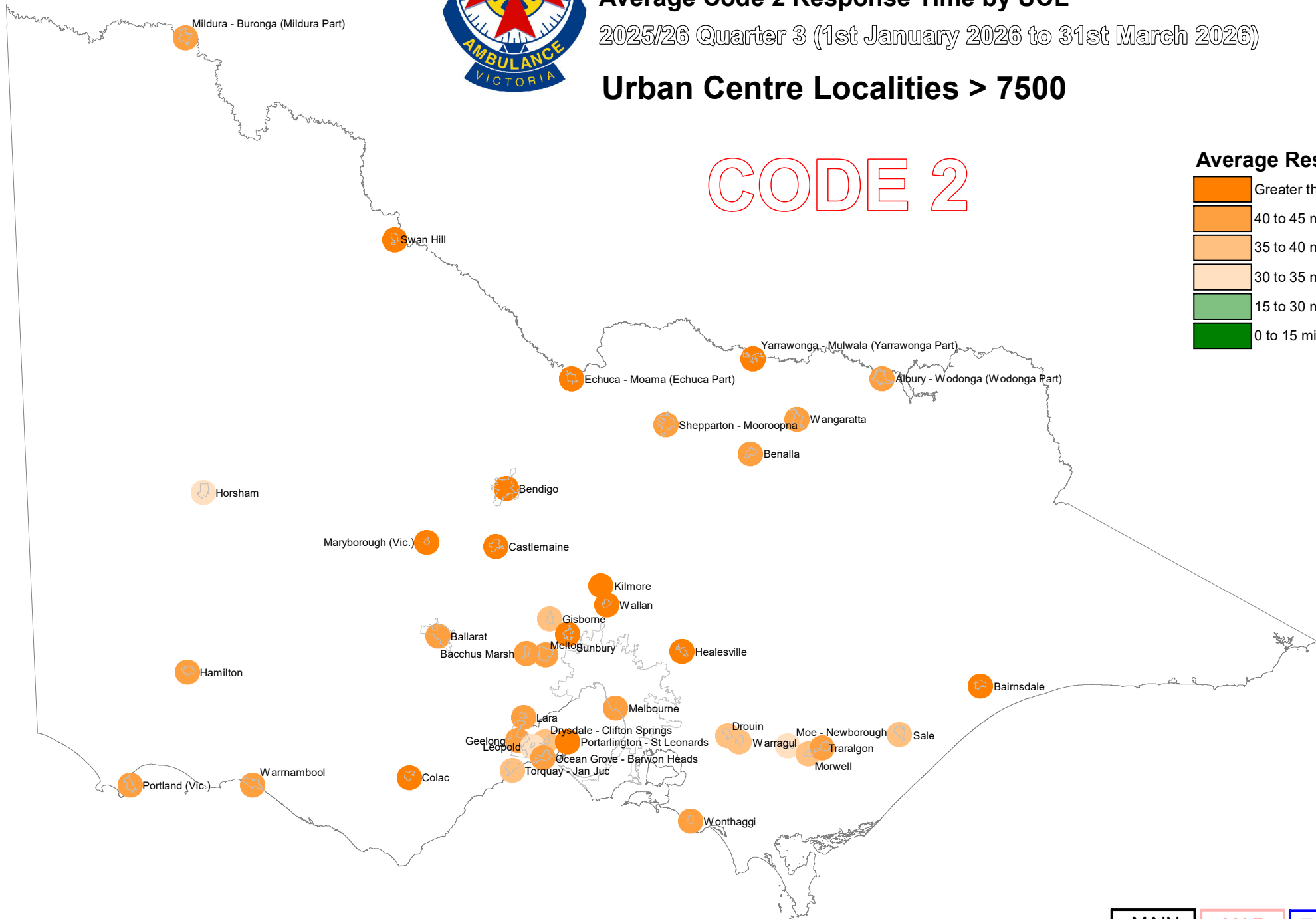
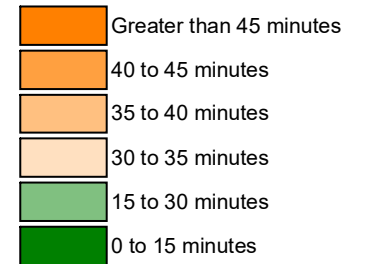
Average Code 2 Response Time by UCL

2025/26 Quarter 3 (1st January 2026 to 31st March 2026)

Urban Centre Localities > 7500

CODE 2

Average Response Time





Code 2 First Response Performance by UCL

Qtr 3 2024/25

Qtr 4 2024/25

Qtr 1 2025/26

Qtr 2 2025/26

Qtr 3 2025/26

UCL Name	Average Response Time Minutes	Total Number of First Responses
Albury - Wodonga (Wodonga Part)	40:37	409
Bacchus Marsh	37:54	244
Bairnsdale	56:44	251
Ballarat	41:18	1,078
Benalla	44:08	180
Bendigo	43:06	929
Castlemaine	46:06	146
Colac	44:28	166
Drouin	37:27	117
Drysdale - Clifton Springs	47:07	146
Echuca - Moama (Echuca Part)	47:30	234
Geelong	41:48	1,811
Gisborne	34:58	87
Hamilton	38:19	127
Healesville	41:07	104
Horsham	36:38	252
Kilmore	44:04	167
Lara	35:30	89
Leopold	41:39	71
Maryborough (Vic.)	36:06	190
Melbourne	43:48	31,145
Melton	38:45	695
Mildura - Buronga (Mildura Part)	44:37	471
Moe - Newborough	30:44	277
Morwell	31:13	254
Ocean Grove - Barwon Heads	35:22	129
Portarlington - St Leonards	46:28	89
Portland (Vic.)	36:20	171
Sale	28:18	189
Shepparton - Mooropna	40:28	695
Sunbury	41:11	258
Swan Hill	40:17	206
Torquay - Jan Juc	38:57	131
Traralgon	40:21	375
Wallan	40:17	97
Wangaratta	39:25	345
Warragul	35:18	267
Warrnambool	36:29	304
Wonthaggi	45:49	194
Yarrawonga - Mulwala (Yarrawonga Part)	40:15	123

Average Response Time Minutes	Total Number of First Responses
45:10	362
43:07	276
50:30	273
46:20	1,122
44:15	217
41:40	980
48:37	143
47:19	181
36:15	120
39:57	132
50:36	219
42:47	1,782
39:19	108
38:23	127
36:59	122
42:15	218
45:38	172
47:01	101
44:37	81
42:33	199
45:29	31,286
45:15	758
47:23	477
34:27	290
28:09	257
46:22	144
45:01	92
33:34	144
34:32	196
39:20	661
42:41	277
43:55	195
33:24	115
39:27	381
42:10	107
40:33	317
44:10	270
41:59	314
46:01	209
44:36	153

Average Response Time Minutes	Total Number of First Responses
44:10	367
45:18	258
49:32	267
44:32	1,036
43:05	180
42:20	911
49:02	140
43:16	183
36:37	112
39:32	136
48:28	226
42:02	1,750
35:14	88
44:14	116
39:51	108
38:33	248
44:40	158
44:07	89
39:37	83
42:59	225
47:50	30,108
42:10	712
44:08	492
35:12	304
34:04	269
40:03	124
47:26	72
31:23	161
33:20	179
42:15	646
41:40	282
42:31	166
40:17	131
41:03	359
41:52	120
47:20	313
41:55	300
42:25	333
46:19	216
44:10	129

Average Response Time Minutes	Total Number of First Responses
45:54	383
42:04	222
47:47	278
44:35	1,050
39:52	197
44:35	1,038
48:48	137
38:20	193
34:58	128
44:24	122
46:54	251
42:40	1,750
38:32	85
40:13	112
35:57	116
35:12	229
47:34	171
47:51	117
40:23	82
47:09	197
44:48	31,592
43:24	728
45:30	445
34:14	302
28:46	241
35:55	163
48:29	106
44:47	179
36:03	196
38:21	654
46:27	272
42:42	183
41:37	138
41:21	349
41:07	117
42:31	308
39:41	259
43:19	332
41:50	232
42:35	151

Average Response Time Minutes	Total Number of First Responses
42:34	390
40:09	226
53:50	287
41:37	1,106
41:19	203
45:50	980
45:35	138
46:38	185
37:07	121
36:30	107
49:28	248
43:50	1,917
36:49	100
44:20	110
45:30	114
33:15	197
47:32	173
42:36	93
34:03	75
49:16	169
44:08	32,244
43:39	726
41:28	471
34:33	258
35:17	282
41:04	148
50:56	101
41:38	170
37:58	195
42:16	675
46:59	289
46:29	175
36:34	143
41:15	397
45:52	121
42:00	322
36:43	272
41:22	350
42:36	215
47:48	143

MAIN

MAP

TABLE

CHART

Glossary

Response Time	<p>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.</p> <p>Response times are based on data sourced from the Computer Aided Dispatch (CAD) system.</p>
Code 1 incident	<p>Code 1 incidents require urgent paramedic and hospital care, based on information available at time of call.</p>
Code 2 incident	<p>Code 2 incidents are acute and time sensitive, but do not require a lights and sirens response.</p>
% <= 15mins	<p>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.</p>
Average Response Time	<p>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.</p>
Number of First Responses	<p>This is the total number of first arrivals within the reported time period.</p>
UCL (Urban Centres Localities)	<p>These are geographical areas based on the Australian Bureau of Statistics Urban Centres and Localities (UCLs) boundaries and residential population.</p> <p>Ambulance Victoria reports performance for larger UCLs where population exceeds 7,500 persons.</p>
LGA (Local Government Area)	<p>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.</p>
Interstate LGAs	<p>Incidents responded to by AV resources outside the Victorian LGA Boundaries</p>
