

## The following statistics and facts give a snapshot of our work between 1 July 2018 and 30 June 2019.

	Total 2018/19	Total 2017/18	Increase/ decrease	Variance
111 emergency calls for an ambulance <sup>1</sup>	546,721	533,669	13,052	2.45%
Emergency incidents attended	391,506	395,230	-3,724	-0.94%
Non-emergency incidents attended	79,306	81,464	-2,158	-2.65%
Events serviced	4,489	5,166	-677	-13.10%
Patients treated or transported by ambulance officers	473,200	480,411	-7,211	-1.50%
Ambulances and operational vehicles	712	702	10	1.42%
People trained in first aid	90,992	80,262	10,730	13.37%
Active medical alarms	44,974	43,186	1,788	4.14%
Children who participated in the ASB St John in Schools programme	148,126	130,860	17,266	13.19%
Health Shuttle client trips	81,415	77,286	4,129	5.34%
Youth Members	6,118	6,104	14	0.23%
Youth Leaders	1,122	1,098	24	2.19%
Order Members	1,679	1,667	12	0.72%
Area Committee volunteers	1,078	1,114	-36	-3.23%
Health Shuttle volunteers	670	652	18	2.76%
Caring Caller volunteers	805	805	0	0.00%
Community Care in Hospitals volunteers <sup>2</sup>	854	830	24	2.89%
Opportunity Shop volunteers	1,225	1,232	-7	-0.57%
Clinical volunteers (headcount) <sup>3</sup>	3,335	3,519	-184	-5.23%
Clinical paid personnel (FTE) <sup>3,4,5</sup>	1,333	1,244	89	7.15%
Total paid personnel (FTE) <sup>3,4,5</sup>	2,442	2,293	149	6.50%
Total paid personnel (headcount) <sup>3,5</sup>	3,444	3,228	216	6.69%
Total volunteers (headcount) <sup>3</sup>	8,632	9,389	-757	-8.06%
Total personnel (headcount) <sup>3,5</sup>	19,227	18,588	639	3.44%

<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 2019. Some personnel have multiple roles but appear just once in total personnel (headcount).