



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Thomas Emerson, MLA

Addressed to: Minister for Police, Fire and Emergency Services

In relation to: ACT Ambulance Service and Attrition rate and reasons for leaving

Hearing: 28 July 2026

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Answer Due: 6 August 2026

Mr David Dutton and Mr Wayne Phillips took on notice the following question(s):

MR EMERSON: And you mentioned retention attrition and these sorts of things. So are you tracking and are you able to provide, perhaps on notice, the current attrition rates?

Mr Dutton: Yes, we attract attrition rates.

Mr Phillips: Yes.

MR EMERSON: Okay, and can you provide—

Mr Dutton: Yes, and why they may be leaving for instance.

MR EMERSON: That is what I was going to answer. Are there reasons reported for staff departures.

Mr Dutton: Yes.

MR EMERSON: I mean I know personally someone—

Mr Phillips: We do have limited information and depending on the information that the person leaving will give us, but we do have some information in regards to exit survey results of some of them.

MR EMERSON: Okay, yes.

Mr Dutton: So, Mr Emerson, for the 2024-2025 financial year the attrition from our operational workforce was 5.3 per cent. That compares to a national average of 4.1 per cent across the country. Pleasingly over the last three years and this data is available in the productivity commission report on government services, we have seen a continuing year on year reductions. So in 2021-2022 our attrition was 11.4 per cent. In 2022-2023 that reduced to 9.3 per cent. 2023-2024 it reduced to 8.8 per cent. So that is an encouraging trend.

I will just caveat that those figures are almost certainly impacted by the COVID pandemic. That is a pattern that we are seeing across all health professional workforces not only nationally but internationally, but attrition is something that monitor closely. We have just recently aligned with the directorate's exit survey so that is a standardised exit survey opportunity that is provided to all staff to complete should they choose to share the reasons that they are leaving the organisation and moving somewhere else for example.

MR EMERSON: Okay. And is the 2025-2026 data there?

Mr Dutton: I do not have the 2025-2026 data at hand.

MR EMERSON: Okay.

Mr Dutton: But that will be published through the next edition of the ROGS report.

MR EMERSON: Okay. I might get you to take on notice 2025-2026 in case you have got it already internally and then over the last three financial years a breakdown and percentages for the kind of reasons for people who have left.

Mr Phillips: Yes.

Mr Dutton: Yes. Just as the commissioner indicated there, Mr Emerson, that is subject to staff sharing that information with us.

MR EMERSON: Sure.

Mr Dutton: Sometimes that is done formally in an exit interview, other times that is anecdotal information, so we just need to separate I guess the different information sources there.

Dr Marisa Paterson MLA: The answer to the Member's question is as follows:

The attrition rate of paramedics across all Australian jurisdictions, broken down by financial year, is publicly available through the Productivity Commissioner's Report on Government Services (Table 11A.9) at <https://www.pc.gov.au/ongoing/report-on-government-services/health/ambulance-services/>.

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The attrition rate of paramedics in the ACT for 2025-26 is 14.4%. Some of the main reasons why people have left ACTAS, from those who have specified, include retirement, moving interstate to be closer to family and/or accepting a job with another Service or organisation, and not wishing to return to work following the end of an approved period of leave without pay. Breaking these down into percentages is difficult, given that not all people that leave provide feedback on the reasons, and for those that do provide feedback it can be for one or more reasons.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: 

Date: 07/08/2026

By the Minister for Police, Fire and Emergency Services, Dr Marisa Paterson MLA