

## The following statistics and facts give a snapshot of our work between 1 July 2017 and 30 June 2018.

	Total 2017/18	Total 2016/17	Increase/ decrease	Variance
111 emergency calls for an ambulance <sup>1</sup>	533,669	506,290	27,379	5.4%
Emergency incidents attended	395,230	389,350	5,880	1.5%
Non-emergency incidents attended	81,464	79,505	1,959	2.5%
Events serviced	5,166	5,712	-546	-9.5%
Patients treated or transported by ambulance officers	480,411	469,850	10,561	2.2%
Ambulances and operational vehicles	702	655	47	7.1%
People trained in first aid	80,262	82,143	-1,881	-2.3%
Medical alarm customers	43,186	41,691	1,495	3.6%
Children who participated in the ASB St John in Schools programme	130,860	132,092	-1,232	-0.9%
Health Shuttle client trips	77,286	74,824	2,462	3.2%
Youth Members	6,104	6,337	-223	-4.1%
Youth Leaders	1,098	1,119	-21	-1.9%
Order Members	1,667	1,675	-8	0.4%
Area Committee volunteers	1,114	1,294	-180	-16.1%
Health Shuttle volunteers	652	612	40	6.5%
Caring Caller volunteers	805	865	-60	-7.4%
Community Care in Hospitals volunteers <sup>2</sup>	830	800	30	3.7%
Opportunity Shop volunteers	1,232	1,098	134	12.2%
Clinical volunteers (headcount) <sup>3</sup>	3,519	3,504	15	0.4%
Clinical paid personnel (FTE) <sup>3,4,5</sup>	1,244	1,163	81	6.9%
Total paid personnel (FTE) <sup>3,4,5</sup>	2,293	2,170	123	5.6%
Total paid personnel (headcount) <sup>3,5</sup>	3,228	3,033	195	6.4%
Total volunteers (headcount) <sup>3</sup>	9,389	9,232	157	1.7%
Total personnel (headcount) <sup>3,5</sup>	18,588	18,556	32	0.1%

<sup>1</sup> National total of 111 ambulance calls in the three Clinical Control Centres, excludes multiple calls

<sup>2</sup> Friends of the Emergency Department and Hospital Friends

<sup>3</sup> Includes national headquarters

<sup>4</sup> Full time equivalent

<sup>5</sup> Does not include vacant roles

Volunteer and paid personnel as at 30 June 2018. Some personnel have multiple roles but appear just once in total personnel (headcount).