

Media Release – Report on Government Services (RoGS) brings another wake up call for the NSW Government in relation to NSW Ambulance

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The Australian Paramedics Association (NSW) (APA (NSW)) are demanding the NSW Government urgently review the ongoing underfunding of NSW Ambulance (NSWA), warning that current investment levels are placing increasing strain on Paramedics, infrastructure, and response times, despite strong community support and growing demand.

Recent data shows NSW spends \$213.73 per person on ambulance services—well below the national average of \$232.63 and significantly lower than comparable services such as Victoria (\$235.25) and Tasmania (\$325.33).

“This funding gap has real-world consequences,” said APA (NSW) President Brett Simpson. “We see it in ageing stations, delayed replacement of equipment, and increasing pressure on paramedics who are already working at unsustainable levels.”

“Underfunding today means higher attrition, less reliable or outdated equipment, worn-down facilities, and poorer outcomes tomorrow,” Mr Simpson said. “The community deserves better—and so do the paramedics who serve it.”

Community experience of paramedics remains extremely strong, with 98% patient satisfaction reported in NSW. However, response times remain a major concern, with 11% of patients reporting ambulances arrived slower than expected.

“This frustration is shared by paramedics,” Mr Simpson said. “Without significant investment in staffing, response times will continue to worsen”

In addition to systemic underfunding, the latest data highlights significant workforce profile constraints. Nationally, universities are producing approximately 2,500 final-year paramedic students each year, yet the system increasingly relies on base-level and student ambulance officers. NSW and Victoria employ a similar number of qualified paramedics (4,352), but NSW has more than three times as many base-level officers.

“New paramedics are essential and very much welcomed into the workforce, but they require supervision,” Mr Wilson said. “That supervision workload falls on experienced paramedics, adding to pressure unless it is properly resourced and recognised.”

While NSW Ambulance increased its workforce by 431 full-time equivalent staff over the past year, it also needed to replace 260 paramedics due to attrition. The loss of experienced paramedics is a significant blow to local communities and deprives new recruits of vital mentorship. The NSW Government need to acknowledge the ongoing impact this can have in any organisation and address it immediately.

APA (NSW) demands that the NSW Government come to the table and address:

- Ways to retain experienced staff
- Fair and transparent career opportunities to all Paramedics
- Increased flexibility for long serving staff

APA (NSW) continues to demand for an expanded workforce with appropriate operational support. The current workforce profile presents both opportunity and risk. Around one-third of paramedics are under 30, providing a strong foundation for the future, but 20% are over 50, raising concerns about knowledge retention and workforce sustainability.

“Experienced paramedics are critical mentors for the next generation,” the Mr Simpson said. “We need better support for senior staff—flexible working arrangements, reduced night shifts, and proper recognition and remuneration for supervision and mentoring roles.”

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